

## **MATTERS REFERRED BY PERFORMANCE AND GOVERNANCE COMMITTEE**

### Performance Monitoring: LPI HB 001, 002, 005 & 006

*(Performance and Governance Committee – 27 September 2011)*

The Chairman, with the agreement of the Committee, brought consideration of this item forward on the agenda. Members' attention was brought to the paper tabled at the meeting which reported the Services Select Committee Performance Indicators (PIs) for August 2011/12, and the Deputy Chief Executive and Director of Corporate Resources referred Members to the changes from the July information contained in the agenda.

A Member was concerned that the target set for LPI DC 004 seemed a little tough and asked whether it was management aspiration or a historical figure. In response, the Deputy Chief Executive and Director of Corporate Resources advised that in general targets were set with reference to historical performance, feedback, requests from Portfolio Holders, and where resources allowed, an aspiration to perform in the top quartile of national performance. In general they were quite tough to give Service Managers something to aspire to. It was noted that this was an overall performance indicator and did not differentiate between delegated and committee decisions. The Portfolio Holder for Planning and Improvement advised the Committee that lessons had been learnt and more comprehensive reasons for refusal were being formulated whenever applications were turned down within the Green Belt.

The Head of Environmental and Operational Services was asked whether it would be appropriate to increase the charges for collection of trade waste and cesspool emptying, whether it was a legal duty to provide these services, and whether it was profitable enough to continue. In response he explained that charges were put up annually, there was only a legal duty to provide the service if it was requested – but that it could be delegated to contractors, and that it was profitable and helped to offset other costs. The Leader of the Council advised that it gave a degree of flexibility to matters such as household waste collections, and allowed more effective use of labour. Members agreed that the issues would benefit from a more in depth review by the Finance Advisory Group.

Members considered red indicators for Housing Benefits and agreed to refer this for further consideration to the next meeting of Services Select Committee, along with the September figures. Members discussed the difficulties in recruiting experienced Benefits Assessors.

Concern was expressed at the possible dangers of having targets that were reliant on third party action and out of the Council's control.

Resolved: That:

- (i) the contents of the report be noted;

Services Select Committee – 8 November 2011

(ii) LPI DS 002 –be referred to the Finance Advisory Group for further consideration; and

(iii) LPI HB 001, 002, 005 & 006 be referred to Services Select Committee for further consideration.