

Mission Statement

To Improve the Quality of Life
For Those Who Live and Work in The District

1 December 2010

Dear Councillor

You are hereby invited to a meeting of the **Overview and Scrutiny Committee** to be held at **Abbey Leisure Centre, Function Room**, Selby on **Thursday 9 December 2010** commencing at **5.00 pm**.

*** PLEASE NOTE THE VENUE ***

AGENDA

1. Apologies for Absence

2. Disclosure of Interest

To receive any disclosures of interest in matters to be considered at the meeting in accordance with the provisions of Section 117 of the Local Government Act 1972, and Sections 50, 52 and 81 of the Local Government Act 2000 and the Members' Code of Conduct adopted by the Council.

3. Minutes

To confirm as a correct record the minutes of the Extraordinary meeting of the Overview and Scrutiny Committee held on Thursday 4 November 2010 (pages 4 to 8 attached).

4. Chair's Address to the Overview and Scrutiny Committee and Work Programme

5. Review of Leisure Provision in the Wigan Leisure & Culture Trust

Q&A session with Martin Eden – Executive Director (Sport and Healthy Living) Wigan Leisure and Culture Trust.

6. Arriva - Transport Changes and Subsidies

Q&A session with Colin Newbury – Arriva Representative.

7. Performance Management Pls – April 2010 – September 2010

Report of the Head of Service – Finance (pages 9 to 18 attached).

8. Discussion: Task and Finish Group Topics

9. Questions to Chief Executive

M Connor
Chief Executive
1 December 2010

Disclosure of Interest – Guidance Notes:

- (a) Councillors are reminded of the need to consider whether they have any personal or prejudicial interests to declare on any item on this agenda, and, if so, of the need to explain the reason(s) why they have any personal or prejudicial interests when making a declaration.
- (b) The Committee Services Officer will be pleased to advise you on interest issues. Ideally their views should be sought as soon as possible and preferably prior to the day of the meeting, so that time is available to explore adequately any issues that might arise.

Dates of Future Meetings of the Overview and Scrutiny Committee

10 February 2011
31 March 2011

Membership of the Overview and Scrutiny Committee 11 Members

Conservative	Labour	Independent
J Cattnach	S Duckett	J McCartney (Chair)
J Dyson	B Marshall	
M Hulme		
W Inness		
K McSherry		
S Ryder		
R Sayner (Vice Chair)		
A Spetch		

Enquiries relating to this agenda, please contact Democratic Services on:

Tel: 01757 292002

Fax: 01757 292020

Email: democraticservices@selby.gov.uk

SELBY DISTRICT COUNCIL

MINUTES

Minutes of the proceedings of a meeting of the Overview and Scrutiny Committee held on Thursday 23 September 2010, in Committee Room 2, The Civic Centre, Portholme Road, Selby, commencing at 5.00 pm.

248	Apologies for Absence
249	Disclosures of Interest
250	Minutes – 17 June 2010
251	Chair’s Address to the Overview and Scrutiny Committee and Work Programme
252	Report from North Yorkshire Police Authority – The Policing Pledge and Performance Indicators
253	Overview and Scrutiny Committee Performance Indicator Exceptions Report: April 2010 – July 2010
254	Written Response from the Media and Corporate Communications Manager Regarding the Voluntary Organisations Task and Finish Group Report
255	Response from the Monitoring Officer Regarding the Future of Standards Board
256	The State of Area Address Consultation Report 2010
257	Suggestions for Task and Finish Groups
258	Questions to the Chief Executive

Present: Councillor J McCartney in the Chair

Councillors: J Cattanach, Mrs J Dyson, Mrs M Hulme, B Marshall, Mrs K McSherry, Mrs S Ryder and Mrs A Spetch.

Officials: Head of Service – Customers and Business Support, Overview and Scrutiny Coordinator

Attendees: Policy Officer – Community Engagement and Development, Business Analyst, Chief Inspector Anderson of North Yorkshire Police – Commander of the Selby District, North Yorkshire Police Authority Scrutiny Officer

Observers: Committee Services Officer

Public: 0

Press: 0

248 **Apologies for Absence**

Apologies were received from Councillors W Inness, Mrs S Duckett and R Sayner.

249 **Disclosure of Interest**

None were received.

250 **Minutes**

RESOLVED:

That the minutes of the proceedings of the meeting of the Overview and Scrutiny Committee held on Thursday 17 June 2010 be confirmed as a correct record and be signed by the Chair.

251 **Chair's Address to the Overview and Scrutiny Committee**

The Chair explained that the Committee is due to meet with Nigel Adams MP on 4 November 2010. It was noted that any questions should be forwarded to the Overview and Scrutiny Coordinator in order for them to be collated and then sent to Nigel Adams MP in the next 2 weeks.

252 **Report from North Yorkshire Police Authority – The Policing Pledge and Performance Indicators**

Chief Inspector Anderson presented the report and highlighted the salient features for the attention of the Committee.

Selby still retained a good level of crime reduction, which was especially pleasing given the current socio-economic climate. The Chief Inspector explained that Selby had come top when compared to the 16 other force areas in our Crime and Disorder Reduction Partnership (CDRP) grouping.

The Chief Inspector indicated that scrap metal thefts were a key issue for the Selby force, whilst the Community Engagement Forums and the Joint Action Groups (JAGs) had helped to raise the awareness of rural crime linked with the success of Operation Jumbo.

The Chief Inspector informed the Committee that additional policing personnel had joined the Selby force, but that no further increase in police numbers would be available for the next four years in line with the North Yorkshire Police recruiting policy.

The Chief Inspector explained that anti-social behaviour (ASB) is a focus

for Selby and efforts had been made to tackle what is actually a wide range of behaviour and activity. The police had also focused on:

- The Vulnerable and Concerned initiative in Selby which will eventually be rolled out across North Yorkshire.
- The 'Get a Grip' initiative has also been aimed at encouraging police officers in Selby to deal directly with ASB as it arises.
- Safer Neighbourhood Teams, Police Community Support Officers and designated Community Officers had already made positive inroads into dealing with ASB.

The Chief Inspector explained that wildlife crime was being targeted by the force, concluding that there was good support from the farmers and the rural communities, with signage to deter poaching along with the continuation of the successful Farm Watch scheme.

The Committee explained that given the proposed cuts to available resources in the forthcoming spending review, they would not wish to see the reduction in the scope and number of Neighbourhood Policing Teams.

The North Yorkshire Police Authority (NYPA) Scrutiny Officer explained that the NYPA will be replaced by an elected police commissioner and an appointed Crime and Police Panel from May 2012.

In conclusion, the Chief Inspector informed the Committee that Sherburn police station was due to re-open, staffed by trained volunteer personnel following the Eggborough model.

Resolved:

That the representative from North Yorkshire Police and the NYPA be thanked for their report and attendance.

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Overview and Scrutiny Committee Performance Indicator Exceptions Report: April 2010 – July 2010

The Business Analyst presented the report and highlighted salient points for the attention of the Committee.

The Business Analyst explained that the new financial management system has had an impact on the invoice process and action has been undertaken with regards to training on the system.

Council Tax and Rent Collection rates were noted as subject to external economic forces.

The Business Analyst explained that the General Fund Savings were being dealt with and that the three areas performing well in the authority

were customer Services, Streetscene and Community Safety. Councillors queried the effectiveness of Enterprise and the Business Analyst agreed to raise the concerns expressed following the meeting.

Resolved:

That the Performance Indicator Exceptions report be noted.

254 **Written Response from the Media and Corporate Communications Manager Regarding the Voluntary Organisations Task and Finish Group Report**

The Overview and Scrutiny Coordinator presented the response from the Media and Corporate Communications Manager.

The Committee requested that, as per the suggestion in the response, the Media and Corporate Communications Manager should contact the Selby district Association of Voluntary Services (AVS) in order to discuss the possibility of creating an insert to raise the profile of voluntary and community groups in the district.

255 **Response from the Monitoring Officer Regarding the Future of Standards Board**

The Overview and Scrutiny Officer presented the response from the Monitoring Officer.

The Overview and Scrutiny Officer informed the Committee that details on the future of the Standards Board that appeared on the Local Government Association website would be forwarded to the Committee in due course.

256 **The State of Area Address Consultation Report 2010**

The Policy Officer – Community Engagement and Development presented the consultation report and highlighted salient features regarding responses to the Council priorities.

Policy Officer – Community Engagement and Development explained that c.11% response rate had been achieved which was higher than previous years. It was also explained that costing for the consultation process came out of existing budgets and that an exact figure could be presented to the Committee at a later date.

Resolved:

That the Committee note the report.

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Suggestions for Task and Finish Groups

The Overview and Scrutiny Coordinator introduced a number of suggested topics to be considered as Task and Finish Groups. Feedback and any suggestions from the Committee would be discussed at the next meeting in November 2010.

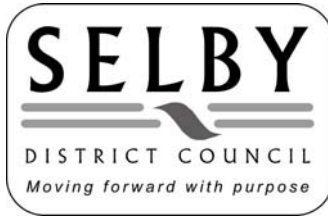
The Committee requested that Arriva be contacted to attend a future meeting of Overview and Scrutiny in order to answer questions relating to transport changes planned for Selby due to the removal of financial subsidies from North Yorkshire County Council. The Overview and Scrutiny Coordinator agreed to look into the possibility of Arriva being available to attend.

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Questions to the Chief Executive

No questions were put forward for the attention of the Chief Executive.

The meeting closed at 6.34pm.



Public Session

Agenda Item No: 7

Title: Overview and Scrutiny Committee 2010/2011
Performance Indicator Report: April 2010 – September 2010

To: Overview and Scrutiny Committee

Date: 09 December 2010

Service Area: Finance

Author: Chris Smith – Corporate Improvement Officer

Presented by: Karen Iveson, Head of Service – Finance

1 Purpose of Report

- 1.1 To assist councillors in focusing on priority areas and managing the performance of the Council by updating the Overview and Scrutiny Committee with details of performance indicator exceptions for 2010/11 as at 30 September 2010.

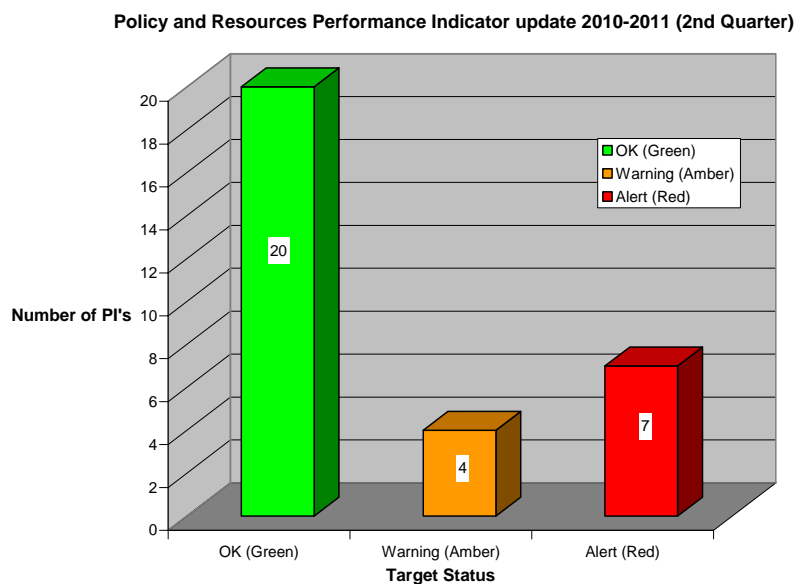
2 Recommendation

- 2.1 **It is recommended that accountable officers take the necessary action to ensure the performance indicators achieve the set targets set at the beginning of the year.**

3 Executive Summary

- 3.1 This report provides details of performance indicator exceptions both corporate and national for the financial year 2010/11, and recommends appropriate action where required.
- 3.2 Performance indicator exceptions for the relevant period together with appropriate commentary from officers are shown at Appendix A.

- 3.3 A total of thirty-one key performance indicators hold reported data up to the end of September with twenty indicators currently running above the target set at the beginning of the year.



4 Exceptions Report

- 4.1 The economic climate and its impact on customer's financial circumstances are still affecting our performance in relation to Council Tax and Rent Arrears collection rates.
- 4.2 The time taken to process major planning applications is below the local target set at the beginning of the year. Whilst the local target of 70% is not being achieved, the section is still performing above the national target of 60%.
- 4.3 The reported indicators for leisure services are all below the profiled targets set at the beginning of the year. Abbey Leisure Centre fully re-opened following completion of the refurbishment works in July 2010, so it is anticipated that the works and member uptake will have a positive influence on visitor numbers throughout the remainder of the year. Tadcaster Leisure Centre has had problems extracting data from a new system so the data received only applies to information for 12th August to 30 September.
- 4.4 Progress on approved savings in 2010/11 is below target (currently forecast at £2.5m against a target of £2.8m) although around £300k of Planning Delivery Grant was allocated to cover this shortfall as part of the 2010/11 budget. A further £50k is needed by the end of the financial year.
- 4.5 The percentage of invoices paid on time is below the set target although significant progress has been made following rigorous checks on the reporting function within the system. Although the YTD is still below target we are now confident that this is an accurate position for us to progress.
- 4.6 On a positive note, the reported performance indicators for Customer Services, NNDR and Community Safety are all above the targets set at the beginning of the financial year.

5 Financial Implications

- 5.1 Subject to the actions determined by councillors to address weakness identified, there are no financial implications arising from the contents of this report.
- 5.2 Any actions identified for improvements to performance would need to be properly assessed for financial implications and, if required, approval for any additional funding sought and such issues would be highlighted in the budget exceptions report elsewhere on the agenda.

6 Conclusions

- 6.1 It is recommended that accountable officers take the necessary action to ensure the performance indicators achieve the set targets set at the beginning of the year.

7 Link to Corporate Plan

- 7.1 The ongoing management of performance and improvement data assists the Authority in achieving its strategic themes and priorities.

8 How Does This Report Link to the Council's Priorities?

- 8.1 The ongoing management of performance and improvement data assists the Authority in achieving its priorities.

9 Impact on Corporate Policies

9.1 Service Improvement

The continual monitoring of service areas will address areas of weakness, if any, highlighted. **Impact**

9.2 Equalities **No Impact**

9.3 Community Safety and Crime **No Impact**

9.4 Procurement **No Impact**

9.5 Risk Management **Impact**

There is a significant risk given the impact that performance management has on the outcome of Council and service area inspections.

9.6 Sustainability **No Impact**

9.7 **Value for Money** **Impact**

The on-going management of performance will facilitate improvement in services and hence value for money.

10 Background Papers







10.1 Appendix A – Overview and Scrutiny Committee 2010/2011 Performance Indicator Exceptions Report: April 2010 – September 2010.













Overview and Scrutiny Committee Performance Indicator Exceptions Report (April 2010 – September 2010)

Report Type: PIs Report
Report Author: Improvement Corporate
Generated on: 11 November 2010


















PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light Icon	Notes & History Latest Note
DM_NI157a	Processing of planning applications: Major applications	Aim to Maximise	70.00%	64.71%				The performance indicator targets show that year to date the Council is not achieving the local target of dealing with 70% of all major applications in 13 weeks. This is a consequence of a number of complex major applications which could have not been dealt with on time and also due to the small number of major applications which have been received in this financial year which makes it difficult to remedy the situation. It is likely that the situation will also get worse during the remainder of the year as there are still a number of large major applications in the system which have been negotiated on and are nearing completion for determination by the Planning committee.
Code	Short Name	Direction of Travel	Annual Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light Icon	Notes & History Latest Note
BC_LI001	Check full plans applications within 10 working days.	Aim to Maximise	90.00%	84.00%				Increase in the number of applications received and the holiday period has had a significant impact on performance throughout the 2 nd quarter.

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light Icon	Notes & History Latest Note
AC_LI005	General Fund Savings	Aim to Maximise	£2,837.600	£2,223,233				Progress on approved savings in 2010/11 is below target (currently forecast at £2.5m against a target of £2.8m) and therefore proposals for further savings are being formulated.
CA_BV008	% of invoices paid on time	Aim to Maximise	98.00%	90.17%				Following rigorous checks on the reporting function of BV8 on the FMS system, it has become apparent that the system generated report has been set up incorrectly and therefore reporting the wrong information. The call has been logged and since a new report from Business Objects has been created to identify the invoices received and paid within 30 days. Based on this information the % of invoices paid on time has increased to 90.17% YTD this is still below target but we are now confident that this is an accurate position for us to progress.
LT_LI001	% of Council Tax collected	Aim to Maximise	59.06%	58.71%				Recovery work continues in order to boost the collection rate, targeting those who are not up to date with their payments. Throughout September a total of 886 reminders and 355 final notices were issued this is an increase of 3% and 12% respectively in comparison with 2009.
RE_LI001	Rent Collection and Arrears Recovery	Aim to Maximise	96.17%	95.79%				We are continuing to pro-actively collect rent and recover arrears by

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light Icon	Notes & History Latest Note
								<p>contacting the customer promptly, promoting and facilitating benefit take up, working closely with Housing to support new tenants and work with Access and partner agencies to provide payment advice, guidance and debt and financial advice through all channels available. We are also currently in the middle of a BPR project to identify any further improvements & efficiencies we can make to the service delivery.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light Icon	Notes & History Latest Note
LE_LI001	Visits to Leisure Centres per 1000 population	Aim to Maximise	3100,00	1917,17				WLCT are planning on running the Association of Public Service Excellence (APSE) customer survey at both facilities during the third quarter. The completion of this exercise will provide valuable customer feedback and benchmarking information that will be reported as part of the performance framework monitoring arrangements.
LE_LI002	Visits to Abbey Leisure Centre	Aim to Maximise	230,012	151,099				As a result membership to the fitness suite has grown significantly with almost 1,200 new gym members, taking the total membership base up to over 1,700. It is anticipated that the refurbishment works and member uptake will have a positive influence on visitor numbers throughout the remainder of the year.
LE_LI003	Visits to Tadcaster Leisure Centre	Aim to Maximise	29,000	6,109				Data refers to information for 12th August to 30th September following the implementation of the new TLMS system. Data for 1st April to 11th August will be reported during quarter 3 following a data recovery exercise currently being undertaken with Fidelity.

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light Icon	Notes & History Latest Note
								Quarter 3 performance will be notably down on previous years due to planned maintenance works in the sports hall and changing room area that will see the facility closed for two weeks. The closure period will also be used to complete structural works within the sports hall.
SS_NI195a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): LITTER	Aim to Minimise	4%	5%				Out of 304 sites inspected, 14 had an unacceptable level of litter. This is an improvement on the previous inspection cycle where 10% of sites had an unacceptable level of litter. We will continue to use the data from these inspections to identify hot spot areas that may require additional cleansing.
SS_NI195c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): GRAFFITI	Aim to Minimise	0%	1%				There is a slight increase in graffiti during the first tranche of this year. Out of 304 sites (transects) inspected, 3 had unacceptable amounts of graffiti.