

**PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE**  
**25th June, 2010**

Present:- Councillor Whelbourn (in the Chair); Councillors Austen, Gilding, J. Hamilton, Jack, P. A. Russell, Steele and Whysall.

Also in attendance was Councillor Sangster (Chair of the Audit Committee)

Apologies for absence were received from The Mayor (Councillor McNeely); Councillors G A Russell and Swift.

**16. DECLARATIONS OF INTEREST.**

There were no declarations of interest made at this meeting.

**17. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS.**

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

**18. QUARTER 4 PERFORMANCE**

Julie Slatter, Head of Policy and Performance, presented the submitted report which provided analysis of the Council's performance and was the final quarter's performance report, focusing on the national indicator set and key local indicators.

The position at the end of Quarter 4 was that 62% of the corporate plan indicators that could be rated had achieved their target and 68% had improved or maintained their best score.

The position against the LAA 2008-11 as at Quarter 4 was that 58% of the 26 indicators currently rated were on target, with an overall improvement rate of 68%.

Julie gave a presentation detailing the following:-

- Future approach to performance management
- Response to changing circumstances
- Performance/ Improvement
- Areas of good performance
- Areas for concern
- Performance clinics
- Children's Services

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

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- Monitoring/ reporting arrangements of the review of policy and performance
- NI68 percentage of referrals to children's social care going onto initial assessment
- Scrutiny role vital in the self regulation and review of performance management
- OFSTED's very statistical approach with little reference to context
- Progress towards meeting the targets set in the Notice to Improve
- NI 161      Learners achieving Level 1 qualification in literacy 2009/ 10 – Target 1581 Performance 1400
- NI 162      Learners achieving an entry level 3 qualification in numeracy 2009/ 10 – Target 2,950 Performance 500
- NI 136      People supported to live independently through Social Services (LAA target) 2009/ 10 – Target 3149 Performance 2414
- Performance clinics and scrutiny elected member attendance
- Need for analysis of long term effectiveness of performance clinics
- EMQC Corporate report : outstanding recommendations
- Notice to Improve : 20 out of 22 recommendations still outstanding
- Incorporation of equalities standards in reports template
- Disappointing outcome of Leave bid for a University Centre for the Dearne Valley
- Scrapping of the Future Jobs Fund
- Targeting of resources and support for vulnerable people

Resolved:- (1) That the position and Direction of Travel on key indicators and the corrective action required, as identified, be noted.

(2) That the abolition of the CAA framework and lessening of inspection requirements in the future be noted.

(3) That the position regarding data quality and target setting be noted and the proposal that Strategic Directors ensure these aspects are strengthened be supported.

(4) That the performance clinics to be conducted in Quarter 1 be supported.

## 19. RBT QUARTER 4 PERFORMANCE

Mark Gannon, Transformation and Strategic Partnerships Manager, presented the submitted report summarising the performance of

RBT against contractual measures for January, February and March, 2010 and key areas of work for the year 2010/ 11 across the areas of Customer Access, Human Resources and Payroll, ICT, Procurement and Revenues and Benefits.

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

- latest position regarding the Rawmarsh joint service centre building to be opened during 2010/ 11
- timelines for the reporting of organisational development activity
- server visualisation
- despite being below target, performance was still top quartile in respect of RBO5 (Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt) and RB06 (Year End Council Tax Write Off as % of Collectable Debt)

Resolved:- (1) That RBT's performance against contractual measures for January, February and March, 2010 be noted.

(2) That the key areas of work for the new financial year 2010/ 11 be noted.

## **20. RBT YEAR END 2009/ 10 - PERFORMANCE**

Mark Gannon, Transformation and Strategic Partnerships Manager, presented the submitted report summarising the performance of RBT against strategic measures and key service delivery issues for the year 2009/ 10 across the areas of Customer Access, Human Resources and Payroll, ICT, Procurement and Revenues and Benefits

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

- 'Tell Us Once' service had been mainstreamed successfully into the Registration Service at no additional cost to the Council
- New Website: possible need for a short sharp review by the Democratic Renewal Scrutiny Panel from a member and customer perspective
- VOIP telephony
- Potential for tracking customer perception and impact of usage on Aston Joint Service Centre.

Resolved:- (1) That RBT's performance against contractual strategic

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measures be noted.

(2) That the key service delivery issues for 2009/ 10 be noted.

### **21. MINUTES**

Resolved:- That the minutes of the meeting held on 11<sup>th</sup> June, 2010 be approved as a correct record for signature by the Chairman.

### **22. WORK IN PROGRESS**

(a) Councillor Austen reported the need for elected members to receive information on a regular basis, in plain English, outlining the implications of ongoing changes for Rotherham across the board.

(b) Councillor Jack reported:-

- the diabetes review had commenced
- Andy Buck had given a presentation to the latest meeting of the Adult Services and Health Scrutiny Panel
- The number of co-optees on the Adult Services and Health Scrutiny Panel had been reduced

(c) Cath Saltis reported:-

- the first training session for co-optees had been held yesterday and alternative sessions had been arranged
- the need to establish a working group of scrutiny members to progress the joint working proposals with Sheffield University

Resolved:- That the Working Group comprise Councillors Austen, Steele, Welbourn and Whysall.

### **23. CALL-IN ISSUES**

There were no formal call in requests.