PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE  
27th February, 2009

Present:- Councillor Whelbourn (in the Chair); The Mayor (Councillor G. A. Russell), Austen, Barron, Burton, Gilding, J. Hamilton, Jack, McNeely and Swift.

Apologies for absence were received from Councillors Boyes and P. A. Russell.

180. DECLARATIONS OF INTEREST

There were no declarations of interest made at this meeting.

181. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS

There were no questions from members of the public or the press.

182. PAYMENT OF INVOICES WITHIN THIRTY DAYS - FORMERLY BVPI 8

Further to Minute No. 109 of the meeting of this Committee held on 7th November, 2008, Sarah McCall, Performance Officer, presented the submitted report which detailed BVPI8 and how it measured the payment of undisputed invoices within thirty days.

The Council had agreed the following average annual targets for performance of BVPI8 with RBT:-

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007/08</td>
<td>96.3%</td>
</tr>
<tr>
<td>2008/09</td>
<td>97.0%</td>
</tr>
<tr>
<td>2009/10</td>
<td>97.5%</td>
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</tbody>
</table>

Outturn performance for 2007/08 achieved 94% which demonstrated an improvement on the 2006/07 outturn performance of 91%.

Performance against BVPI8 was not as consistent as it should be and it was recognised that the Council should act to instil and embed good practice in this area and work was ongoing to that effect. Recent performance had achieved:-

<table>
<thead>
<tr>
<th>Month</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>95%</td>
</tr>
<tr>
<td>May</td>
<td>92%</td>
</tr>
<tr>
<td>June</td>
<td>88%</td>
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<td>July</td>
<td>90%</td>
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<td>August</td>
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<td>September</td>
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<td>October</td>
<td>91%</td>
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<tr>
<td>November</td>
<td>93%</td>
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<tr>
<td>December</td>
<td>94%</td>
</tr>
<tr>
<td>January</td>
<td>90%</td>
</tr>
</tbody>
</table>

Average performance against BVPI8 for the year to date was 91.5%.
Discussion and a question and answer session ensued and the following issues were covered:-

- reasons for the drop in performance in January, 2009
- average performance targets
- early payment discounts
- costs should late payment result in referral to court
- need for small businesses to receive early payment
- adverse impact of ROCC system upgrade on BVPI8
- directorate performance

Resolved:- (1) That the current position in respect of BVPI8 be noted.

(2) That a report be submitted to a future meeting of this Committee highlighting the performance of directorates regarding BVPI8.

(3) That, due to the problematic upgrade to the ROCC system adversely affecting the performance in respect of BVPI8, a report be submitted to the Sustainable Communities Scrutiny Panel explaining the nature of the problems.

183. PROCUREMENT LOCAL PERFORMANCE INDICATORS

Further to Minute No. 134 of the meeting of this Committee held on 5th December, 2008, Sarah McCall, Performance Officer, presented the submitted report setting out the details of the indicators developed to date, targets and performance for the first, second and third quarters of the current year.

Of the eighteen indicators (details of which were appended to the report):-

- two were status green
- four were status amber with performance on target
- one was status red
- six were annual indicators with reporting due later in the year
- one had been superseded by changing legislation
- one was still under development
- two were for information/monitoring only without targets
- one had reporting yet to commence

Discussion and a question and answer session ensued and the following issues were covered:-

- time factor regarding sourcing funding
- increasing the Council's percentage of core trade spend with SME's
- percentage spend on electricity to continue to be procured from green sources and cost effective considerations
- procurement savings in accordance with current annual plan
- consideration of whole life costings at the tender stage
- award nomination for sustainable procurement

Resolved:– That the current performance against the indicators be noted.

184. RBT QUARTER 3 PERFORMANCE

Mark Gannon, Transformation and Strategic Partnerships Manager, presented the submitted report summarising the performance of RBT against contractual measures and key service delivery issues for the third quarter of the current financial year across the areas of Customer Access, Human Resources and Payroll, ICT and Procurement.

Work had continued during Quarter 3 to implement the new suite of measures, however, new reporting mechanisms had required development and implementation and in some cases changes to ways of working. The majority of measures were now being reported, but work was ongoing on the remainder. Full details of performance against operational measures for all workstreams were set out in detail as part of the report.

A Service Review Board, comprising key officers from the Council and RBT, had been established and met monthly to look at cross cutting performance with the objective of dealing promptly with issues.

Paul Briddock, Service Director, Information Systems and Customer Services and Anne Hawke, Principal Officer, Service and Contractual Performance, assisted Mark in the ensuing discussion and question and answer session which covered:–

- representation on the Service Review Board
- Maltby switchboard transfer and associated problems
- technology for the Aston Joint Service Centre
- extension of Pathfinder Project
- Council house repairs system
- ISO9001 accreditation and audit stages
- staff training in respect of ISO9001 accreditation and advantages of accreditation
- impact of ROCC system upgrade on payment of invoices
Resolved:- That RBT’s performance against contractual measures and key service delivery issues for October, November and December, 2008 be noted.

185. QUARTER 3 PERFORMANCE 2008/09

Further to Minute No. 138 of the meeting of this Committee held on 5th December, 2008, Julie Slatter, Head of Policy and Performance, presented the submitted report relating to the above which focused on the new national indicator set and key local indicators.

The report addressed the main areas of performance across the Council and examined issues relating to the Local Area Agreement (LAA), Corporate Plan and Comprehensive Performance Assessment (CPA) Service Block scores.

The report covered:-

- LAA
- Corporate Plan performance
- Direction of Travel (DoT)
- Performance Clinics
- Data Quality
- CPA
- Human Resources
- Awards
- National Indicator Benchmarking

Julie also gave a presentation which covered:-

- Focus
- Corporate Plan/LAA Performance Indicators
- Strong Improvement
- Areas for Concern
- Future Performance Clinics
- CPA Direction of Travel
- CPA Block Scores
- PWC Benchmarking
- Priorities for Quarter 4 Performance

Discussion and a question and answer session ensued and the following
issues were covered:-

- NI 195b Improving street and environmental cleanliness (detritus): need for a performance clinic

- timeliness of older people’s assessments

- mental health assessments

- PAF C32 Older people helped to live at home per 1000 population aged 65 or over: budget and performance target data

- breakdown of funding re PAF C32 between the Council and NHS

- costs of absence from work

- impact of national campaigns on local Chlamydia screening

- alcohol strategy, commissioned DVD about under age drinking and the work of the Licensing Committee

- Housing CPA score

- PWC benchmarking

- NI 155 number of affordable homes delivered

- DN 110 young people’s participation in positive activities

- NI 055 obesity in primary school age children in Reception

- NI 056 obesity in primary school age children in Year 6

- need to identify ownership of measures by scrutiny panel

Resolved:- (1) That, as far as this Committee is concerned:-

(a) the overall position and direction of travel in relation to both overall performance and to the Audit Commission’s CPA Direction of Travel Indicators performance be noted.

(b) performance clinics, as now reported, be conducted in Quarter 4.

(c) each directorate produce a revised performance reporting schedule which includes the deadlines for their internal and partner related reports

(d) all directorates should carry out data quality checks on performance indicators in each quarter
(e) all directorates use PerformancePlus to input Quarter 4 performance information

(2) That Cath Saltis and Julie Slatter liaise regarding a way forward on the indicators and consideration of such by the appropriate Scrutiny Panel.

186. DATA QUALITY MANAGEMENT 2008

Further to Minute No. 51 of the meeting of the Audit Committee held on 21st January, 2009, Julie Slatter, Head of Policy and Performance, presented the submitted report which detailed how, in May, 2006, the Audit Commission published its new methodology for assessing data quality management within local authorities. The overarching objective of the new approach was to ascertain whether the Council had proper management arrangements for data quality.

The report detailed the findings from the recent KPMG data quality audit conducted from July to October, 2008 which classified the Council’s data quality arrangements as performing strongly.

The review of management arrangements was structured around five themes:-

- Governance and Leadership.
- Policies and Procedures.
- Systems and Processes.
- People and Skills.
- Data Use.

These were broken down into thirteen Key Lines of Enquiry (KLoEs) and each theme was scored.

Overall management arrangements had been rated as ‘performing strongly’ and the report set out in detail how KPMG had rated each of the five themes assessed as part of the data quality management arrangements assessment, with no recommendations for improvement under any of the themes.

As part of the Performance Indicator Testing, KPMG audited the five indicators as part of the audit process.

It was also noted that there was no longer a requirement for the Best Value Performance Plan to be audited in accordance with the Audit Commission’s Code of Audit Practice.

There were no direct financial implications. The costs associated with the data quality audit were included in the charges contained within the Annual Audit Plan 2008/09 which highlighted that the planned cost for KPMG to conduct their scheduled work in relation to both Use of Resources and Data Quality 2007/08 was £119,000.
It was likely that the same approach for assessing data quality would be used in 2008/09.

Many of the Performance Indicators (PI) that KPMG chose to examine were CPA measures – any amendments or qualifications would have impacted on the Council’s service block scores and overall CPA rating.

The mitigating actions taken by directorates in terms of quality assurance and data management were successful. Lead officers and PI managers involved in the audit should be congratulated on this achievement as the external audits were more robust than in previous years.

Discussion and a question and answer session ensued and the following issues were covered:-

- sharing of data and holding partners to account
- Children and Young People’s Services review
- possibility of regular meetings with data quality managers
- corporate, uniform approach to data quality management necessary
- ownership of data quality management
- protocols and use of data

Resolved:- That the findings in the data quality report be noted.

187. COUNCILLOR CALL FOR ACTION

Resolved:- That this matter be considered as part of the away day discussions.

188. AWAY DAY

Resolved:- That the meeting of this Committee scheduled for 27th March, 2009 be utilised for the away day discussions. The meeting to commence at 9.00 a.m.

189. MINUTES

Resolved:- That the minutes of the meeting held on 13th February, 2009 be approved as a correct record for signature by the Chairman.

190. WORK IN PROGRESS

Members of the Committee reported as follows:-

(a) The Mayor reported :-
(i) the scrutiny review report regarding support for newly arrived children in schools was being finalised and it was hoped to submit to the Children and Young People’s Services Scrutiny Panel in April.

(ii) the scrutiny review of road traffic safety around schools was well under way and there had been a fantastic response from the public.

(iii) members of the Children and Young People’s Services Scrutiny Panel were involved in the Annual Health Check along with members of the Adult Services and Health Scrutiny Panel.

(iv) the next meeting of the Children and Young People’s Services Scrutiny Panel was to consider:

- childhood obesity
- school meals
- annual performance assessment action plan
- quarter 3 performance report

(b) Councillor McNeely reported:

(i) the scrutiny review of key choices was about to meet to review evidence and determine recommendations. Views were invited from members of this Committee.

(ii) the planning stage had begun in respect of the scrutiny review of voids turnaround which would be a ‘select committee’ style hearing.

(iii) the next meeting of the Sustainable Communities Scrutiny Panel was to consider:

- presentation on the work of Rotherfed
- performance report
- adaptations

(c) Councillor Austen reported:

(i) the Debt Management review group had held its first meeting and two further meetings were scheduled in the next two weeks.

(ii) yesterday’s meeting of the Democratic Renewal Scrutiny Panel had considered:

- Proud Theme Local Area Agreement Indicators
- Financial Inclusion Action Plan
- Local Government Reform – Implementation Plan
191. **CALL-IN ISSUES**

There were no formal call-in requests.

192. **EXCLUSION OF THE PRESS AND PUBLIC**

Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraphs 1 and 3 of Part I of Schedule 12A to the Local Government Act 1972 (staffing and financial/business affairs).

193. **RBT QUARTER 3 PERFORMANCE UPDATE ADDITIONAL INFORMATION**

Mark Gannon, Transformation and Strategic Partnerships Manager, presented the submitted report summarising RBT’s performance in respect of procurement savings achieved and the Revenues and Benefits Service and was taken in conjunction with Minute No. 184 above.

The report covered:-

- savings performance
- addressable spend tracking
- Council Tax
- NNDR
- other service measures

Discussion and a question and answer session ensued and the following issues were covered:-

- Council Tax payment methods
- debt recovery review
- potential inclusion of a benefit claim form in Council Tax notifications

Resolved:- That RBT’s performance against contractual measures and key service delivery issues for October, November and December, 2008 be noted.