

**Draft Minutes of the Meeting of the Overview & Scrutiny Committee held on Thursday, 1<sup>st</sup> March 2007 in the Committee Rooms A-C, Level –1, Monkton Park Offices, Chippenham, commencing at 6.00 p.m.**

**Present:**

Chairman: T.R. Sturgis

Committee Councillors: P.J. Goldstone, J.R. Ireland, S.D. Meadows, C. Reid, J.H. Rooke, J.P.S.S. Thomson and J. Webb.

Other Members Present: S.K. Doubell.

Officers Present: N. Fenwick (Strategic Manager – Customer Services), S. Pangbourne (Strategic Manager – Corporate Services), P. Timmins (Interim S151 Officer), M. Todd (Senior Policy & Democratic Services Officer), P. Hawley (Chief Accountant), M. Gilmour (Principal Community Partnerships Officer), G. Wilkie (Performance Management Officer), J. Tavener (Customer Contact Team Leader) and J. Whittleton (Policy & Democratic Services Assistant)

**O119. Apologies for Absence**

Apologies received from Councillors S.R. Coy, S.R. Walls and J.M. Wood.

**O120. Membership**

Councillor P.J. Goldstone replaced Councillor S.R. Walls.

**O121. Public Question Time/Receipt of Petitions**

There were no public questions nor petitions received.

**O122 Minutes**

The Minutes of the Meeting of the Overview & Scrutiny Committee held on 7<sup>th</sup> February 2007 were considered.

**Resolved** that the Minutes of the Meeting of the Overview & Scrutiny Committee held on 7<sup>th</sup> February 2007 be signed as a correct record.

**O123. Declarations of Interest**

None.

**O124. Chairman's Announcements**

The Chairman, Councillor T.R. Sturgis:

Revenue Monitor 2006/07 – Month 10

The Chairman stated that the Revenue Monitor 2006/07 – Month 10 Report was unable to be produced ahead of the meeting due to priority being given to other work.

### **O125. Engagement in Health Issues**

Consideration was given to Report No. 7, circulated with the Agenda, which reflected upon the current level of Council involvement in health issues that impact on the lives of the North Wiltshire Community.

Issues discussed included:

- That satisfactory answers had not been provided by the PCT to questions last June;
- The possibility of the Committee addressing the issue after the May election;
- Problems of individual Members reporting back to Committee;
- A District Council's involvement in Health Scrutiny; and
- The example of Malmesbury Community Hospital.

#### **Resolved that**

- 1) The Committee expresses its concern that the PCT failed to answer questions put to it in June 2006.
- 2) The issue be addressed as a matter of urgency by the Committee, following the District Council Elections in May.

### **O126. 3<sup>rd</sup> Quarter Performance Indicator Report**

Consideration was given to Report No. 8, circulated with the Agenda, which provided a summary of Key Performance Indicators (KPIs) and an action plan for areas of under performance.

Issues discussed included:

- That the Executive is yet to specify which Indicators are priorities and non-priorities;
- The impact on CPA assessment when Indicators have been non-prioritised;
- The appropriateness of certain PIs;
- Work being undertaken to select KPI's which link to the Corporate Plan;
- That the Local Government White Paper seeks to reduce the total number of PIs;
- Whether PIs in the bottom quartile are close to reaching the next quartile;
- Invoice hoarding and disputed invoices;
- Reasons for reduced performance in planning and

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- The Chairman of the Overview & Scrutiny Committee is confident that planning Pis will improve in the forth quarter.

**Resolved** that a report be prepared for the next meeting of the Committee containing information on how long it will take for PIs in the bottom quartile to rise to the third quartile and also listing those PIs in the third quartile which are close to dropping to the bottom.

### **O127. Review of the Benefits Free-phone Service**

Consideration was given to Report No. 9, circulated with the Agenda, which provided an update to the Overview & Scrutiny Committee on the progress, take up and impact of the introduction of the Benefits Free-phone service.

Issues discussed included:

- That the Team will be up to strength next month;
- That the abandonment rate is expected to fall once the Team is up to strength;
- That some authorities class an answer phone as an answered call; and
- National Minimum Standards for call centres.

#### **Resolved**

- 1) That the Report be noted.
- 2) That the Committee receive an update on progress in 6 months.

### **O128. Corporate Plan Progress Update October to December 2006**

Consideration was given to Report 10, circulated with the Agenda, which provided an update and exceptions Report on the delivery and performance of the Corporate Plan for the period October to December 2006. This item was deferred at the meeting on the 25<sup>th</sup> January 2007.

Issues discussed included:

- That a tender exercise for an electronic records management system has been built into the 07/08 budget;
- That the new Corporate Plan is a more focused document;
- That achievements will be evaluated and highlighted at the end of the year;
- The new comments and complaints system has been delayed;
- Work underway on partnerships review;

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- That a second green waste vehicle is due to be brought on line;
- Whether the numbers of rural affordable homes have been completed; and
- The Affordable Housing Supplementary Planning Document has gone out to consultation without input from Members.

### **Resolved**

- 1) That Overview & Scrutiny note the exception reporting for delivery and performance of actions under the priority areas in the Corporate Plan for October to December 2006.
- 2) That an update Report be produced for the meeting scheduled on the 26<sup>th</sup> April 2007 (see Minute Ref O131) and that the schedule of actions be continued.
- 3) That future reports contain another column (alongside the 'Update, Expectations and Implications') titled 'Explanation'.
- 4) That the Committee's concern be expressed to the Executive that there has been no Member input in the Affordable Housing Supplementary Planning Document which has gone out to consultation.

### **O129. Revenue Monitor 2006/07 –Month 9**

**Resolved** that consideration of the item be deferred until the next meeting of the Committee, but the focus be on Annex 5, 20 ways to improve the monitor report.

### **O130. Capital Monitor 2006/07 – Months 9 & 10**

Consideration was given to Report 12, circulated with the Agenda, which informed the Committee of the latest position and forecast on the 2006-07 capital programme.

Issues discussed included:

- Reasons for the slippage outlined in Appendix 4 of the Month 9 Report; and
- The introduction of graphs (in month 10) to improve the accessibility of the report.

**Resolved** that the Lead Member be invited to attend the next meeting of the Committee to explain reasons for the slippage outlined in Appendix 4 of the Month 9 Report.

### **O131. Overview & Scrutiny Work Plan**

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Consideration was given to Report 13, circulated with the Agenda, which asked the Committee to consider the Overview & Scrutiny Work Plan and agree the inclusion of any additional issues it considered appropriate.

### **Resolved**

- 1) That the Report of the Performance Management Task Group be brought to the Committee meeting on the 29<sup>th</sup> March 2007.
- 2) That the meeting scheduled for the 26<sup>th</sup> April not be called, all items to be taken to the May meeting, with the April meeting held in reserve.

The meeting finished at 7.50pm.

There were 0 members of the public present.