



Corporate Resources Scrutiny Committee

Briefing Paper

Report of: Jo Payne
 Policy & Performance officer

Date: Thursday, 18th March 2010

Open

Corporate Performance Clinic - February 2010

1. Summary

1.1 To provide Members with a summary report of the outcomes for the items discussed at the Corporate Performance Clinic held on 8th February 2010.

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 February Clinic.

Item	Reason	Outcome
NI 195b Improved street and environmental cleanliness – detritus	Performance deteriorated between Tranche 1 and Tranche 2 2009/10 and missed the target. Performance significantly decreased from previous year. NI 195 is a Local Area Agreement (LAA)	Noted that consistency was needed in collection of data and that inspection by member of staff from other sections would provide a more independent and uniform set of statistics. Suggestions made for different approaches to collecting detritus including:

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Item	Reason	Outcome
	indicator although the LAA target for Wyre Forest of 19% has been met.	<ul style="list-style-type: none"> - more manual rather than mechanised collection - more dedicated action areas/blitzing - consideration for different type of vehicles when renewing, e.g. that can clean under parked cars Continue joint working initiatives with other authorities. Consideration to be given to using enforcement action as a deterrent.
PR BP09 PS 37a – Parking Enforcement work with Wychavon relating to postal penalty Charge Notices for Vehicle Drive Aways	<i>Good News</i> Action completed by due date. Example of effective partnership working and sharing good practice.	Parking Service praised for changes made to service which will ensure consistency of enforcement action across the Districts. It was also noted that the work will help avoid some of the intimidation of Enforcement Officers.
RS BP09 IT 39a – h Completion of 50% projects related to the ICT Strategy	<i>Review progress</i> Called-in to the Clinic on 18 Aug 09 as amendment to due dates requested. 2 parts of the Action (RS BP09 IT 39a and RS BP09 IT 39e) have now missed their due dates. Due dates may need revising. Completion of these projects underpins the ICT Strategy, Mobile & Flexible Working Policy and plans for Single Site. Corporate Plan Priority	The targets were set before the procurement process for both thin client and SAN / Virtualisation. After talking to suppliers and going through the procurement process the decision was taken to procure the SAN / Virtualisation before Thin Client as the SAN and Virtualisation Hardware / Software would be needed to build the Thin Client infrastructure. This change has resulted in some of the targets being missed but has saved the authority £100,000 and the overall projects are on course for completion by the end of the year. Amendment of due dates agreed.

4. Options

4.1 That the Committee note the Corporate Performance Clinic Action

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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