

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

11 February 2015

ACTION NOTES

PRESENT:

Task and Finish Group Members

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

NO	ITEM	ACTION
11	<p>APOLOGIES FOR ABSENCE Apologies for absence were received from Councillor Mrs J D Langley.</p>	
12	<p>DECLARATIONS OF INTEREST There were no declarations of interest.</p>	
13	<p>MINUTES OF LAST MEETING The minutes of the meeting held on 18 November 2014 were agreed as an accurate record.</p>	
14	<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>ES009 & ES010 Homelessness prevention & ES006 numbers in temporary accommodation: A summary in respect of the future of Saunderton Lodge, WDC's key site in the provision of temporary accommodation, was given to attendees, indicating the various options being considered, to be brought forward to Cabinet in the next 6-12 months. A printed synopsis of these options which had been supplied to Andy Foreman was to be circulated with these notes (attachment 14).</p> <p>The Group felt that the Council should retain ownership of Saunderton Hostel at all costs, and refurbish it as it was essential and ideal for homelessness provision.</p>	

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	<p>The Meeting considered this provision of accommodation whether it be with the use of Saunderton Lodge and whether it be re-furbished or not, was a suitable topic for consideration by the Improvement & Review Commission possibly as a Task and Finish Group.</p> <p>In respect of the referral of Quarters 1 & 2 2014-15 Performance at the previous meeting and the consideration of this data after referral to Cabinet in that instance. Cllr Gaffney reported that he had pursued this issue and had been assured that referral to the Chairmen would henceforth occur before Cabinet, any future meetings were to be scheduled to ensure this.</p>	PD
15	<p>QUARTER 3, 2014-15 PERFORMANCE</p> <p>The Meeting discussed the importance of tying in the Strategic Risk Register to the collation of performance indicators. Priorities of the organisation informed what was to be achieved at service level; the risk registers outlined what how these would be achieved through the mitigation of the risks identified..</p> <p>In respect of the specific indicator results for focus featured in the report Members acknowledged the difficulties experienced in respect of the Number of users of Wycombe Sports Centre (CS001a) indicator, in that the new operator was collecting data on a different basis to the previous operator the year before. Additionally with the creation of the new centre, a similar base line data collection would occur next year, comparing year on for the foreseeable future was nigh on impossible.</p> <p>Again in respect of Number of visits / usage of Wycombe Museum (CS002) the start of a new criteria as from next year of only recording actual visits in person to the museum (not including website visits) was noted.</p> <p>In respect of the three indicators regards household waste, it was agreed consistent graphs to the same scale would be prepared in future along with overlaid data in respect of BV082ai and BV082bi.</p> <p>It was noted the number of people in TA (temporary accommodation) (ES006) represented households, and did not demarcate family and importantly children.</p>	AF

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	<p>Reductions in sickness absence (BV012) were commended.</p> <p>The usefulness of HR002 (% calls to CSC (Customer Service Centre) answered within 20 seconds) in monitoring Capita after taking over the contract was noted.</p> <p>It was suggested that alongside major applications (NI 157a) ‘minor’ and ‘others’ should also be monitored against their national targets, these were of more interest to the local public applying for planning to their properties.</p> <p>Andy Foreman outlined limited Benchmarking that the Local Government Association’s LG Inform Team had carried out during 2014 under a pilot, to which WDC had contributed. The three indicators relevant to Wycombe revealed the following for Q2 June – September 2014:</p> <table border="1" data-bbox="252 913 1264 1444"> <thead> <tr> <th data-bbox="252 913 555 1003">Measure</th> <th data-bbox="555 913 762 1003">WDC outturn</th> <th data-bbox="762 913 954 1003">Avg. outturn (all LAs)</th> <th data-bbox="954 913 1121 1003">Best outturn</th> <th data-bbox="1121 913 1264 1003">Worst outturn</th> </tr> </thead> <tbody> <tr> <td data-bbox="252 1003 555 1131">% Waste sent for re-use, recycling and composting</td> <td data-bbox="555 1003 762 1131">54.7%</td> <td data-bbox="762 1003 954 1131">47.3%</td> <td data-bbox="954 1003 1121 1131">65.3%</td> <td data-bbox="1121 1003 1264 1131">21.5%</td> </tr> <tr> <td data-bbox="252 1131 555 1227">Kgs waste collected per household</td> <td data-bbox="555 1131 762 1227">101.6 kgs</td> <td data-bbox="762 1131 954 1227">123.1 kgs</td> <td data-bbox="954 1131 1121 1227">77.6 kgs</td> <td data-bbox="1121 1131 1264 1227">185.9 kgs</td> </tr> <tr> <td data-bbox="252 1227 555 1355">Formal complaints received per 10,000 residents</td> <td data-bbox="555 1227 762 1355">6.39 complaints</td> <td data-bbox="762 1227 954 1355">9.7 complaints</td> <td data-bbox="954 1227 1121 1355">0.2 complaints</td> <td data-bbox="1121 1227 1264 1355">118 complaints</td> </tr> <tr> <td data-bbox="252 1355 555 1444"><i>(context: complaints received)</i></td> <td data-bbox="555 1355 762 1444"><i>(111)</i></td> <td data-bbox="762 1355 954 1444"><i>(246)</i></td> <td data-bbox="954 1355 1121 1444"><i>(2)</i></td> <td data-bbox="1121 1355 1264 1444"><i>(4,026)</i></td> </tr> </tbody> </table> <p>Wycombe compared very well amongst this limited sample of 80 authorities (21 of which were in the South East, which was the best represented area).</p> <p>Members were aware of the high accuracy of WDC’s data, but were not so confident of other authorities; and Members felt that other authorities may even inflate their performance figures. If so to compare so well to such figures was commendable.</p> <p>The Meeting supported the extension of this benchmarking, and would like to see a further sub section to such with a comparison to say ½ a dozen similar sized authorities.</p>	Measure	WDC outturn	Avg. outturn (all LAs)	Best outturn	Worst outturn	% Waste sent for re-use, recycling and composting	54.7%	47.3%	65.3%	21.5%	Kgs waste collected per household	101.6 kgs	123.1 kgs	77.6 kgs	185.9 kgs	Formal complaints received per 10,000 residents	6.39 complaints	9.7 complaints	0.2 complaints	118 complaints	<i>(context: complaints received)</i>	<i>(111)</i>	<i>(246)</i>	<i>(2)</i>	<i>(4,026)</i>	<p>AF</p> <p>AF</p>
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16	<p>FUTURE OF THIS GROUP</p> <p>The Group decided to recommend to Cabinet that these Audit and Improvement & Review Commission Performance Indicator Meetings be disbanded and that all performance indicators collated for each quarter be referred to the Audit Committee. Audit Committee could then if necessary also identify any particular piece of work for Commission / TFG consideration that emerged from the analysis of these indicators.</p>	<p>IRC to consider 11 March and Cabinet to consider 15 June 2015</p>
17	<p>ANDY FOREMAN (POLICY OFFICER)</p> <p>The Meeting thanked Andy Foreman for his invaluable input into the performance work of the Policy Unit over several years. Andy will be going to take on a Contracts Performance role with the NHS in Sussex and will be leaving the Council mid-March. Members were pleased to see his post was to be filled, performance assessment being key to the successful operation of the Council, he would be a hard act to follow.</p>	

The meeting closed at 6.30 pm

The following officers were in attendance at the meeting

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