



VALUE OVERVIEW & SCRUTINY COMMITTEE AGENDA

7.30 pm

**Thursday
24 November 2011**

**Town Hall, Main Road,
Romford**

Members 6: Quorum 3

COUNCILLORS:

**Conservative Group
(4)**

Robby Misir (Chairman)
Ted Eden
Billy Taylor
Damian White

**Residents' Group
(2)**

Ray Morgon (Vice-Chair)
Ron Ower

**For information about the meeting please contact:
Taiwo Adeoye 01708 433079
taiwo.adeoye@haverling.gov.uk**

AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

3 DECLARATION OF INTERESTS

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 4)

To approve as a correct record the minutes of the meeting held on 11 October 2011 and authorise the Chairman to sign them.

5 CORPORATE PERFORMANCE REPORT 2011/12 - QUARTER 2 (Pages 5 - 10)

Report Attached

6 HAVERING STRATEGIC PARTNERSHIP - PRESENTATION

Oral Presentation/Update By Officers

7 PRESENTATION ON BUSINESS RATE RELIEF

Oral Presentation/Update By Officers

8 WORK PROGRAMME/TOPIC GROUPS UPDATE

Members to confirm scope of previously agreed Topic Groups –

1. Council Tax Collection
2. Voluntary Sector Grants Distribution Mechanism

9 URGENT BUSINESS

To consider any other item in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specific in the minutes that the item should be considered at the meeting as a matter of urgency.

**Ian Buckmaster
Committee Administration &
Member Support Manager**

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MINUTES OF A MEETING OF THE VALUE OVERVIEW & SCRUTINY COMMITTEE

Thursday 11 October 2011 (7.30pm – 9.05pm)
Havering Town Hall, Romford

Present: Councillors Robby Misir (Chairman) Ted Eden, Ray Morgon, Ron Ower, +Garry Pain and Billy Taylor.

Apologies for absence were received from Councillors Ted Eden and Damian White.

+Substitute member: Councillor Garry Pain for Councillor White.

The Chairman advised those present of action to be taken in the event of emergency evacuation of the Town Hall becoming necessary.

7. MINUTES

The minutes of the meeting of the Committee held on 7 July 2011 were agreed as a correct record subject to an amendment to the members of the Committee being present which should have read that Councillors Ron Ower and Damian White were not present. The minutes were signed by the Chairman.

8. REPORT ON FREEDOM OF INFORMATION – ACCESS TO INFORMATION

The Committee received a report that sets out how Access to Information is administered.

The report provided the following summaries:

- The Access to Information team
- The way the team works in regard to Access to Information (including an explanation of Freedom of Information and related legislation)
- An explanation of Exemptions
- Performance regarding Access to Information

The performance in responding to Freedom of Information requests in the period from January 2009 to August 2011.

In reply to Members enquiry, the Committee was informed that members of the public can not be charged for any additional unless the work takes over 18 hours to complete by law. That quite a minimal amount had been realised for the amount of work detailed in the report.

The Committee **noted** the presentations.

9. CORPORATE PERFORMANCE REPORT 2011/12 – QUARTER 1

A report that outlined the Council's performance against the Living Ambition goal that related to the Value Overview and Scrutiny Committee was presented to Members.

The report detailed that the Corporate Performance Report 2011/12 - Quarter 1 was circulated to Members on 6 September 2011. This report focused specifically on those indicators which are measuring our performance against the Living Ambition Goal – Value.

The report detailed 18 indicators under the Goal – Value and nine of the indicators had been given a RAG rating this quarter. Those indicators without a RAG rating include:

- Annual indicators – there were four annual indicators, which had been included for information purposes. These would be reported at the end of the year.
- No target – there were two indicators where it was not considered relevant to set a target but Quarter 1 data was included for information purposes.
- Data unavailable – there were three indicators where Quarter 1 data was not yet available.

The Committee **noted** the report.

10. VOLUNTARY SECTOR GRANTS 2010/11

At its meeting on 7 July 2011, Members requested information on the total amount of grant awarded to the community and voluntary sector as part of their work programme. The information for 2010/11 was compiled and reported to the Committee.

The following summary was provided in the table below.

Total voluntary sector grants*, 2010/11

Organisation	Amount (£)
Core funding	255,313.00
Community Engagement Team - Regeneration, Policy & Planning	52,357.85
Community Safety Team - Legal & Democratic	51,000.00
Culture & Leisure	520,397.00
Children & Young People	15,000.00
Children's Services	1,452,887.00

Social Care & Learning*	3,698,169.00
TOTAL	6,045,123.85

**This includes both grants and contracted services.*

The information was broken down for specific community and voluntary sector groups in Appendix 1 of the report.

The Committee **noted** the report.

11. PRESENTATION DEALING WITH SERVICE REQUEST/COMPLAINT

At the request of the Committee, Jeff Potter - Head of Customer Services provided the Committee with information on the CRM system. The presentation detailed the services that had gone live on the system.

The presentation also informed Members of how a resident request can escalate to a complaint if matter was not resolved within timescale.

The Committee agreed to receive a regular update even though they were aware that some issues can be categorised as seasonal.

The Committee also agreed to receive further updates on services that are yet to go live on the new CRM system with projected dates.

The Committee **noted** the presentation.

12. CRM REQUESTS AND COMPLAINTS RECEIVED

The Committee received an update on Corporate Complaints and Members Enquiries two sets of information that related to Corporate Performance Indicators 2011/12 and proposed Performance Indicators for inclusion in the Members' pack from quarter one 2011/12.

The Corporate Policy and Partnership Manager requested Members of the Committee to review the list entitled Corporate Performance Indicators 2011/12 and suggest any further indicators that Members would consider for inclusion in the proposed Performance Indicators Members' pack.

The Committee **noted** the presentation.

13. WORK PROGRAMME/ AGREEMENT OF TOPIC GROUPS

Following the presentation by officers at the meeting the Committee agreed to formulate the following Topic Groups:

1. Council Tax Collection
2. Voluntary Sector Grants distribution mechanism

Members at the meeting agreed to advise the Chairman directly on what they thought should be the objectives for each review.

The Committee requested a presentation on Business Rate Relief to be given at the next meeting. This arose because a Member was of the opinion that many small businesses were either not aware of what they can claim or the appropriate information was not getting through to them.

Chairman
24 November 2011

VALUE OVERVIEW & SCRUTINY COMMITTEE

REPORT

24 November 2011

Subject Heading:

Corporate Performance Report 2011/12 –
Quarter 2

CMT Lead:

Cynthia Griffin, Group Director, Culture &
Community

Report Author and contact details:

Alaine Clarke, Corporate Policy &
Partnerships Team Leader
Tel: 01708 432963

Policy context:

Living Ambitions Goal - Value

SUMMARY

This report sets out the Council's performance against the Living Ambition Goal - **Value** for Quarter 2 of 2011/12.

RECOMMENDATIONS

That Value Overview & Scrutiny Committee note the contents of the report.

REPORT DETAIL

Background

Following the abolition of the national performance framework at the end of 2010, and the requirement for local authorities to report on a statutory set of National Indicators, the Council undertook a comprehensive review of all indicators on Havering Performs and, in consultation with Services, rationalised the number that will continue to be collected locally.

This resulted in a much revised list of indicators, including a core set of **85** indicators that will be reported quarterly, where possible, and at the end of the year to CMT and Members.

The Corporate Performance Report 2011/12 - Quarter 2 was circulated to Members w/c 21st November 2011. This report focuses specifically on those indicators which are measuring our performance against the Living Ambition Goal – **Value**.

There are 12 indicators listed under the Goal – **Value**; and nine indicators have been given a RAG (Red/Amber/Green) rating this quarter. Those indicators without a RAG rating include:

- No target – there are two indicators where it was not considered relevant to set a target but Quarter 2 data is included for information purposes.
- Data unavailable – there is one indicator where Quarter 2 data is not available.

Value Indicators that are 'Red'

Indicator	Quarter 2 Target	Quarter 2 Performance	Comments
% of corporate complaints not completed within 10 days	10%	34.65%	A new MS Dynamics CRM system for recording and monitoring Corporate Complaints was implemented at the end of June. All Services went "live" on 22 nd June. Although this went well, there were a few teething problems. These have now been resolved; however there are still various pockets of training needs across the organisation. As a result performance has decreased slightly this quarter by approx 5% compared to last quarter.
% of Member/MP enquiries still outstanding after 10 days	10%	16.53%	A significantly higher number of enquiries were logged in Quarter 2 compared to Quarter 1, and this will have impacted the % of those still outstanding after 10 days.

% of calls abandoned in queue	14%	21%	The service is still undergoing major change which is impacting on performance. Despite this, there has been significant improvement on Quarter 1.
% PASC visitors seen within 15 minutes	79%	64%	
Speed of processing changes in circumstances of HB/CTB claimants (days)	9 days	14.22 days	The service is still undergoing major change which is impacting on performance. In addition, a new work stream has been introduced by the Department of Work and Pensions which has increased the amount of work. Despite this, there has been improvement on Quarter 1. Performance continues to be closely monitored.
Time taken (days) to process Housing Benefit/Council Tax Benefit new claims and change events	11 days	15.60 days	

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no specific financial implications or risks to report at this point, but clearly some adverse activity in Quarter 2 e.g. around sickness absence and Housing Benefit/Council Tax Benefit could have financial implications if ongoing.

Legal implications and risks:

There are no legal implications or risks.

Human Resources implications and risks:

There are no HR implications or risks.

Equalities implications and risks:

There are no equalities or social inclusion implications or risks.

BACKGROUND PAPERS

Appendix 1: Corporate Performance Report 2011/12 – Quarter 2 (Value)

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Appendix 1: Corporate Performance Report 2011/12 – Quarter 2

Key

Direction of Travel (DoT)	
✓	Performance is better than Q1 2011/12
✗	Performance is worse than Q1 2011/12
C	The indicator is cumulative, so no comparison can be made with Q1. For cumulative indicators, a cumulative target is provided also.

P	Indicators to be published on website
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RAG Rating	
Red	more than of 5% off the Quarter Target
Amber	up to 5% off the Quarter Target
Green	on or above the Quarter Target

Value - to deliver high customer satisfaction and a stable council tax

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Ref.	Indicator	Value	2011/12 Annual Target	2011/12 Q2 Target	2011/12 Q1 Performance	2011/12 Q2 Performance	RAG	DoT	Comments	Service
CI2	Number of corporate complaints	Smaller is better	NA	NA	176	228	NA	✗	A target is not applicable for this indicator.	Corporate
CI3	% of corporate complaints not completed within 10 days P	Smaller is better	10%	10%	29.50%	34.65%	R	✗	A new MS Dynamics CRM system for recording and monitoring Corporate Complaints was implemented at the end of June. All Services went "live" on 22 nd June. Although this went well, there were a few teething problems. These have now been resolved; however there are still various pockets of training needs across the organisation. As a result performance has decreased slightly this quarter by approx 5% compared to last quarter.	Corporate
CI4	Number of Member/MP enquiries logged	NA	NA	NA	592	883	NA	NA	A target is not applicable for this indicator.	Corporate
CI5	% of Member/MP enquiries still outstanding after 10 days	Smaller is better	10%	10%	15.20%	16.53%	R	✗	A significantly higher number of enquiries were logged in Quarter 2 compared to Quarter 1, and this will have impacted the % of those still outstanding after 10 days.	Corporate
CS1	% of calls abandoned in queue P	Smaller is better	14%	14%	27%	21%	R	✓	The service is still undergoing major change which is impacting on performance. Despite this, there has been significant improvement on Quarter 1.	Customer Services

Ref.	Indicator	Value	2011/12 Annual Target	2011/12 Q2 Target	2011/12 Q1 Performance	2011/12 Q2 Performance	RAG	DoT	Comments	Service
CS2	% PASC visitors seen within 15 minutes P	Bigger is better	79%	79%	61%	64%	R	✓	The service is still undergoing major change which is impacting on performance. Despite this, there has been significant improvement on Quarter 1.	Customer Services
CS14	Speed of processing changes in circumstances of HB/CTB claimants (days)	Smaller is better	9 days	9 days	16.83 days	14.22 days	R	✓	The service is still undergoing major change which is impacting on performance. In addition, a new work stream has been introduced by the Department of Work and Pensions which has increased the amount of work. Despite this, there has been improvement on Quarter 1. Performance continues to be closely monitored.	Customer Services
NI181	Time taken (days) to process Housing Benefit/Council Tax Benefit new claims and change events	Smaller is better	11 days	11 days	17.97 days	15.60 days	R	✓	The service is still undergoing major change which is impacting on performance. In addition, a new work stream has been introduced by the Department of Work and Pensions which has increased the amount of work. Despite this, there has been improvement on Quarter 1. Performance continues to be closely monitored.	Customer Services
CI1	Sickness absence rate per annum per employee (days)	Smaller is better	7 days	7 days	7.11 days (7.79 days under old system)	7.35 days	A	✗	This quarter the service began recording sickness absence through Oracle. Oracle calculates the sickness rate differently to the old system. Therefore, Quarter 1 performance calculated through Oracle has been included for comparison purposes.	Corporate
NI014	% Avoidable contact (NI014) P	Smaller is better	8%	8%	7.90%	6.20%	G	✓	Figures relate to Council-wide data.	Customer Services
CS10	% of council tax collected (cumulative)	Bigger is better	97.50%	54.75%	30.98%	58.42%	G	C	The service provides profiled targets for this indicator. In Quarter 2 we were above target, although slightly behind the position this time last year which was 58.48%. For context, the year end figure for 2010/11 was 96.54%.	Customer Services
ISS10	% of suppliers paid within 30 days of receipt, by Transactional Team, by invoice	Bigger is better	97%	NA	NA	NA	NA	NA	Whilst the ISS has been settling down, they have been unable to report on this indicator. However, a new reporting system is being put in place and data will be provided in the near future.	Internal Shared Services