

**AUDIT/I&R COMMISSION CHAIRMEN/VICE CHAIRMEN PERFORMANCE INDICATOR  
RESULTS MEETING**

**14 May 2014**

**ACTION NOTES**

**PRESENT:**

**Task and Finish Group Members**

Councillors M C Appleyard (Co-Chair), R Gaffney (Co-Chair), Mrs J D Langley and J L Richards OBE

Apologies for absence were received from Councillors

**Also Present:** Councillors

NO	ITEM	ACTION
1	<b>APOLOGIES FOR ABSENCE</b> There were no apologies for absence.	
2	<b>DECLARATIONS OF INTEREST</b> There were no declarations of interest.	
3	<b>MINUTES OF LAST MEETING</b> The minutes of the meeting held on 18 February 2014 were agreed as an accurate record.	
4	<b>ACTIONS ARISING FROM LAST MEETING</b> (Pages 7 - 14) Members focussed in on the action points featured in the previous meeting's minutes and received the following updates on these: <ul style="list-style-type: none"><li>• <b>CSC calls answered in 20 seconds HR002:</b> In respect of the introduction of a 0 option for callers to be transferred back to the operator, it was confirmed that this would involve new scripting and additional contact centre licences with resultant costs, however this would be raised with the 2015 contract provider, to see whether this functionality could be delivered.</li> <li>• <b>Complaints DL002:</b> It was confirmed that ombudsman</li></ul>	

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	<p>complaints were reported to the relevant ward member; however this was not possible for complaints that came via the Council's own procedure. Members asked that such notification be effected, so that problem clusters (e.g. recent waste collection issues) could be identified, Andy Foreman was to enquire with officers as to practicality and cost of such reporting.</p> <p><b>Waste and Recycling Measures:</b> In respect of Members worries that the 2014/15 recycling target of 59% was too low and their request for details of bonus payments to Serco; Andy Foreman reported that Serco did not receive bonus payments for achieving over this target, they did however have an incentive to further increase recycling as under the contract the more they recycled the more income from those recycled materials they were able to generate.</p> <p>Members requested a detailed list of street waste bins throughout the district, their ownership, who was tasked with their emptying and how often and what happened to any recyclables from these sources.</p> <ul style="list-style-type: none"> <li>• <b>Wycombe Sports Centre – number of users CS001a:</b> Members were advised that under the new operators as from 1/7/14 a whole new means of measuring usage would be initiated under 'Places for People's' new booking system. These would be the accurate KPI (Key Performance Indicators) foundation on which performance could be judged in successive years. The running track was to be run separately and discussions were underway with an operator to secure a contract to start from the opening of the facility (weather dependant) on 1/7/2014.</li> <li>• <b>ES009 &amp; ES010 Homelessness Prevention &amp; ES006 numbers in temporary accommodation:</b> Members noted that the prevention figures did not demarcate voluntary / involuntary status given that it was a record of numbers prevented from becoming homeless. Members asked for an overview of what happened to those who left temporary accommodation during 2013/14 (whilst bearing in mind confidentiality of those involved). Members also requested information on the usage of Saunderton Lodge as a temporary accommodation solution.</li> </ul>	<p>AF/JR</p> <p>AF/CH</p> <p>AF/KH</p>

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	<ul style="list-style-type: none"> <li>• <b>BV012 Sickness absence:</b> the reductions in number of long term sickness cases (absence of 28 days or more) from 13 in 2012-13 to 4 in 2013-14 with long term sickness accounting for 33% of overall sickness in 2012-13 reduced to 17% in 2013-14, were noted.</li> <li>• <b>PS007i, PS008i and PS009i QVR energy usage:</b> Members noted the gas, water and electricity usage report which was summarised in the meeting and is attached to these minutes (<b>attachment 4</b>). Members also noted the benefits secured by means of a joint procurement initiative evidenced in the usage figures. Members asked whether WDC had explored the potential of acting as a broker for a District energy co-operative (whilst bearing in mind the potential for costs to WDC outweighing benefits).</li> </ul>	AF/ LS/GW																
5	<p><b>QUARTER 4 AND YEAR END 2013-14 PERFORMANCE</b> Members considered the appended Year End Performance overview, along with the Measures for Performance Focus.</p> <p>21 measures (40%) exceeding target, 17 measures (32%) within + or – 5% of target and 15 measures (28%) more than 5% below target were noted. Members requested that trend graphs including performance outturns for previous years be included in future reports, so that comparisons could be made and issues could be detected more easily.</p> <p>It was agreed that the split in actual and virtual visits to the museum under <b>CS002</b> continue to be included as context for the measure and included in all further reports on this indicator.</p> <p>In respect of <b>NI 192 Waste % recycled and composted:</b> Andy Foreman agreed to circulate the split of the results between recycled materials and composting, now featured below.</p> <table border="1" data-bbox="252 1630 1232 1854"> <thead> <tr> <th></th> <th>12-13 outturn</th> <th>13-14 target</th> <th>13-14 outturn</th> </tr> </thead> <tbody> <tr> <td><b>Recycled</b></td> <td>18.4%</td> <td>33%</td> <td>24.9%</td> </tr> <tr> <td><b>Composted</b></td> <td>20.7%</td> <td>25%</td> <td>23.1%</td> </tr> <tr> <td><b>Total recycled and composted</b></td> <td>39.1%</td> <td>58%</td> <td>47.9%</td> </tr> </tbody> </table>		12-13 outturn	13-14 target	13-14 outturn	<b>Recycled</b>	18.4%	33%	24.9%	<b>Composted</b>	20.7%	25%	23.1%	<b>Total recycled and composted</b>	39.1%	58%	47.9%	AF  AF/ JP
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	<p>Members discussed <b>NI 157a Major Planning Applications determined within 13 weeks</b>. It was felt that developers should be encouraged to make applications after a period of discussion with Planners to ensure determination within the 13 week target. And that if complications arose after an application was submitted which has the potential to draw out the process, developers should withdraw their application, rather than engage in endless amendments which would lengthen the determination period. This could be key to ensuring determination within the 13 week target, which Members felt could be improved. Members requested that their comments be passed onto Cllr Johncock as Planning Committee Chairman.</p> <p>Members noted the review by Service Areas, under their 2014-15 Service and Financial Plans (SFP's), of all performance measures currently collected and also, where appropriate, the development of measures to monitor how functions were performing and what progress was being made against the achievement of agreed service outcomes.</p> <p>These could if appropriate be inclusive of KPI (Key Performance Indicators) and contractual measures Service Areas used to monitor services delivered by third parties.</p> <p>The wish of the Executive to establish and report on the Performance Indicators that concisely told the performance picture of the authority (i.e. a scorecard approach), was commended by the Meeting. Members underlined the importance of setting accurate goals measuring performance and constantly reviewing performance measures to ensure their relevance to the organisation's corporate aims.</p> <p>Members asked that an exception report be included alongside the current report on the measures for performance focus to ensure that any potential issues could be addressed. Members also requested the current number of staff be included in all future reports, with a list of the staff numbers for the last 10 years featured in the next.</p> <p>The wish that notes of this and every Performance Indicator Analysis Meeting to be referred to subsequent meeting of both the Improvement &amp; Review Commission and the Audit Committee to be noted.</p>	<p><b>AF/ AN</b></p> <p><b>AF</b></p> <p><b>PD/ EL</b></p>

NO	ITEM	ACTION
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The meeting closed at 6.25 pm

**The following officers were in attendance at the meeting**

- Peter Druce - Democratic Services
- Andy Foreman - Policy Officer (Emergency Planning)