



Corporate Resources Scrutiny Committee Briefing Paper

Report of: Jo Payne
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Date: Thursday, 14th January 2010
Open

Corporate Performance Clinics – October and December 2009

1. Summary

1.1 To provide Members with a summary report of the outcomes for the items discussed at the Corporate Performance Clinics held on 22nd October 2009 and 17th December 2009.

2. Background

2.1 Corporate Performance Clinics were established in June 2009 to provide a forum where Members and Officers proactively work together to ensure the highest possible levels of services are provided and to effectively address underperforming services through the implementation of an approved improvement plan.

2.2 Although the Corporate Performance Clinics aim to address areas of concern or under-achievement, they will also be used to recognise and congratulate good performance and provide an opportunity to learn from and share good practice.

3. Key Issues

3.1 All Members receive the agenda and notes for the Corporate Performance Clinics.

3.2 The below items were put forward to the October Clinic:

Item	Reason	Outcome
PR BP09 RP 38b - Audit Commission Recommendation R2 to strengthen performance management for regeneration objectives.	Due date missed. The action is shown as a commitment in the Planning & Regulatory Services Business Plan.	The target would be reached by the end of the year as the Regeneration Prospectus provided the basis from which a robust performance management framework would be developed.

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Item	Reason	Outcome
PR BP09 DC 11a - Undertake annual site visit to development sites to assess their success by 30/09/09.	<i>Good News.</i> Action completed by due date and provides a review of service outcomes.	To reconsider the way the Annual Site Visit is arranged in order to attract the attendance of more Members
NI 196 - Improved street and environmental cleanliness – fly tipping	Performance worsened since last year, and graded as 'Poor'.	Noted that appropriate remedial action, including vehicle stops and prosecutions, was in place to improve the situation.
LC LP03 - The percentage of rent arrears on investment and surplus property portfolio.	Missed target and performance worsened from previous month and last year.	Praise was given to the Property Team for streamlining the service. Noted that the target was deteriorating nationally partly due to the recession. Suggested remedial action was detailed in the report to the Committee.
CP BP09 CSe 12b - Customer Feedback - Develop a system that focuses on all aspects of comments, compliments as well as complaints.	Due date missed. Action shown as a commitment in the Community & Partnership Services Business Plan.	Action had not been completed due to a number of other projects taking priority but would be completed by the end of the year. Noted that the response rate of the Council's Hub was the best in the County.
Item 6: NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	<i>Good News.</i> Improved performance despite challenging economic conditions.	Praise for the Team's hard work and dedication to be conveyed to the Manager of the Department. It was anticipated, due to the current economic climate, that there would be an increase in claimants

3.3 The below items were put forward to the December Clinic:

Item	Reason	Outcome
CAP LP19 - Numbers of visitors to Bewdley Museum	<i>Good News.</i> Following refurbishment in April 2009, attendance has increased and exceeded the target. Visitor satisfaction rating was 100%.	Museum Service praised for changes to the services which have led to improved performance. Noted that the Museum relies on donations and suggestions were made for way to encourage greater donations including the use of Gift Aid.

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Item	Reason	Outcome
<p>LC LP04 – No. of people attending events at Kidderminster Town Hall and</p> <p>LC LP05 – No. of people attending events at Stourport Civic Hall</p>	<p><i>Review progress</i> Called-in to the Clinic on 18 Aug 2009 due to missed target and performance worsened from the previous year.</p> <p>Quarter 2 (Jul – Sep 2009) target has been missed.</p>	<p>Action is already underway to improve performance with more promotional work including the marketing of Kidderminster Town Hall as a wedding venue and TV / film location.</p> <p>It was agreed that better analysis of the usage and cost of the two venues was needed.</p>
<p>CED LP04a - Number of working days/shifts lost to the Local Authority due to sickness absence</p>	<p><i>Review progress</i> Called-in to the Clinic on 18 Aug 2009 due to missed target and performance worsened from the previous year.</p> <p>Revised Quarter 2 (Jul – Sep 2009) target has not been achieved and sickness continues to rise. The indicator is also a Corporate Plan Priority</p>	<p>HR to continue frequent sickness monitoring with managers to identify and resolve problems as early as possible.</p> <p>Further analysis of sickness information at team level to be undertaken to establish trends, patterns and possible causes.</p> <p>Lunchtime drop-in sessions will be organised for employees on any HR matter.</p> <p>It was stressed that employees should not feel pressurised to come to work when they are unwell.</p>

4. Options

- 4.1 That the Committee note the Corporate Performance Clinic Actions.

5. Consultation

- 5.1 Corporate Performance Clinic

6. Related Decisions

- 6.1 None

7. Relevant Council Policies/Strategies

- 7.1 Performance Management Framework

8. Implications

- 8.1 Resources: None
- 8.2 Equalities: None
- 8.3 Partnership working: None
- 8.4 Human Rights: None
- 8.5 E-Government: None
- 8.6 Best Value: None

9. Equality Impact Needs Assessment

- 9.1 No impact.

10. Wards affected

- 10.1 All

11. Appendices

- 11.1 None

12. Background Papers

- 12.1 Corporate Performance Clinic Terms of Reference

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