

PERFORMANCE REVIEW SUB-COMMITTEE

Minutes of the meeting held on Monday 4 October 1999 at the Town Hall, Royal Leamington Spa at 6.00 pm.

PRESENT: Councillor Mrs Evans (Chair); Councillors Mrs Begg, Boad, Mrs Clayton, Coker, Mrs Compton, Doody, Dove, Ms Flanagan, Mrs Hodgetts, MacKay, Shilton.

(Councillor Doody substituted for Councillor Caborn)

1. **MINUTES**

The minutes of the meeting held on 3 August 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. **INTERNAL AUDIT**

Mr Richard Barr (Audit Services Manager), Peter Jackson, John King and Ian Wilson (Senior Internal Auditors) attended the meeting and gave a presentation to members on the role of internal audit, audit planning and other audit work and fraud and corruption, and answered questions from members.

The Committee expressed their thanks to the presenters for explaining the role and the work of internal audit in an interesting and understandable way.

RECOMMENDED that the presentation be noted.

3. **FUNDAMENTAL REVIEW OF HOUSING**

The Sub-Committee considered a report from the Commissioning Team and Housing on the need to bring forward the fundamental review of Housing from 2001/02 to 2000/01.

A number of Government policies would impact upon the Housing Unit Service during 2000/01, involving investigative work which would normally have been part of a fundamental review.

As part of the Government's Best Value regime specific attention had been

PERFORMANCE REVIEW SUB-COMMITTEE (Continued)

given to Housing Units and specialist Best Value Housing Inspectors would examine the Council's approach to the regime. Local authorities were required to have a signed Tenant Compact in place by April 2000, which would involve a high level of consultative and participative work with the Council's tenants. "Resource accounting" would come into effect on 1 April 2001, which meant that during 2000/01 preparation work would need to be undertaken. This would include the production of a business plan following guidance from the Government. KPMG would audit the business plan approach and they had invited the Council to act as a pilot authority. In order to be a pilot authority the Council were required to contribute £5,000 towards the initiative.

RECOMMENDED that

- (1) the fundamental review of Housing be brought forward by one year to 2000/01; and
- (2) the Council act as a pilot authority for the business plan approach and contribute £5,000 towards the initiative.

4. REPORTING BACK FROM OUTSIDE BODIES

The Committee considered a report from the Commissioning Team setting out two reports from Warwick District Council representatives who were Governors of schools and nurseries and a report from a representative on South Warwickshire Tourism Limited.

Members considered that the reports from the representatives on other bodies were helpful and that other representatives should be encouraged to submit reports to the Sub-Committee. It was agreed that a pro-forma of questions to be answered by the representatives in their report would assist the representatives in completing their report and be helpful to the Sub-Committee as the report would cover areas that the Council were interested in and involved with.

RECOMMENDED that

- (1) the Sub-Committee's thanks be extended to those three representatives who had submitted reports;
- (2) a pro-forma of questions be produced to be sent to the Council's representatives on other bodies; and
- (3) future reports be included in the general report section of the agenda for the Sub-Committee.

5. MEMBER TRAINING

PERFORMANCE REVIEW SUB-COMMITTEE (Continued)

The Sub-Committee considered a report from the Commissioning Team on the arrangements that had been made for member training, in response to the report presented to the Sub-Committee in August 1999.

A survey had been conducted amongst members to attempt to ascertain the best time for running training courses. A member training programme had been produced attempting to take account of members availability but also the availability of course presenters. A copy of the training programme was appended to the report.

The training programme covered the period of October 1999 to January 2000 and had been designed to meet the immediate needs of members in relation to the agenda of modernization in local government. A review of the training events would be presented in January 2000.

RECOMMENDED that

- (1) the training programme be supported; and
- (2) the agenda for the next meeting of the Sub-Committee be arranged so that the pre-briefing for the new democratic structures simulation exercise can be held at 7pm on that evening.

6. **GENERAL REPORT**

(A) CORPORATE COMPLAINTS SYSTEM - MONITORING

The Sub-Committee considered a report from the Commissioning Team on the monitoring of the complaints system for the six month period of 16 March 1999 to 20 September 1999.

Members commented on the absence of the Environmental Health Unit from the monitoring report of complaints and requested that a report be submitted to the Sub-Committee on the reason the unit was not included.

RECOMMENDED that

- (1) the monitoring report be noted; and
- (2) a report be submitted about the Environmental Health Unit.

(B) CITIZEN'S CHARTER OF PERFORMANCE INDICATORS 1998/99

PERFORMANCE REVIEW SUB-COMMITTEE (Continued)

The Sub-Committee considered a report from the Commissioning Team on the publishing of performance indicators for the year 1998/99.

Information as a comparison of the last four years indicators was appended to the report. The indicators were provisional as the Council was awaiting the official confirmation in writing from the auditors. Any amendments would be submitted to members.

Arrangements were in place to publish the indicators in the Leamington/Warwick Courier and the Kenilworth Weekly News by the end of October 1999 at a cost of £1,350. In addition to publishing in the Courier and Kenilworth Weekly News, copies would be sent to all Parish and Town Councils, Libraries and Council Business Units.

Members referred to certain indicators where the figures did not seem to have improved or where there were anomalies over the four year period.

RECOMMENDED that

- (1) the indicators and the publication date at the end of October be noted; and
- (2) reports be submitted to the Sub-Committee on:-
 - (a) the programme of improvements to Council buildings for access for the disabled.
 - (b) the system for reviewing the cause of complaints to ensure that avoidable problems do not re-occur.
 - (c) the percentage of household waste recycled.
 - (d) the percentage of highways that are of a high standard of cleanliness and those of an acceptable standard of cleanliness.

7. PUBLIC AND PRESS

RESOLVED that under Section 100A of the Local Government Act 1972 the public and press be excluded from the meeting for the following item by reason of the likely disclosure of exempt information within paragraph 7 of Part I of Schedule 12A of the Local Government Act 1972.

8. APPOINTMENT OF CONSULTANT FOR IT FUNDAMENTAL REVIEW

The Sub-Committee considered a report from IT seeking approval for the appointment of the consultants to assist in the benchmarking process of the

PERFORMANCE REVIEW SUB-COMMITTEE (Continued)

IT Fundamental Review, who had not submitted the lowest tender.

In August 1999 the Resources Sub-Committee had given authority for the seeking of tenders to carry out a benchmarking review of IT within a budget of £25,000. Tenders had been invited from four consultants and three had been received.

The members group involved in the fundamental review had agreed three areas to be reviewed by the consultant, which were the IT service, technologies to be considered in the next IT strategy, and the structure of the service to achieve the strategy.

The tenderers had been requested to submit their bid based on the three areas with a separate quote for each area. The quotes received were set out in the report, with details of the tenderers' experience in the three areas.

RECOMMENDED that the appointment of Hedra to carry out the benchmark exercise of the IT service and of Terra Quest to advise on future IT strategy and the IT structure be approved at a combined cost of £25,575.

PART II

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

NIL

(The meeting ended at 7.20p.m)

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