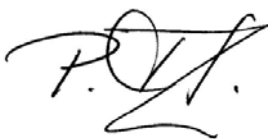


Meeting of Corporate Performance Management, Efficiency and Effectiveness Scrutiny Committee

Wednesday, 18th June, 2014 at 6.00pm
In Committee Room 2 at the Council House, Priory Road, Dudley

Agenda - Public Session **(Meeting open to the public and press)**

1. Apologies for absence.
2. To receive any declarations of interest under the Members' Code of Conduct.
3. To report the appointment of any substitute Members for this meeting of the Committee
4. To confirm and sign the minutes of the meeting on 25th February, 2014 as a correct record.
5. Update on Apprenticeships – oral report
6. Report back on Tourism Website – oral report
7. Annual Scrutiny Programme 2014/15
8. Corporate Quarterly Performance Management Report.
9. To consider any questions from Members to the Chair where two clear days notice has been given to the Director of Corporate Resources (Council Procedure Rule 11.8).



Director of Corporate Resources
Dated: 10th June, 2014

Distribution:

Councillors : Blood, Caunt, Cotterill, A.Finch, Harley, Henley, Marrey, Mottram, Russell, Wood and Zada

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- The Democratic Services contact officer for this meeting is Steve Griffiths, Telephone 01384 815235 or E-mail steve.griffiths@dudley.gov.uk

**CORPORATE PERFORMANCE MANAGEMENT,
EFFICIENCY AND EFFECTIVENESS SCRUTINY COMMITTEE**

Tuesday, 25th February, 2014 at 6.00 pm
in Committee Room 3 at the Council House, Dudley

PRESENT:-

Councillor Blood (Chair)

Councillors Boleyn, Caunt, Harley, Marrey, Mottram, Russell, Sykes and Wright.

Officers

Assistant Director, Policy and Improvement (Lead Officer to the Committee),
Principal Policy and Performance Management Officer (Chief Executive's
Directorate) and Mr J Jablonski (Directorate of Corporate Resources)

Also in attendance

For Minute 25 – Mr S Bennett – Customer Services Manager and Chair of
Customer Feedback Group and Mr M Smith and Mr A Paul – Departmental
Representatives on Customer Feedback Group

For Minute 26 – Assistant Director, HR and Organisational Development,
Assistant Director Environmental Management, Assistant Director Economic
Regeneration and Ms H Marsh-Geyton.

21 **APOLOGY FOR ABSENCE**

An apology for absence from the meeting was submitted on behalf of Councillor
A Ahmed.

22 **DECLARATIONS OF INTEREST**

No member declared an interest in any matter to be considered at this meeting.

23 **MINUTES**

RESOLVED

That the minutes of the meeting of the Committee held on 20th
November, 2013 be approved as a correct record and signed.

24 **PUBLIC FORUM**

No matters were raised under this agenda item.

25 CUSTOMER FEEDBACK SCRUTINY REPORT

A report of the Chief Executive was submitted on a review of the arrangements for the operation of the corporate customer feedback arrangements, in particular the Complaints reporting procedures. Attached as Appendices 1-3 to the report were the Local Government Ombudsman Annual Letter, the Local Government Ombudsman record of complaints for Dudley MBC and 2012/13 Customer Feedback Performance report respectively.

A presentation was given on the content of the report submitted, copies of which were circulated at the meeting and would be made available on the Council's Committee Management Information System.

Sean Beckett, the Chair of the Customer Feedback Group presented the first part of the presentation whilst Michael Wooldridge, Principal Policy and Performance Management Officer, commented on the future performance reporting aspects of the presentation.

Arising from the presentation given the following principal comments were made:-

- That, arising from comments made it was noted that the question of delay in responding to complaints and issues raised at meetings of Community Forums would receive further consideration at a meeting to be held on 13th March, 2014 relating to a review of Community Forums and that this would lead into a report to be considered by the Council on the operation of Community Forums in due course. It was also considered that Members of Corporate Board also needed to be aware of the issues regarding complaints and other issues raised at Community Forums not being dealt with expeditiously.
- It was noted that complaints considered by the Chief Executive were now dealt with by Jan Jennings and members of her team.
- That a draft summary guide for Councillors on the Customer Feedback procedure – compliments, comments and complaints - had been drafted and would be forwarded to all members of the Council in due course.
- That in future information on performance would be reported half-yearly in the first and third quarter reports.
- That the future arrangements for performance reporting would enable learning points to be made so that if necessary changes to policies and procedure could be identified.

- It was noted that making it easier for customers to complain would lead to an increase in complaints however this was to be welcomed and could also be an opportunity to increase the number of compliments received.
- An assurance was given that arrangements were in place in all Directorates to support the future performance reporting arrangements.
- That the revised IT arrangements involving the M3 system would enable further details to be available as regards customer feedback and complaints making the system more cost effective than that previously in operation. The system would also enable learning to take place and so stop a repetition of similar failures occurring.
- That arising from consideration of the letter from the Local Government Ombudsman, attached as Appendix 1 to the report submitted, the Assistant Director, Policy and Improvement be requested to submit a report to a future meeting of the Committee on issues relating to the performance of the Local Government Ombudsman contained in the report entitled "Raising the Standards", their annual report and accounts for 2012/13, detailing in particular what they had done over the last twelve months to improve their own performance, referred to in the last paragraph of the letter.

RESOLVED

1. That the information contained in the report, Appendices to the report, submitted and as reported at the meeting, on the arrangements for the operation of the Corporate customer feedback arrangements, in particular the Complaints reporting procedures, be received and noted including the future reporting of details on a half yearly basis in the first and third quarter reports.
2. That the Assistant Director, Policy and Improvement be requested to report to a future meeting of the Committee on issues relating to the performance of the Local Government Ombudsman in dealing with complaints.

A report of the Chief Executive was submitted on the third Quarterly Corporate Performance Management Report for 2013/14 relating to performance for the period 1st October to 31st December, 2013.

Arising from an overview of the content of the report by the Lead Officer, Members asked questions to which responses were given. Particular points raised were as follows:-

- It was noted that the Credit Union no longer had an office in Stourbridge Library due to a lack of people using the facility and that in future people wishing to join the Credit Union would be able to do so via a new website thereby enhancing access to membership of the Credit Union.
- In relation to Objective 3 (Ref 2.3d – Development of a new Tourist Strategy and Action Plan for the Borough) - Members were critical of the lack of progress on this matter and considered that Council projects were not being driven by the Council. Particular reference was made to the need for an effective website to market the attractions of the Borough with links to other facilities and services. Mention was also made of other advertising arrangements that had been suggested in the past, for example, advertising at Birmingham Airport and scrolling adverts at the entrances to the Borough none of which had occurred.

It was suggested that a stand alone website on the lines developed by other areas, for example, visit Dudley.com was needed which could be developed quickly at a reasonable cost especially in view of Black Country Festival to be held in July.

It was considered that action therefore needed to be taken now to ensure a website was up and running for July.

Mention was also made of partners with whom the Council could work to progress the project.

During consideration of this matter Councillor Boleyn declared a non-pecuniary interest in view of her employment by Trustees of British Glass Foundation.

In response to points made the Assistant Director, Regeneration reported that rather than develop a separate strategy for the Borough work was progressing on a prospectus document highlighting attractions and seeking to develop and promote tourism in the Borough including open spaces, the canal network and the geology of the Borough.

Major investment projects for example at Castle Hill, in the Town Centre and at the Glass Museum were also cited.

A website was also being looked at and the Assistant Director would inform Councillor Harley where it was located, although it was not known whether it was a separate site to the main Council website.

Regarding apparent delays in completing projects the Assistant Director referred to funding issues and the need to comply with the requirements of other Agencies so that matters were not always totally within the Council's control.

The Assistant Director was however made aware of Members concerns regarding Tourism, the need to better promote the attractions of the Borough and the need for developments to take place as soon as possible in view of the forthcoming Black Country Festival in July.

- Arising from comments made in relation to various performance indicators in respect of household and municipal waste the Assistant Director, Environmental Management undertook to provide Councillor Caunt with the following information:-
 - (1) Figures in relation to monthly rubbish collection tonnage
 - (2) Monthly recycling tonnage figures; and
 - (3) Figures relating to the total cost of landfill.
- Arising from comments made the Assistant Director, Environmental Management undertook to investigate and report back to Councillor Marrey regarding the position in respect of advertising on BT cabinets.
- In response to a query from a Member regarding the status of Objective 2 – Ref 4.2a the Assistant Director, Policy and Improvement undertook to query the position with the Lead Officer indicated.
- Arising from a query by a Member as to the wording set out under key activities of Objective 1 – Ref 4.1b in respect of personalisation the Assistant Director, Policy and Improvement undertook to speak to the Officers concerned regarding the wording used and ensure that this was updated for the next Quarterly Performance Report.
- Arising from a query by a Member in respect of PI675 and PI67 in particular the downward trend in relation to these indicators the Assistant Director, Policy and Improvement would speak with the Officers concerned so that further information might be included on these matters in the next Quarterly Performance Report.
- Regarding Objective 7 – Ref 5.7a the Assistant Director, Policy and Improvement undertook to investigate when the DACHS Fuel Poverty Strategy had been ratified by the Council and inform Councillor Sykes accordingly.

- Arising from consideration of PI258 – number of lost time accidents at work it was reported that all such accidents, and near misses, were reported to the Health and Safety Executive and the Assistant Director, Environmental Management undertook to supply the figures relating to all accidents reported to the Health and Safety Executive to Councillor Caunt.
- In relation to PI418 – Local Authority working days/shifts lost per FTE due to sickness absence – comments were made that this indicator should be split between short term and long term sickness absence so that Members could more effectively comment on possible trends and issues in relation to short term sickness absence.

The Assistant Director, HR and Organisational Development, reported that the split figures were available and would be e-mailed to Members of the Committee.

Councillor Caunt was pleased to see short term absence heading in the right direction.

The split figures would also be included in future Quarterly Management Reports.

RESOLVED

That the information contained in the Quarterly Performance Management Report in respect of performance for the period 1st October to 31st December, 2013, be noted together with the comments made at this meeting and that the Officers indicated undertake the actions referred to above.

The meeting ended at 7.55 pm

CHAIR

Corporate Performance Management, Efficiency and Effectiveness Scrutiny Committee – 18th June, 2014

Report of the Lead Officer and the Director of Corporate Resources

Annual Scrutiny Programme 2014/15

Purpose of Report

1. To note the items proposed and suggested for inclusion in the Annual Scrutiny Programme for detailed consideration by this Scrutiny Committee during 2014/15.

Background

2. As in 2013/14, meetings of this Scrutiny Committee have been scheduled, on the dates below, primarily to facilitate consideration of the quarterly performance management reports and the detailed scrutiny of the Council's revenue budget proposals in November - .
 - Thursday, 4th September, 2014 – 6pm
 - Tuesday, 18th November, 2014 – 6pm
 - Tuesday, 24th February, 2015 – 6pm
3. The Overview and Scrutiny Management Board will formally endorse the Annual Scrutiny Plan at its meeting on 11th June, 2014. The item proposed for detailed consideration by this Scrutiny Committee during 2014/15 is:
 - The Work and Priorities of the West Midlands Police and Crime Commissioner
4. Arising from the consultation held a Member has identified a further potential scrutiny item for consideration. This relates to services provided by the Council that are shared between Directorates (eg Print Services, Public Relations, Human Resources etc). The scrutiny would involve consideration of the corporate use of shared services of this nature.
5. Subject to the approval of the Board it is being recommended that this topic be included in the work programme of the Committee. If approved the Lead Officer of this Committee, in consultation with the Chair, will develop the scope of the review for consideration later in the municipal year. The decisions of the Board will be reported to the Committee.
6. Appendix 1 gives more detailed information on the topic set out in the Annual Scrutiny Programme for 2014/15 as referred to in paragraph 3 above.

Finance

7. The costs of operating the revised scrutiny arrangements will be contained within existing budgetary allocations.

Law

8. Scrutiny Committees are established in accordance with the provisions of the Local Government Act 1972 and the requirements of the Council's Constitution, which was adopted under the Local Government Act 2000, subsequent legislation and associated Regulations and Guidance.
9. The Police and Justice Act 2006 gives the Council powers to scrutinise the work of the Crime and Disorder Reduction Partnership and the Local Government and Public Involvement in Health Act 2007 enables local authorities to scrutinise other partners. Much of this legislation has now been consolidated in the Localism Act 2011.

Equality Impact

10. Provision exists within the recommended scrutiny arrangements for overview and scrutiny to be undertaken of the Council's policies on equality and diversity.

Recommendation

17. That the issue contained in the Annual Scrutiny Programme for 2014/15, as referred to in paragraph 3 and Appendix 1, be noted together with the suggested topic referred to in paragraph 4 above.



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Philip Tart
Director of Corporate Resources



Geoff Thomas
Lead Officer

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List of Background Papers

Report to Overview and Scrutiny Management Board – 11th June, 2014 – Annual Scrutiny Programme 2014/15

Appendix 1

Corporate Performance Management, Efficiency & Effectiveness Scrutiny Committee	
Portfolio	Cabinet Member for Community Safety
Area for Scrutiny	The work and priorities of the West Midlands Police and Crime Commissioner
Link to Council Plan	Links directly to the Community Safety priorities of the Council
Context	With the election of the West Midlands Police and Crime Commissioner, the overall responsibility for policing and the allocation of resources for commissioning of local community safety actions have been held by Bob Jones as the PCC. He has indicated that he would wish to attend local authority scrutiny committees to outline the work and priorities of the office and the links to local community safety issues within the Borough.
Rationale	The Safe and Sound Partnership has been a long established body that brings local agencies together to help reduce crime and the fear of crime. Dudley Borough is currently the safest area in the West Midlands. The Office of the PCC is now responsible for the region policing plan and its commissioning framework. This will have an impact on the community safety arrangements in the Borough and is therefore an issue that the Committee would wish to scrutinise to assess the effectiveness of existing arrangements and any proposals for the future which will impact on local residents
What are we asking from the Scrutiny Committee?	To review the priorities of the PCC in helping to reduce crime and the fear of crime within the Borough.

**Meeting of the Corporate Performance Management, Efficiency and Effectiveness
Scrutiny Committee – 18th June 2014**

Corporate Quarterly Performance Management Report

Report of the Chief Executive

Purpose of Report

1. To present the fourth Corporate Quarterly Performance Management Report for 2013/14, relating to performance for the period 1st January to 31st March 2014.

Background

2. The overriding purpose of the Corporate Quarterly Performance Management Report is to provide the Cabinet with a regular update on the management of services and performance levels being achieved within the Council, across the seven Council Plan thematic priorities. Prior to submission to Cabinet the report is scrutinised by this Committee.

3. The report contains the following sections:

Section 1: a brief introduction.

Section 2: a performance summary of key performance indicators and actions.

Section 3: more detailed progress on the key performance indicators and the key actions identified to determine our delivery of the Council Plan priorities.

Section 4: current sickness absence information for 1st April to 31st March 2014.

Section 5: corporate risk status report

A full copy of the Corporate Quarterly Performance Management report is available in the Members Room and on the Internet via the Committee Management Information System. A hard copy, in colour, for Members of this Committee only is attached with the agenda for this meeting.

Finance

4. There are no direct financial implications.

Law

5. The Council may do anything which is incidental to conducive to or which facilitates the discharge of its functions under Section 111 of the Local Government Act, 1972.

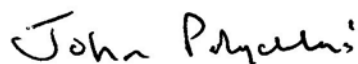
Equality Impact

6. There are no special considerations to be made with regard to equality and diversity in noting and receiving this report.

The Corporate Quarterly Performance Management Report includes details of the performance of the Council Plan strategic objectives and priorities for children and young people.

Recommendation

7. It is recommended that: Committee receive this report.



John Polychronakis
Chief Executive

Contact Officers: Geoff Thomas ext 5270 / Michael Wooldridge ext 4737