

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

18 November 2014

ACTION NOTES

PRESENT:

Task and Finish Group Members

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

NO	ITEM	ACTION
6	<p>APOLOGIES FOR ABSENCE An apology for absence was received on behalf of Councillor M C Appleyard.</p>	
7	<p>DECLARATIONS OF INTEREST Councillor R Gaffney declared an other interest in Item 5, having a close relative employed by Capita, holders of the Customer Services Centre contract.</p>	
8	<p>MINUTES OF LAST MEETING The minutes of the meeting held on 14 May 2014 were agreed as an accurate record.</p>	
9	<p>ACTIONS ARISING FROM LAST MEETING In relation to the action points arising from the minutes of the previous meeting, the following updates were noted:</p> <p>Complaints DL002: the Complaints Officer had advised that the Council's complaints management software does not automatically identify clusters of complaints; however, processes are in place such that problem clusters would be picked up and information provided and reported to members where necessary.</p> <p>Waste and Recycling: Andy Foreman had obtained a comprehensive list of the 1342 street waste bins within the district, which he undertook to forward to Councillor Mrs Langley (now completed – sent 20 November). He reported that the bins were owned by the Council although responsibility for emptying them rested with Serco. Frequency of emptying depended upon level of usage. The contents of the waste bins was generally sent to landfill, although some contents may be removed for recycling in cases where</p>	

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	<p>the recyclable material was easily able to be picked out.</p> <p>ES009 & ES010 Homelessness Prevention & ES006 numbers in temporary accommodation: in relation to the query raised at the last meeting about what had happened to those who had left temporary accommodation in 2013/14 it was reported that for the period from 1 November 2013 – 31 October 2014, 59 people had left temporary accommodation, of whom 12 had been categorised as ‘intentionally homeless’. Of the remaining 47, 39 had been helped into social housing, 3 into private rentals, 3 had lost temporary accommodation through their own fault and 2 had refused offers of accommodation. Saunderton Lodge had been running at around 80% capacity for the preceding 5 years. Members requested that a paper on the future usage of Saunderton Lodge as a temporary accommodation solution should be brought to the next meeting.</p> <p>PS007i, PS008i and PS009i QVR energy usage: in relation to the question raised at the last meeting about the potential for the Council to participate in any joint energy procurement initiatives, it was reported that this had been raised and discussed at a Buckinghamshire County Council Energy & Resources Management Team meeting, and Bucks CC had already begun to investigate possibilities, including piloting within Local Area Forums; there is also an initiative in Oxfordshire in which the Buckinghamshire authorities might be able to participate. Members (particularly those who were also County Councillors) were invited to contact Nick Cave, Director for Transformation at Buckinghamshire County Council, to encourage progression of the initiative.</p> <p>Quarter 4 and year-end 2013-14 performance: following the requests made at the last meeting, trend graphs (including performance outturns for previous years) of the measures for performance focus had been included with the report, as well as a key exception / issues report and a list of staff numbers covering the period from 2006/7 to the present.</p> <p>The split in actual and virtual visits to the museum under CS002 continues to be included as context for the measure on this indicator and Andy Foreman reported that from 2015/16 onwards the indicator will be changed so as to only include actual visits to the museum.</p> <p>In relation to NI 157a Major Planning Applications determined within 13 weeks it was reported that the group’s comments (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 developers should withdraw their application rather than engage in numerous</p>	<p>AF / BD</p>

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	<p>amendments which would lengthen the determination period) had been passed to the Planning Committee Chairman, Cllr Johncock. It was requested that they should also be sent to the portfolio-holder for Planning & Sustainability, Cllr Marshall.</p>	<p>AN</p>
<p>10</p>	<p>QUARTERS 1 & 2 2014-15 PERFORMANCE Members considered the appended Year to Date (Q1 & Q2) Performance Overview, along with the measures for performance focus.</p> <p>Concern was expressed that the report had been considered by Cabinet the previous day, before being reviewed by the group, and it was felt that this had disregarded the group's important role of independently evaluating and scrutinising the information and providing an opinion to Cabinet. The group agreed that Councillor Gaffney, as Chairman of the Improvement and Review Commission, and Councillor Appleyard, as Chairman of the Audit Committee, should jointly write to the Leader to express their view and highlight the need for the group to always review the performance information before Cabinet.</p> <p>In relation to the information provided, Members welcomed the new format of the documentation which now included the key exceptions and issues, and expressed thanks to Andy Foreman for production and presentation of the data.</p> <p>The drop in sickness absence was welcomed. It was noted that the 'missing data' related to sports centre energy use (which would be able to be reported from Q3 onwards) and that the two water leaks which had led to a reported increase in water consumption had been repaired.</p> <p>Andy Foreman reported that all performance measures are to be reviewed in March as part of the new Service and Financial Planning process. The group highlighted that this would need to be a 'root and branch' review, given the significant changes which were taking place or were planned (e.g. the new Customer Services Centre contract, sports centre and refurbishment of the museum). The group agreed that it should have a role in the setting of the targets and requested that further information be brought to the Group at the relevant time. It was also suggested that Cllr Richards challenges Heads of Service to set meaningful performance measures as part of the Budget Task & Finish Group scrutiny.</p> <p>In response to a recommendation from the Audit Committee that where Key Performance Indicators were more than 10% away from target (adverse) an assessment should be made about which</p>	<p>Cllr Gaffney</p> <p>AF</p>

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	committee (Audit or Improvement and Review) would take these forward to identify any key actions required, it was agreed that the Audit Committee should review these where required (Andy Foreman to identify any indicators which might require more detailed review by the Audit Committee).	AF to note

The meeting closed at 5.55 pm

The following officers were in attendance at the meeting

- Andy Foreman - Policy Officer (Emergency Planning)
- Emma Lund - Senior Democratic Services Officer