



Corporate Resources Scrutiny Committee

Briefing Paper

Report of: Jo Payne
 Policy & Performance Officer
 Date: Thursday, 13th January 2011
 Open

Corporate Performance Clinic Update - December 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 14 December 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.

2.2 Although the Corporate Performance Clinics aim to address areas of concern or under-achievement, they are also 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 December Clinic:

Item 1	NI 157c - Processing of planning applications: Other applications
Reason for call-in:	Target missed and percentage of 'other' applications determined in a timely manner is decreasing.
Explanation:	<ul style="list-style-type: none"> • A number of older and more complex applications, including a number of Listed Building applications and Certificates of Lawfulness which involved complex and protracted legal arguments. • A number of applications called-in by Planning Committee members which otherwise could have been determined in time under the Scheme of Delegation. • Due to the relatively low number of major and minor applications received, these were prioritised to ensure that those targets were met.

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	<ul style="list-style-type: none"> • The introduction of charging for pre-application and permitted development enquiries, whilst increasing income, has increased the profile of such enquiries requiring them to be responded to within the agreed targets. • Formalisation of applications for the non-material amendments and discharge of conditions applications has resulted in an increase in application and workload but are not measured against NI157. Failure to determine these within the specified time period can result in fees being refunded. • Quarter 2 falls within the peak holiday period. With a staff level of 6.5 FTE's dealing with an application caseload, any absence (planned or otherwise) has an immediate impact.
Action from Clinic:	<ul style="list-style-type: none"> • Consider alternative performance measures as, although the current PI for speed of decision is important, monitoring the quality of decisions or the service may be more relevant. • Closer monitoring of individual officers' case load and regular meetings to discuss current caseload. More consistent reporting to Planning Committee. • Potential review of scheme of delegation to enable more applications to be determined at officer level.
Item 2	RES BP10 FD35a - MOT Testing Station
Reason for call-in:	GOOD NEWS All stages of project completed and Test Centre opened by due date. Example of income generation for the Council.
Explanation:	<ul style="list-style-type: none"> • Council had difficulty booking MOTs for our class 7 tests (vehicles from 3 tonne to 3.5 tonne) and established that there were only a few class 7 test lanes in the Wyre Forest area. • Contacted local test lane owners regarding usage to confirm that there was a market for another Testing Station. Also approached the taxi trade and colleagues as potential customers and received a very positive response. • It was decided to set up a MOT test lane to reduce Council costs and also provide an income. A business case was developed indicating that once all the set up costs were met the test lane should be profitable year on year. • MOT test lane was publicised on the Intranet, Website, Wyred Weekly, Staff notice boards & Hub's. • The test lane was fully operational by September 2010. • Mid September to mid November income of £1,553.
Action from Clinic:	<ul style="list-style-type: none"> • Consider marketing test centre to main vehicle dealers in the area and confirm that the Council does not carry out repairs and is therefore not competition. • MOTs to be publicised via payslips. It was noted that there would also be information in the next Council Tax Leaflet. • Agreed that employees from the Garage should be

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	congratulated on the success of the MOT Test Centre through Wyred Weekly.
Item 3	CAP BP10 CP15b - Employee Engagement - survey CAP LP21 - Employee Survey response rate
Reason for call-in:	To discuss results as levels of satisfaction or positive responses have decreased for a number of areas. Action to undertake survey was completed by due date, however, the response rate for the survey missed the target and decreased from previous year.
Explanation:	<ul style="list-style-type: none"> • 2009/10 was the first year of the employee survey so interest may have been greater. There was also an internal promotional campaign to raise awareness of the survey, however, the campaign was criticised due to the perceived costs and therefore not undertaken in 2010/11. • Some open comments from the survey were highlighted which may explain reduced levels of satisfaction and morale e.g. due to workload and changes in the authority. • Comments regarding what could better motivate employees generally focussed on being valued and given recognition for work. • It was noted that there were improvements regarding completion, understanding and usefulness of Employee Development Reviews due to promotion of the scheme. • An increase in the percentage of employees who feel the Council is open with them is a positive step and may be a results of the introduction of Wyred Weekly.
Action from Clinic:	<ul style="list-style-type: none"> • That the Employee Survey is continued on an annual basis as it is important to gauge opinion, highlight issues and receive suggestions for improvement from employees. It will also allow trend analysis of year on year data. • More employee involvement and engagement, e.g. focus groups, particularly regarding issues like the Single Site.

3.3 The next Corporate Performance Clinic will be held on Tuesday 1 February 2011, 4.00 pm in the Earl Baldwin Suite.

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. Equality Impact Needs Assessment

8.1 It is considered that there are no discernible implications for the six equality strands.

9. Wards affected

9.1 All.

10. Appendices

10.1 None.

11. Background Papers

11.1 None.

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