

Commenced: 12.10pm  
Concluded: 12.34pm

## **NEIGHBOURHOODS AND STREETPRIDE CABINET MEMBER MEETING 15 NOVEMBER 2012**

Present: Councillor Banwait

In attendance: Councillors Afzal and Poulter

### **1/12 Apologies**

There were no apologies for absence.

### **2/12 Late Items Introduced by the Chair**

There were no late items.

### **3/12 Declarations of Interest**

There were no declarations.

### **4/12 Performance Monitoring – Quarter Two 2012-13**

A report from the Chief Executive was considered. The report detailed the quarter two 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 two target.

The cabinet member noted that the dashboard summary contained five measures within the relevant portfolio area. The Strategic Director of Neighbourhoods, together with the Director of Partnerships and Streetpride, updated the cabinet member on each of the relevant indicators. Members discussed the variables affecting each indicator, particularly the budget and resource pressures within service areas.

The Vice Chair of the Neighbourhoods Overview and Scrutiny Board queried the causes of bins being repeatedly missed during collection rounds. The Director of Partnerships and Streetpride explained that crews were being consulted with a view to establishing the causes. It was known that access to some locations remained a problem. It was further reported that crews were being reminded of the importance of utilising their round books, which contained prompts and detailed exemptions. The director was also investigating the possibility of introducing technology to aid the collection rounds.

The Director of Partnerships and Streetpride confirmed that, in relation to domestic refuse collection, there would be a review of exemptions when resources became available. The cabinet member suggested that there would be scope for neighbourhood officers to assist with compiling and updating exemption data. The cabinet member responded to concerns regarding the predicted workload of

neighbourhood officers, explaining that officers would be instructed by local boards and forums, thus attending to matters which were considered a priority for the area.

The Strategic Director of Neighbourhoods clarified that although the dashboard summary performance indicators did not necessarily reflect key priorities, they did monitor issues which had historically required corporate intervention. The Strategic Director explained 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 collection or variables such as bad weather. Accordingly, the resources allocated to dealing with complaints were stretched during times of change.

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

MINUTES END