



NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday, 15 June 2010 at 7.00 pm
Place:	Civic Offices, Fleet
Telephone Enquiries to:	01252 774141 (Mrs G Chapman) gill.chapman@hart.gov.uk
Members:	Neighbour (Chairman), Axaam, Barrell, Davies, Healey, Hunt, Murr, Radley JE, Street, Southern and Wheale

G Bonner
Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

AGENDA

**COPIES OF THIS AGENDA ARE AVAILABLE IN LARGE PRINT
AND BRAILLE ON REQUEST**

1 ELECTION OF VICE CHAIRMAN

2 MINUTES

The minutes of the meeting of 20 April 2010 are attached to be confirmed and signed as a correct record. **Paper A**

3 APOLOGIES FOR ABSENCE

4 CHAIRMAN'S ANNOUNCEMENTS

5 DECLARATIONS OF INTEREST (PERSONAL AND PERSONAL AND PREJUDICIAL)

6 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

7 2009/10 OUTTURN PERFORMANCE MANAGEMENT REPORT

To update Members on how the authority performed in 2009/10 in terms of relevant National and Local Performance Indicators. **Paper B**

RECOMMENDATIONS

That the outturn for 2009/10 be noted.

8 FEEDBACK FROM SERVICE BOARDS

Oral feedback from Members.

9 NOMINATION TO OUTSIDE BODIES – PROJECT INTEGRA SCRUTINY COMMITTEE

To nominate a member of the Overview and Scrutiny Committee to the Project Integra Scrutiny Committee.

10 NETWORK RAIL

Corporate Director to give an oral update on meeting with Network Rail scheduled for 4 June 2010.

11 CABINET WORK PROGRAMME

The Cabinet Work Programme is attached for information. **Paper C**

12 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme is attached for consideration and amendment. **Paper D**

Date of Despatch: 8 June 2010

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 15 JUNE 2010

TITLE OF REPORT: 2009/10 OUTTUN PERFORMANCE MANAGEMENT REPORT

Report of: Corporate Director

Cabinet member: Councillor Ken Crookes, Leader

1 PURPOSE OF REPORT

1.1 To update Members on how the authority performed in 2009/10 in terms of Relevant National and Local Performance Indicators.

2 OFFICER RECOMMENDATION

2.1 That the outturn for 2009/10 be noted.

3 BACKGROUND

3.1 The Corporate Performance Reports are designed to ensure that performance is managed more effectively within the Council.

3.2 In August the Overview and Scrutiny Committee will receive a Quarter 1 performance report, detailing performance information, budget monitoring, Corporate Plan update, complaints monitoring and risk management.

5 FINANCIAL IMPLICATIONS

5.1 There are no specific financial implications in the outturn report.

6 LINKS TO CORPORATE PRIORITIES

The Corporate Performance Report is central to all the priorities of the Council and the LAA targets, as a mechanism for monitoring progress towards achieving them.

Contact Details: Emma Broom 4450
email: emma.broom@hart.gov.uk

APPENDICES

Appendix I Final Outturn 2009/10

No. of Press Releases issued per month	PO1		High Value	8.67	8.67	6.33	8	3.33	6	6.58	Red	Improving	Getting Worse
--	-----	--	------------	------	------	------	---	------	---	------	-----	-----------	---------------

Customer Services (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	2008/09 Outturns	Previous Quarters			Current Quarter	Year to Date		Status	Short Trend	Long Trend
				2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Annual Target 2009/10	2009/10			
				Value	Value	Value	Value	Value	Value	Value			
Quality of Customer Service Call Handling - % score from monitoring sample	CS-KPI-1		High Value	New Indicator for 2009/10	Annual Indicator			Annual Indicator	base year	91.90%	Unknown	Getting Worse	Improving
% of telephone calls answered by Contact Centre in 15 seconds (was CC3)	CS-KPI-3a		High Value	74.29%	82.20%	81.40%	78.93%	79%	80%	80.38%	Green	Improving	Improving
% of calls to Contact Centre answered within 30 seconds (was CC4)	CS-KPI-3b		High Value	79.45%	86.80%	86.10%	84.80%	86%	85%	85.93%	Green	Improving	Improving
% Garden Waste invoices sent out accurately and on time	CS-KPI-4	KH070410 900 invoices sent in March but unable to run a report to verify whether invoices in time or not.	High Value	New Indicator for 2009/10				0%	99%	0%	Red	No Change	No Change
% Satisfied/Very Satisfied with Capita Customer Services (Monthly Survey)	CS-SI-20a		Aim to Maximise	New Indicator for 2009/10	New Indicator in Q4			48.50%	base year	48.50%	Unknown	Unknown	Unknown
% Dissatisfied/Very Dissatisfied with Capita Customer Services (Monthly Survey)	CS-SI-20b		Aim to Maximise	New Indicator for 2009/10	New Indicator in Q4			25.35%	base year	25.35%	Unknown	Unknown	Unknown
% Expressing a Neutral Opinion with Capita Customer Services (Monthly Survey)	CS-SI-20c		Aim to Maximise	New Indicator for 2009/10	New Indicator in Q4			26.20%	base year	26.20%	Unknown	Unknown	Unknown

Democratic Services

KPI Description	KPI Code	Latest Notes	Best Result	2008/09 Outturns	Previous Quarters			Current Quarter	Year to Date		Status	Short Trend	Long Trend
				2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Annual Target 2009/10	2009/10			
				Value	Value	Value	Value	Value	Value	Value			
% of Cabinet decisions produced within two working days of meetings	PD4		High Value	100%	100%	100%	100%	100%	100%	100%	Green	No Change	No Change
% of meetings (other than Cabinet) for	PD5		High Value	96.75%	100%	100%	100%	100%	100%	100%	Green	No Change	Improving

Finance

KPI Description	KPI Code	Latest Notes	Best Result	2008/09 Outturns	Previous Quarters			Current Quarter	Year to Date		Status	Short Trend	Long Trend
				2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Annual Target 2009/10	2009/10			
				Value	Value	Value	Value	Value	Value	Value			
% of invoices paid on time (old BVPI8)	FI-BV8		High Value	87.93%	89.88%	90.81%	92.10%	98.00%	97.00%	94.76%	Amber	Improving	Improving
Accounts closed within statutory deadline (Annual)	FI-KPI-1		High Value	Yes	Annual Indicator			Annual Indicator	Yes	Yes	Green	No Change	No Change
Completion of Revenue and Capital Budgets on time (Annual)	FI-KPI-2	AT110210 - Progress on target as at 11.02.10	High Value	New Indicator for 2009/10	Annual Indicator			Annual Indicator	Yes	Yes	Green		
Provision of budget monitoring information on time	FI-KPI-3		High Value	New Indicator for 2009/10	Annual Indicator			Annual Indicator	Yes	Yes	Green	No Change	No Change
Number of non-trivial errors in statements of accounts (Annual)	FI-KPI-4		Low Value	1	Annual Indicator			Annual Indicator	5	2	Green	Getting Worse	Getting Worse
% of undisputed invoices received by	FI-KPI-5		High Value	New Indicator for 2009/10	Annual Indicator			Annual Indicator	98%	98%	Green	No Change	Improving
% Satisfied/Very Satisfied with Capita Financial Service (Monthly Survey)	FI-SI-20a		High Value	New Indicator for 2009/11	New Indicator			31.15%	base year	31.15%	Unknown	Unknown	Unknown
% Dissatisfied/Very Dissatisfied with Capita Financial Service (Monthly Survey)	FI-SI-20b		High Value	New Indicator for 2009/12	New Indicator			21.75%	base year	21.75%	Unknown	Unknown	Unknown
% Expressing a Neutral Opinion with Capita Financial Service (Monthly Survey)	FI-SI-20c		High Value	New Indicator for 2009/13	New Indicator			47.15%	base year	47.15%	Unknown	Unknown	Unknown

Housing

KPI Description	KPI Code	Latest Notes	Best Result	2008/09 Outturns	Previous Quarters			Current Quarter	Year to Date		Status	Short Trend	Long Trend
				2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Annual Target 2009/10	2009/10			
				Value	Value	Value	Value	Value	Value	Value			
Average time (in days) taken to decide whether to accept people as homeless	H1		Low Value	14	19	19	5	12	21	14	Green	Getting Worse	No Change
No of new affordable shared ownership homes provided	H4a	100212 AG - Target based on Hitches lane development, was expecting 18 completions by March 31st but incimate weather will mean these are delivered in 10/11. 131 affordable housing units currently started on site, 45 of which shared ownership	High Value	0	0	0	0	0	18	0	Red	No Change	No Change
No of new affordable rented homes provided	H4b	100212 AG - Target based on Hitches lane development, was expecting 8 completions by March 31st but incimate weather will mean these are delivered in 10/11. 131 affordable housing units currently started on site, 86 of which are social rent	High Value	0	0	0	0	0	8	0	Red	No Change	No Change
The average length of stay for households	H5		Low Value	30	22	26	28	21	30	27	Green	Improving	Improving
Preventing Homelessness - raw number of households where homelessness prevented	H7		High Value	187	38	63	62	90	144	253	Green	Improving	Improving
% of private sector housing grant budgets actually spent (DFG)	H8	354k spent of 410k (354000/410000*100) = 86%	High Value	107.50%	19%	30%	60%	86%	100%	86%	Red	Improving	Improving
No. of 'houses in multiple occupation' inspected	H11		High Value	35	3	6	3	2	10	14	Red	Getting Worse	Getting Worse

Human Resources

KPI Description	KPI Code	Latest Notes	Best Result	2008/09 Outturns	Previous Quarters			Current Quarter	Year to Date		Status	Short Trend	Long Trend
				2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Annual Target 2009/10	2009/10			
				Value	Value	Value	Value	Value	Value	Value			
% contacts for basic HR enquiries and	HR-KPI-2a		High Value	New Indicator for 2009/10	n/a	99.20%	95.67%	98%	80%	97.17%	Green	No Change	Improving
% First point of contact and payroll queries resolved within 3 working days	HR-KPI-3		High Value	New Indicator for 2009/10	n/a	100%	97.67%	96%	95%	97.29%	Green	Getting Worse	Improving
% Complex HR queries resolved within 10 working days	HR-KPI-4		High Value	New Indicator for 2009/10	n/a	100%	100%	100%	95%	100%	Green	No Change	No Change
% casework information and advice provided with appropriate reference to HDC policies, procedures and timescales	HR-SI-14		High Value	New Indicator for 2009/10	N/A	N/A	N/A	90%	90%	90%	Green	No Change	No Change
% Satisfied/Very Satisfied with Capita HR Service (Monthly Survey)	HR-SI-20a		High Value	New Indicator for 2009/11	New Indicator			33.10%	base year	33.10%	Unknown	Unknown	Unknown
% Dissatisfied/Very Dissatisfied with Capita HR Service (Monthly Survey)	HR-SI-20b		High Value	New Indicator for 2009/12	New Indicator			17.65%	base year	17.65%	Unknown	Unknown	Unknown
% Expressing a Neutral Opinion with Capita HR Service (Monthly Survey)	HR-SI-20c		High Value	New Indicator for 2009/13	New Indicator			49.20%	base year	49.20%	Unknown	Unknown	Unknown

IT Services

KPI Description	KPI Code	Latest Notes	Best Result	2008/09 Outturns	Previous Quarters			Current Quarter	Year to Date		Status	Short Trend	Long Trend
				2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Annual Target 2009/10	2009/10			
				Value	Value	Value	Value	Value	Value	Value			
% registered controllable incidents resolved at first point of contact	IT-KPI-1	Monthly target that has been improving through transition as Capita have developed their help desk knowledge base and procedures. . April's monthly figure met target of 60%	High Value	New Indicator for 2009/10	n/a	33.33%	45.95%	52%	60%	46.74%	Red	Improving	Improving
% Priority 1 incidents fixed within 4 working hours	IT-KPI-2		High Value	New Indicator for 2009/10	n/a	100%	93.33%	91.67%	90%	93.57%	Green	No Change	Getting Worse
% Priority 2 incidents fixed within 8 working hours	IT-KPI-3		High Value	New Indicator for 2009/10	n/a	100%	94.19%	94.63%	90%	95.21%	Green	Improving	Improving
% Priority 3 incidents fixed within 5 working days	IT-KPI-4		High Value	New Indicator for 2009/10	n/a	96.67%	94.40%	95.06%	85%	95.01%	Green	Improving	Improving
% uptime of key systems	IT-KPI-5		High Value	99.83%	99.88%	99.64%	99.31%	99.75%	99%	99.53%	Green	Improving	Improving
% score for Council employee satisfaction with Capita IT support service	IT-SI-5		High Value	New Indicator for 2009/10	Annual Indicator			Annual Indicator	80%	88.17%	Green	Getting Worse	Getting Worse

% Expressing a Neutral Opinion with Capita IT Service (Monthly Survey)	IT-SI-20c		Aim to Maximise	New Indicator for 2009/10	New indicator	16.80%	base year	16.80%	Unknown	Unknown	Unknown
--	-----------	--	-----------------	---------------------------	---------------	--------	-----------	--------	---------	---------	---------

Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	NI 181		Low Value	8.1	10.4	9.3	7.4	8	14	8.7	Red	Getting Worse	Getting Worse
--	--------	--	-----------	-----	------	-----	-----	---	----	-----	-----	---------------	---------------

Technical Services and Environmental Maintenance

KPI Description	KPI Code	Latest Notes	Best Result	2008/09 Outturns	Previous Quarters			Current Quarter	Year to Date		Status	Short Trend	Long Trend
				2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Annual Target 2009/10	2009/10			
				Value	Value	Value	Value	Value	Value	Value			
% of Household Waste Composted	BV82b(i)		High Value	6.22%	7.66%	7.00%	7.60%	4.01%	6.00%	6.80%	Red	Getting Worse	Getting Worse
Cost of household waste collection	BV86		Low Value	£55.14	£55.70	£54.13	£54.11		£56.00	£54.11	Green	Improving	Getting Worse
No of traffic management schemes implemented	T8		High Value	10	3	8	8	1	6	20	Green	No Change	Improving
Abandoned vehicles - % investigated within 24 hrs	T9 (BV218a)		High Value	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%	100.00%	Green	No Change	No Change
Abandoned Vehicles - % removed within 24 hours of required time	T10 (BV218b)		High Value	100.00%	100.00%	100.00%	100.00%	100.00%	75.00%	100.00%	Green	No Change	No Change
Number of missed household waste collections per 100,000 collections	WL11		Low Value	1874	185	33	6599	17132	200	5987	Red	Getting Worse	Getting Worse
Percentage of missed bins collected within one working day of nominated day of collection	WL12		High Value	13.04%	96.42%	100.00%	24.95%	100.00%	97.00%	14.44%	Green	Improving	Improving

CABINET

KEY DECISIONS/ WORK PROGRAMME AND EXECUTIVE DECISIONS MADE

July 2010

Cabinet is required to publish its Key Decisions and forward work programme to inform the public of issues on which it intends to make policy or decisions. The Scrutiny Committee also notes the Programme, which is subject to regular revision. *Items in italics denote changes to a previously published Plan.* **All items are key decision unless stated otherwise.**

Report Title	Ref (Note 1)	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Decision Deadline	Cabinet Member (Note 2)	Service (Note 3)
Environmental Maintenance Service Enforcement Policy and Procedures	Oct 09	To comply with the Clean Neighbourhoods and Environment Act	Dec 09	July 10		SP	TS&EM
Service Plans 2010/11	Annual	Approval / update after budget approval	Apr 10	July 10		KC	CX
2009/10 Outturn Position	Annual		July 10			KC	F
Performance Indicators 2009/10	Annual	Reporting Council's annual performance over 2009/10	July 10			KC	CX
Corporate Plan Implementation Programme	Oct 09	Updated plan	July 10			KC	CX
Crandall Conservation Area	June 10	Appraisal Adoption	July 10			RA	P&ER
2010/11 Quarterly Budget Monitoring	Quarterly	Quarterly Monitoring	Aug 10 Nov 10 Feb 11			KC	F
Medium Term Financial Strategy	Annual	Update on 2010/11 Medium Term Financial Strategy	Aug 10			KC	F
Housing Banding Policy	Jan 10	Proposals to amend the Housing Allocation systems	Apr 10	Sept 10		CB	HS
Review of S106 Policy	Jul 09	Report	Sept 09	Sept 10		RA	P&ER
Communications and Consultation Policy	Mar 08	Review	Sept 08	TBA		JK	CX

Report Title	Ref (Note 1)	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Decision Deadline	Cabinet Member (Note 2)	Service (Note 3)
Older Persons Housing Strategy	Mar 09	Revised strategy	Jun 09	TBA		CB	HS
LDF Core Strategy	Mar 09	Preferred option document for consultation	June 10	TBD		RA	P&ER

Notes:

1 Date added to Programme

2 Cabinet Members:

KC Crookes

RA Appleton

CB Butler C

SK Kinnell

SP Parker

NS Singh

3 Service:

CX Chief Executive

HR Human Resources

P&ER Planning and Environmental Regulation

CD Corporate Directors

HS Housing and Customer Services

P Partnerships

CS Community Safety

IT Information Technology

SLS Shared Legal Services

DS Democratic Services

L&EP Leisure and Environmental Promotion

TS &EM Technical Services and Environmental Maintenance

F Finance

MO Chief Solicitor & Monitoring Officer

EXECUTIVE DECISION

27 May – Renewal of Market Licence for Gurkha Square Car Park Saturday Market for a two year period – No call in

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – June 2010

Issue and Description of Topic	Current Position Objectives	Date to Committee	Resources Required	Contact
Performance Information to include Revenue Budget Monitoring (Quarterly)	Committee receives quarterly highlight reports.	Aug 10 Nov 10 Feb 11	Report	Performance and Innovation Officer
2009/10 Performance Information – Annual Outturn		Jun 10	Report	Performance and Innovation Officer
Medium Term Financial Strategy	Update	July 10	Report	Corporate Director/S151
Meeting with South West Trains & Network Rail		Sept 10 Apr 10	Presentation	Corporate Director
Budget Proposals 2011/12 (Annual)	Draft Budget to be presented for referral back to Cabinet.	Dec 10 Jan 11	Report	Corporate Director/S151
Progress Report on 2010/11 Service Plans		Feb 11	Report	Corporate Director
Crime & Disorder Scrutiny		Mar 11		Corporate Director
Housing Associations	Report from Housing Services on perceived lack of service (Sentinel, Thames Valley Housing and Hyde Housing)	tba		
Flooding	Report	Twice a year		

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: Tuesday, 15 June 2010 at 7.00 pm

Place: Committee Room 1, Civic Offices, Fleet

Present:

COUNCILLORS –

Neighbour – Chairman

Axam, Davies, Healey, Murr, Southern, Wheale

Officers Present:

Emma Broom - Corporate Director
John Foggo - Senior Engineer

1 ELECTION OF VICE CHAIRMAN

Councillor Healey was elected Vice Chairman.

2 MINUTES

The minutes of the meeting held on 20 April 2010 were to be amended to state that under item 99 – Councillor Davies declared an interest as he is trustee of a homeless charity. With this amendment the minutes were confirmed and signed as a correct record.

3 APOLOGIES

Apologies for absence were received from Councillors Barrell and Radley JE.

4 CHAIRMAN'S ANNOUNCEMENTS

None.

5 DECLARATIONS OF INTEREST (PERSONAL AND PERSONAL AND PREJUDICIAL)

Councillor Davies declared an interest as a shareholder in South West Trains.

6 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

7 2009/10 OUTTURN PERFORMANCE MANAGEMENT REPORT

Members were updated on the Authority's performance in 2009/10 in terms of relevant National and Local Performance Indicators.

RESOLVED

- 1 That the outturn for 2009/10 be noted. It was also noted that the report contained some errors, which was not acceptable.
- 2 That Officers return to the July meeting with alternative options for presenting performance information.

8 FEEDBACK FROM SERVICE BOARDS

Members updated the Committee.

9 NOMINATION TO OUTSIDE BODIES – PROJECT INTEGRA SCRUTINY COMMITTEE

Councillor Murr was nominated to the Project Integra Scrutiny Committee, with Councillor Barrell as a deputy.

10 NETWORK RAIL

The Corporate Director gave a presentation to reflect a meeting with Network Rail which took place on 4 June 2010.

11 CABINET WORK PROGRAMME

The Cabinet Work Programme was noted. It was requested that the paper on S106 contributions be considered by Overview and Scrutiny before Cabinet.

12 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme was considered and amended.

The meeting closed at 9pm.