

Appendix 1

Outer East Environmental sub-group minutes 13 September 2011

1. Attendance & Apologies

Cllr Mitchell (chair), Cllr Murray, Cllr Lewis (for Cllr Wakefield), Tom Smith (Environmental Services), Kris Nenadic (Parks and Countryside), Jason Kirk (AHVL), Steve Sheriffe (ENEHL), Michael Holdsworth (AVHL)

Apologies – Cllr Wakefield, Cllr Grahame

2. Minutes of last meeting

2.1 Councillor Murray raised the photovoltaic project and which houses, in which wards, were being provided with these systems.

3. Service Level Agreement (SLA)

3.1 Tom S went through the SLA pointing out the agreed principles and priorities and asked for comment.

3.2 Councillor Murray was concerned that there was monitoring in place that allowed for success to be measured effectively in a way that did not resort to jargon and would be clear to Members and the public. Issues such as whether litter bins have been emptied and whether local hotspots are being dealt with effectively were key to this.

3.3 Tom S described that the performance monitoring regime was still in development but agreed that there needed to be a mixture of statistics and qualitative case studies to describe the success or otherwise of the services. This report needs to reflect the principles and priorities set out in section 6 of the SLA and show how the service is delivering on each of them. Cllr Murray was particularly keen to show how organisations are taking a joint approach to solving problems as this was a key principle of the SLA arrangements. **ACTION - Tom S to bring draft of performance report to next Sub-Group addressing the priorities within section 6 of the SLA.**

3.4 Steve S outlined the performance reporting within ENEHL and agreed to send examples to Tom S to help with the development of performance reports for the group. **ACTION – Steve S to send example performance reports to Tom S.**

4.0 SLA Monitoring

4.1 Tom S outlined the future process for the next SLA for 2012/13 and the project work that would continue over the next six months to deliver this.

4.2 All agreed that the Sub-Board needed to see updates and progress on particular projects within the Locality function, such as the ginnels project and the review of street cleansing functions. **ACTION - Tom S to provide an outline of the projects within Locality to next Sub-Board.**

4.3 Future items for the agenda were discussed. It was agreed that the next Sub-Board should focus on the performance update and looking at the key projects to develop a work programme for the Sub-Board going forwards.