

PERFORMANCE REVIEW SUB-COMMITTEE

Minutes of the meeting held on Tuesday 3 August 1999 at the Town Hall, Royal Leamington Spa at 6.00 pm.

PRESENT: Councillor Dove (Vice-Chair); Councillors Mrs Begg, Boad, Caborn, Mrs Clayton, Coker, Mrs Compton, Crowther, Ms Flanagan, Mrs Hodgetts, Kirton, Shilton.

(Councillor Short Vice-Chairman of the Council)

(Councillor Crowther substituted for Councillor Mrs Evans and Councillor Kirton substituted for Councillor MacKay)

1. MINUTES

The minutes of the meeting held on 14 June 1999 having been printed and circulated were taken as read and signed by the Chair as a correct record.

PART I

(Matters not the subject of powers delegated to the Sub-Committee by the Council)

2. AN EVALUATION OF KENILWORTH CONNECTION - THE FIRST SIX MONTHS

The Sub-Committee considered a report from the Commissioning Team on the initial evaluation of the first six months of operation of the Kenilworth Connection, which had been established as a two year pilot project.

The aims and objectives of the initiative were appended to the report with the results of the following evaluation techniques which had been applied:-

- measurement of performance against the Success Criteria
- customer satisfaction surveys
- range and nature of enquiries
- number of customers
- age and gender profile of customers
- agency usage
- feedback from Business Units
- enquiries per Business Unit
- enquiries relating to the work of other agencies
- partnerships
- outside interest
- report from the internal auditor
- feedback from HOBs

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- achievements

The full evaluation was for the period 30 November 1998 to the 31 May 1999.

Due to the need to be more customer orientated, provide services for the convenience of customers and provide more services electronically it was suggested that a co-ordinated and strategic approach was required by the Council and that therefore, the first step should be the formulation of a customer care strategy.

RECOMMENDED that

- (1) all staff involved in the Kenilworth Connection be congratulated on the success of the pilot project; and
- (2) Officers prepare a draft customer care strategy for consideration by the Sub-Committee, with a plan of how services could be delivered to the whole district.

3. **SERVICE LEVEL AGREEMENT - KENILWORTH CONNECTION -AMENDMENTS SUGGESTED BY WARWICKSHIRE COLLEGE**

The Sub-Committee considered a report from the Commissioning Team on a draft of the service level agreement between the Council and Warwickshire College in respect of the services provided at the Kenilworth Connection for Warwickshire College, showing the suggested amendments proposed by the College. The draft agreement was appended to the report.

The only information that was currently missing were the photocopying charges and the Commissioning Director clarified that the costs would be known within the next week.

RECOMMENDED that the draft service level agreement as set out in the report be agreed.

4. **GRIEVANCE POLICY**

The Sub-Committee considered a report from the Commissioning Team on a revised Grievance at Work Policy for the Council.

The revised policy had been the subject of consultation with the Chief Executive, Heads of Business Units and Trade Unions, and the amendments which had been made to the policy included:

1. General updating in relation to post titles and Committee names.
2. Revised format in line with other procedures.

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3. Deletion of reference to Convener.
4. Deletion of need for trade union agreement prior to proceeding with a grievance.
5. Members of the Appeal Panel no longer being drawn from one Committee but instead drawn from a pool of members trained in employment related matters.
6. In line with the disciplinary appeals procedure the Members Appeals Panel decision would now be final.

In relation to point 5 above, members expressed concern about the need to be trained in employment related matters but agreed that the pool of members needed to be trained in the process of hearing appeals and reaching collective decisions and it was agreed, therefore, to amend the wording to read "drawn from a pool of members who had been trained".

The revised policy would be announced to the staff in the August issue of Warwick Update with a reference to the availability of the policy from personnel co-ordinators in business units and from the Central Personnel unit.

RECOMMENDED that

- (1) the revised Grievance at Work Policy as set out in the report, subject to the amendment concerning the training of the Appeal Panel be endorsed; and
- (2) nominations be received for members of the Appeal Panel.

5. MEMBER TRAINING

The Sub-Committee considered a report from the Commissioning Team on the evaluation of the induction programme for new members and suggestions for continuing member training and development.

The report set out details of the evaluation of the member induction programme, which had started in May with a welcome evening, continued with a series of seminars and a full day course on the role of the Councillor.

The induction programme had primarily been aimed at the new members including those who had been new to particular committees. It had therefore, predominantly been an information giving programme with little

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opportunity for interactive sessions.

It was felt that there were specific training needs for members arising out of the modernising local government agenda, including best value and fundamental reviews and those members who become part of appeals panels. A copy of the Councillor Development Programme on the modernising of Local Government by the West Midland Local Government Association was circulated at the meeting.

As a move towards providing more choice for members in meeting their own needs, it was proposed that a proportion of the member training budget for the current year could be allocated on a pro-rata basis to the four groups within the Council.

RECOMMENDED that

- (1) member training on issues such as the modernising local government agenda and best value be provided "in-house";
- (2) in formulating the training programme consideration be given to Saturday sessions as an alternative for those members who cannot attend during the week, in order to ensure members can attend as many of these sessions as possible; and
- (3) the allocation of money to the four political groups be approved in principle and a report be presented to the Sub-Committee, after the formulation of the training programme for all members, on the amount of money involved, in order to decide how to take the issue forward.

6. CORPORATE TRAINING

The Committee considered a report from the Commissioning Team setting out the corporate training programme for staff which had been organised from September 1999.

The corporate programme which had been planned for September to December 1999, would be circulated to all staff in their August pay packets as well as being advertised on the Council's intranet.

A new programme would be produced for six months from January 2000 and then a following programme in July 2000. This would allow all staff to plan their use of the corporate programme and for Managers to include discussion

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of the training available within the appraisal process.

RECOMMENDED that the new format of the training programme be supported and a further report on the success of the programme be submitted to the Sub-Committee in March 2000.

7. COST FOR PUBLISHING PERFORMANCE INDICATORS

The Sub-Committee considered a report from the Commissioning Team setting out the various options for the publication of the Council's performance indicators in the local newspapers. The report set out the circulation of each of the newspaper packages, with the associated costs.

RECOMMENDED that

- (1) the Council's performance indicators for 1998/99 be published in the Leamington/Warwick Courier and Kenilworth Weekly News at a cost of £1,350; and
- (2) the performance indicators also be sent to Parish and Town Councils, Libraries and Warwick District Council Offices for public display.

PART II

(Matters delegated to the Sub-Committee by the Council)

8. ANNUAL REPORT 1998/99

The Sub-Committee considered a report from the Commissioning Team on the production of the 1998/99 annual report of the Council.

The annual report "coffee table" format and quality had been well received in recent years. The current budget would enable the report to be produced and distributed as in the previous year i.e. 5,000 copies.

Previous publications had included questionnaires. However, given that the Council would be embarking on the production of the community plan, and local performance plans with best value principles involving consultation, it was considered whether the questionnaire should be included.

Members considered whether the paper used to produce the report could be thinner and it was suggested that 90 gram paper could be used and still achieve the same quality.

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RESOLVED that

- (1) the "coffee table" style for the annual report be continued and be produced on 90 gram paper;
- (2) the text size be 14 point and the document be made available in audio, braille and other languages on request;
- (3) performance indicators and other statistical information be included in the report;
- (4) the production figures remain at 5,000, with the same circulation as the previous year, with the report being published on the intranet and the internet; and
- (5) the questionnaire section of the report be removed, but a contact be provided to enable people to make comments.

(The meeting ended at 7.25 p.m)