

**FORMAL RESPONSE OR CONSULTATION REQUESTS FROM THE CABINET AND/OR
SELECT COMMITTEES FOLLOWING MATTERS REFERRED BY THE COMMITTEE**

a. Performance Management End of Year Results (Referral from Performance and Governance Committee – 12 June 2012)

The Committee considered a report summarising Council performance. The report also provided details of all 'Red' performance indicators for the period to the end of March 2012. Members noted that the Services Select Committee would be considering a report on sickness absence and the Environment Select Committee would be considering a report on Fly Tipping.

Turning to Indicator LPI HB001, a Member stressed the need to recognise that Officers were in a difficult position due to the 70% increase in the number of new claims and the challenges relating to recruiting experienced benefit assessors. As a result of the challenges being faced by the service, Members stressed the need to set realistic targets for staff. The Deputy Chief Executive and Director of Corporate Resources reported that in order to meet the additional demand between 14 and 17 new benefit assessors would have to be recruited. This simply was not possible due to budget constraints and problems recruiting experienced assessors.

Members also expressed concern at the length of the delay in processing new benefit claims. The Deputy Chief Executive and Director of Corporate Resources reported that some complaints had been received but customers appeared to appreciate the effort that was taken by staff to keep them informed and updated on the progress of their claim.

The Deputy Chief Executive and Director of Corporate Resources also reported that Officers had been meeting with the Portfolio Holder for Finance and Value for Money in order to discuss additional funding contributions towards the Service from the Housing Benefit Subsidy Reserve. The Committee agreed that the Services Select Committee should be asked to further review the performance indicators relating to the Housing Benefits Service.

Turning to Performance Indicator LPI PH001, Number of Home Improvement Agency projects completed, a Member noted that no up-to-date information had been provided. The Policy and Performance Manager explained that at the time the agenda was published the information had not been available however, the new information that had been received would be circulated with the minutes. The Committee also agreed that it would be helpful for the indicator to be further reviewed by the Services Select Committee.

Action 2: That update information regarding indicator LPI PH001 be circulated with the minutes.

In reference to Performance Indicator LPI Waste005, Number of Missed Green Waste Collection Complaints, a Member expressed concerns surrounding having an indicator that simply recorded complaints and did not record the number of missed collections. The Committee agreed that it would be helpful for the composition of the target to be reviewed.

Resolved: That the report be noted and that the Services Select Committee be requested to further review the performance indicators relating to the Housing Benefits Service.