

POLICY AND PERFORMANCE SCRUTINY PANEL

Thursday, 9 June 2016 (7:00 pm – 7:58 pm)

PRESENT:

Councillor Clarke (Chair); Councillors Cross, Mrs Broadhurst, Holden-Brown, Mignot, Pragnell, Balaam, Hatfield and Garton

Also in attendance: Councillor Sollitt

Apologies for absence were received from Councillors Parkinson-MacLachlan and Lear

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RESOLVED ITEMS (SUBJECT TO QUESTIONS ONLY)

1. DECLARATIONS OF INTEREST

There were no declarations of interest in relation to items of business on the agenda.

2. CHAIRMAN'S REPORT

The Chair advised that Gaetana Wiseman was unable to attend and thanked Annie Righton for stepping in to discuss the Corporate Peer Challenge.

3. CORPORATE PEER CHALLENGE

Annie Righton gave a brief overview of the Peer Challenge that took place in November 2014 and the follow up in December 2015. She stated that the peer challenge was not an inspection, it was designed to add value to the Council's own improvement activity. The Peer Challenge was more of a critical friend who would concentrate on the Council's own priorities and goals.

The Council had made considerable progress since the report had been published and the success of the Future Eastleigh Programme was dependent upon the progress of performance management, leadership development, elected member development and revising the governance arrangements for the programme. Since the last Peer Challenge the implementation team had been formed to move forward Service Redesign. Better customer insight was part of the programme that would be reviewed when the new ways of working had been implemented.

Members thanked Annie Righton and asked a number of detailed questions.

Staff Morale - Members asked how staff morale was, they were advised that morale amongst staff was good generally but it was clearly a difficult time for some and there were several practices in place to support staff i.e. staff forum, CV training, Lunch and Learn sessions, trade union discussions and a confidential staff helpline. Staff were making use of these by engaging in the floor briefings and attending the sessions.

Commercialisation - Members were advised that the Council needed to be clear on how it wanted to be seen commercially. Did the Council want to look at a full range of chargeable service or did it want to be commercial with a sense of social responsibility? This approach would be developed and explored in a Cabinet session. The Cabinet may also look at how to set the charges / fees and whether to have the ability to change charges dependent on circumstances.

Quantifying Risk - Members asked whether the risk of borrowing should be quantified and were advised the risk of borrowing had been reviewed by an external auditor as part of our normal ways of working and the business case was set against the worst case scenario interest rate thus mitigating risk.

Business Planning - Members asked about business planning expertise and were advised that there had been changes to HR and work was being done on training staff on different methods of writing business cases.

Local Area Managers - Members spoke of the Local Area Coordinators job role changing and the importance of the Local Area Committee's being involved in what they wanted from a Local Area Manager. Members were advised that the Local Area Managers would be involved in more strategic work than practical work, leaving the practical work to the operational staff.

Appraisals - Members were advised that there had been a significant improvement in appraisals and once the service redesign was complete, the appraisal process would need to be reviewed.

Members were advised there would be many changes and a long transition period during the service redesign and that once all managers had been appointed they would not necessarily move directly to those new roles. Each phase had a transition plan to move from how the service was provided now to the new ways of working. Temporary staff had been brought in, in the interim until the redesign was complete. The Council were confident that the organisation had the majority of the skills and abilities to fill many of the roles in the new structure, however if this was not the case, the jobs would be advertised externally. The new job descriptions would put a lot more emphasis on accountability.

Councillor Steve Sollitt spoke and recognised that the report was very positive and with regard to the Town Centre Partnership working, there were better working relationships with partners e.g. BID and was important how the Council moves forward with Partners and how the Council

provided services.

**It was AGREED –**

- (1) That the report be noted; and**
- (2) That Councillors Pragnall, Balaam and Hatfield work with Cabinet to follow up on commercialisation.**

4. ACTION LIST

The Panel considered its action list from previous meetings, which set out the recent decisions and actions arising from the Panel.

**It was AGREED -**

**That actions with a completion date should be removed from the list.**

5. WORK PROGRAMME

Panel Members considered their Work Programme to February 2017.

**It was AGREED that the Work Programme be noted.**