

Commenced: 9.02am  
Concluded: 9.19am

**NEIGHBOURHOODS AND STREETPRIDE CABINET MEMBER MEETING  
21 FEBRUARY 2013**

Present: Councillor Banwait

**5/12 Apologies**

There were no apologies for absence.

**6/12 Late Items**

There were no late items.

**7/12 Declarations of Interest**

There were no declarations.

**8/12 Minutes of the meeting held on 15 November 2012**

The minutes of the last meeting were agreed and signed by the Chair.

**9/12 Performance Monitoring – Quarter Three 2012-13**

A report from the Chief Executive was considered. The report detailed the quarter three performance results for the council scorecard, including a dashboard summary of performance and an improvement report for those measures forecast to miss their year end target or had missed the quarter three target.

The cabinet member noted that the dashboard summary contained five measures within the relevant portfolio area, four of which had exceeded their performance target by more than two per cent. The Strategic Director of Neighbourhoods, together with the Director of Partnerships and Streetpride, updated the cabinet member on each of the relevant indicators. The cabinet member discussed the variables affecting each indicator, particularly the budget and resource pressures within service areas.

The Director of Partnerships and Streetpride clarified that the dashboard summary performance indicators had changed following the annual revision of the business plan. It was reported that priorities were always under review and the potential to improve continued to be pursued. It was further explained that the number of complaints received was affected by the implementation of policy changes to refuse and recycling collections or variables such as bad weather. Accordingly, the resources allocated to dealing with complaints were stretched during times of change.

Discussion ensued regarding the improvement plan relating to the percentage of neighbourhood complaints responded to within ten days. The cabinet member noted

the operation of the Lagan Customer Relationship Management system facilitated the collection of more detailed data, including complaints, compliments and comments. The importance of updating the system regularly had been emphasised to officers.

The Strategic Director of Neighbourhoods stressed the need for Customer Services to make preparations in anticipation of the demand generated by forthcoming changes to the recycling scheme. The strategic director explained that the temporary (but significant) increase in demand could be challenging based on the current capacity of Customer Services. The provision of additional service would require funding from the Neighbourhood's Directorate.

The cabinet member suggested there would be scope for neighbourhood officers to assist with the implementation of changes to recycling, through identification of issues and a reporting mechanism to response teams. The capacity of the Enforcement team was discussed.

The Director of Partnerships and Streetpride confirmed that he would contact the Head of Customer Service to discuss a project plan to manage the anticipated pressure created through an increase in demand during the implementation of policy change. In addition, the director would contact the Head of Democratic Services to organise a member briefing on service changes, thereby ensuring that all elected members were prepared and equipped to deal with the anticipated increase in demand. The cabinet member emphasised that he would be available to respond to officers' concerns, particularly regarding the funding of resources and advised them to keep him informed of preparations for the implementation of policy change.

**Resolved to note the quarter three 2012/13 performance results.**

MINUTES END