

Time began	12.30pm
Time ended	1.06pm

Business Finance and Democracy Cabinet Member Meeting 24 July 2013

Present: Councillor Russell

In Attendance: Councillors Carr and Martin

01/13 Apologies

There were none.

02/13 Late Items

There were no late items.

03/13 Declarations of Interest

There were no declarations.

04/13 Performance Reporting – Quarter Four 2012/13

A report of the Chief Executive was considered which set out the quarter four performance results for the Council Scoreboard. This included a dashboard summary of performance and an improvement report for those measures forecast not to meet their year end target.

The Council scorecard which contained 63 priority measures was considered at Council Cabinet on 10 July 2013. The quarter four position for all relevant performance measures and departmental plan objectives were available on the DORIS performance system.

The Cabinet Member noted that the dashboard summary contained thirteen measures within her portfolio area. The Strategic Director for Resources updated the Cabinet Member on each of the relevant indicators.

Following consideration of performance measure CM PM09a (the percentage of council tax collected within 36 months of it becoming due), it was reported that in given the current economy this was really credible, particularly considering the Council Tax scene reduction.

During discussion of performance measure LPI 52e (percentage of Resources complaints responded to within 10 days) and performance measure CM PM11c (Contacts managed by channel: Personal Customer Contact) it was reported that the Performance team had taken responsibility for complaints from April and this area was being addressed as a high priority. It was noted that all feedback whether negative or positive was to be input onto the CRM database to ensure that a clear

picture could be provided. The Cabinet Member suggested that many complaints received could be from unpopular decisions such as the Welfare Reform changes which were complaints about a policy decision rather than a customer being unhappy with the service they have received. Officers reported that these complaints could be monitored separately with a further commentary appearing on DORIS. The Cabinet Member was informed that team members within customer services had recently been trained on handling customers when having to give difficult messages.

The Strategic Director for Resources informed the Cabinet Member in relation to performance measure CM PM11a (Contacts managed by channel: Customer Self Service) the target was to increase the number of self service transactions by 25,000. This target was ranked by benchmarking with other Local Authorities. The Cabinet Member noted that this was an ambitious target, yet achievable and she stated that she was very proud of the team working on this.

It was reported with regards to performance measure GOV PM02 (Percentage of FOIs dealt within 20 working days) the Authority had already received 570 FOI requests in this current municipal year, at a cost of £25,675. It was noted that much of the information requested was readily available. In the last year there were over 1,000 requests received.

The Strategic Director for Resources reported that for performance measure CP 08b (Average working days per employee per year lost through sickness absence) was equivalent to private sector levels, and was excellent considering all the changes currently happening within the Council. Concern was raised that the figures were misleading as employees on long term sick could change the figures drastically. The Cabinet Member suggested that further content be provided for the next meeting to include details of long term sickness figures.

Resolved to note the quarter four 2012/13 performance results.

MINUTES END