

## **SCRUTINY BOARD (RESOURCES AND COUNCIL SERVICES)**

**MONDAY, 5TH MARCH, 2012**

**PRESENT:** Councillor P Grahame in the Chair

Councillors S Bentley, A Blackburn,  
B Chastney, N Dawson, R Grahame,  
J Hardy, M Rafique and R Wood

### **73 Declarations of Interest**

Councillor Ron Grahame declared a personal interest in relation to Agenda Item No. 7, Quarter 3 Performance Report 2011/12, in his capacity as a Director of East North East Homes ALMO, and as a Member of the GMB Union. (Minute No. 76 refers)

### **74 Apologies for Absence and Notification of Substitutes**

Apologies for absence were received from Councillors: J L Carter, A Lowe and C Macniven. Councillor Rafique provided notification that he would be substituting for Councillor Lowe

### **75 Minutes of the Previous Meeting**

**RESOLVED** – That the minutes of the previous meeting held on 6<sup>th</sup> February 2012 be confirmed as a true and correct record

### **76 2011/12 Quarter 3 Performance Report**

The Assistant Chief Executive (Customer Access and Performance) submitted a report which set out a summary of the quarter three performance data for 2011-12. The report also provided an update on progress in delivering the priorities in the Council Business Plan 2011-15 relevant to this Board.

James Rogers, Assistant Chief Executive (Customer Access and Performance), Lorrain Hallam, Chief Officer HR, Heather Pinches, Executive Officer, Performance Management and Doug Meeson, Chief Officer (Financial Management) attended the meeting and responded to Members questions and comments

In brief summary, the main areas of discussion were:

- Clarification of the amber classification
- Employee Engagement Survey
- Leadership Development Proposals
- The Citizens Panel
- Interaction and collaboration between different directorates and the One Council approach

- Financial health of the authority
- Equality Improvement Priorities

During a discussion on income generation Councillor Wood proposed that the Chief Planning Officer be asked to comment on the merits and viability of increasing retrospective planning application fees. This was supported by the whole board.

**RESOLVED –**

- (i) To note the quarter three performance information and the key performance issues raised
- (ii) To request that the Head of Scrutiny and Member Development write to the Chief Planning Officer in relation to planning fees.

**77 People Plan 2011-2015**

The Chief Officer HR submitted a report which set out details of a People Plan for 2011 – 15. It was reported that the purpose of the plan was to help all City Council Employees make the maximum, contribution to achieve the Council's ambition to be the "Best Council in the UK".

Lorrain Hallam, Chief Officer HR attended the meeting and responded to Members questions and comments.

In brief summary, the purpose of the Scrutiny Board discussion was to ascertain when and how scrutiny could offer critical friend challenge on the progress of the strategic outcomes identified within the plan. A discussion was held on the proposed "scorecard".

The Board also discussed in detail appraisals and staff engagement, two cross-Council priorities of which HR Service was the lead.

Members were also briefed on the introduction of "Cornerstone", a Performance and Learning Management system.

It was agreed that the Chair (and other Board Members) would meet with the Chief Officer to agree the format and frequency of future updates with the intention of reporting back to the Board in April

**RESOLVED –**

- (i) That the People Plan 2011-15 be noted
- (ii) That a further report be submitted in April outlining future performance reporting arrangements.

## **78 Waste Management Process Review Project**

The Board received a report on the Customer Access Programme. The report provided an update on progress of the Waste Management Process Review Project and sought Members comments on progress.

Cathryn Baggott, Customer Access and Performance, Project Manager, Andy Hickford, Senior Project Leader, Tom Smith, Locality Manger, Project Team Member and Keith Lander, Area Management, Project Team Member attended the meeting and responded to Members questions and comments.

Members noted that the first phase of the project had been completed and this had established the foundation for a further and significant piece of work to deliver long term enhancements to the service including : on line self services and the delivery of integrated 'In cab' technology. It was reported that future phases would be dependent upon the programmes Business Case being signed off by the Executive Board in May 2012.

In brief summary, the main areas of discussion were:

- Issues around contaminated bins
- Length time for delivery of replacement parts/ replacement bins
- Issues around bulky waste collection
- Communication with customers
- In cab technology

The Chair thanked Officers for their attendance and contribution commenting that it had been a successful inquiry with positive outcomes

**RESOLVED** – That the progress on the Waste Management Process Review Project be noted and welcomed

## **79 Work Schedule**

A report was submitted by the Head of Scrutiny and Member Development which detailed the Scrutiny Board's work programme for the current municipal year.

Appended to the report for member's information was the current version of the Board's Work programme, together with the minutes from the Executive Board meeting held on 10<sup>th</sup> February 2012.

**RESOLVED** – That the work programme, as amended, be approved

## **80 Date and Time of Next Meeting**

**RESOLVED** – To note that the next meeting will take place on Monday 2<sup>nd</sup> April 2012 at 10.00am in the Civic Hall, Leeds (Pre- Meeting for Board Members at 9.30am)