POLICY AND PERFORMANCE SCRUTINY PANEL
Thursday, 13 September 2018 (7:00 pm – 8:53 pm)

PRESENT:
Councillor Broadhurst (Chair); Councillors Asman, Broomfield, Couldrey, Gomer, Groves, Parker-Jones and Tyson-Payne

Also in attendance: Councillors

Apologies for absence were received from Councillors Cross, Allingham, Doguie, Jurd and Reynolds

RESOLVED ITEMS (SUBJECT TO QUESTIONS ONLY)

17. PUBLIC PARTICIPATION
There was no public participation on this occasion.

18. MINUTES
Councillor Parker-Jones noted that the Key Performance Indicator (KPIs) information related to the Cabinet Portfolio plans was not on the agenda as had been agreed at the previous meeting of the panel. Councillor Parker-Jones expressed concern at what the panel was monitoring if it was not regularly looking at KPIs.

It was acknowledged that performance monitoring had been an area of weakness for Eastleigh Borough Council (EBC) and the Council was looking to improve in this area. The Council’s Management Team regularly receive operational performance monitoring data. The Council is also in a transitional phase with Business Plans containing clear KPIs being developed with introduction from next financial year.

It was AGREED -

That the Minutes of the meeting of the Panel held on 5 July 2018 be confirmed and signed by the Chairman as a correct record.

19. DECLARATIONS OF INTEREST
There were no declarations of interest.

20. CHAIRMAN’S REPORT
The Chair hoped that all Members had a lovely summer break and had returned refreshed and enthusiastic.
21. **LATE COMMITTEE REPORTS**

Consideration was given to a report by the Performance and Governance Manager on the volume of late Committee reports and corrective action being taken to minimise late reports across the Council.

During the discussion the panel were keen to understand when a late report would and wouldn’t be included in this report; for example urgent items tabled at Council, confidential items and items pulled before agenda publication?

Natalie Wigman (Corporate Director) reassured Members that in most cases there is a genuine reason for the late publication for a report, usually in the case of property transactions information being sent through from an external partner very late in the day, but as an authority there was a strong line being taken. In a recent instance a report author had not mobilised quickly enough and missed the deadline therefore the report was pulled as it would not have been appropriate for Councillors or the public to receive the report so close to the meeting.

Gaetana Wiseman (Performance & Governance Manager) agreed that it would be helpful to split out the late, urgent and confidential items on the next iteration of the report.

22. **ANNUAL COMPLIMENTS AND COMPLAINTS REPORT**

Consideration was given to the Annual Compliments and Complaints report and outlined recommendations in relation to the current complaints procedure. Natalie Talbot (Performance & Governance Specialist) advised the Panel that this was a new format for the report now that there was a dedicated Performance Team in place. Natalie reported that a number of the tasks listed under paragraph 20 were underway including training for the Case Management Officers on the new IT system starting on 14th September 2018 as they would be the primary users. All the tasks listed were contained in an implementation plan and it was somewhat of a jigsaw to fit them all together.

The panel requested that the language in the procedure be re-evaluated as some may be inaccessible. It was also requested that it be kept gender neutral. Councillors highlighted the need for letters to be well written to avoid the impression that the Council ‘just didn’t care’. The panel praised the new approach to complaints and the revised timescales to ensure complaints were dealt with properly and expectations managed.

**RESOLVED –**

(1) Changing the current procedure from 15 working days full investigation time to 18 working days with set stages
23. **CABINET FORWARD PLAN**

The Panel considered the Forward Plan of Key Decisions. It was noted that there were very few, if any, items on the current Forward Plan for scrutiny. Natalie advised the Panel that the organisation was in a period of transition and a review of governance would soon be undertaken, including a review of the Forward Plan and decision making, which would allow for more pre-decision scrutiny. The panel requested that the results of the governance review be brought to the panel for consideration at an appropriate point.

**It was AGREED that the report be noted.**

24. **P&PSP WORK PROGRAMME**

Panel members considered their Work Programme to March 2019. There were a number of items that needed to be timetabled and a number of suggested new items:

- Planning enforcement (new)
- Parking at schools (new)
- Grass cutting/weed management (new)
- Local Policing (new)
- Recycling (to be timetabled)
- Affordable Housing (to be timetabled)
- Key Performance Indicators (to be timetabled)
- Performance of Animal Control against national targets (new)
- Waste Collection in new developments (for 2019/20)

Laura Johnston (Performance & Governance Senior Specialist) suggested that for each item on the work program the panel may like to consider adding a purpose/focus for scrutiny to assist in the preparation of the agenda and to ensure that they got the best value out of the meeting. An updated version of the work program is appended to the minutes.

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