Dear Sir/Madam,

A meeting of the OVERVIEW JOINT SCRUTINY COMMISSION will be held in the Council Chamber, Town Hall, Nuneaton on Thursday, 3rd April, 2014, at 5.00 p.m.

Public Consultation will commence at 5.00 p.m.

Yours faithfully,

ALAN FRANKS

Managing Director

To: All Members of the Overview Joint Scrutiny Commission

J.B. Beaumont, D. Carr, R.G. Copland,
S. Doughty, J. Foster, D. Fowler,
V.J.N. Fowler, J. Glass, M.P. Grant, W.J. Hancox,
B.L. Hawkes, J. Haynes, P.D. Hickling,
K.A. Kondakor, B.J. Longden, J.A. Morgan,
G.D. Pomfrett, J. Sheppard, W.H. Sheppard,
G. Smith, C.M. Watkins, K.D. Wilson and
Mrs. L. Price
AGENDA

1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside the Yorkshire Bank on the opposite side of the road.

Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

If you need any assistance in evacuating the building, please make yourself known to a member of staff.

Please also make sure all your mobile phones are turned off or set to silent.

2. APOLOGIES - To receive apologies for absence from the meeting.

3. MINUTES - to confirm the minutes of the meeting held on the 24th October, 2013 (Page 5)

4. DECLARATIONS OF INTEREST - To receive declarations of Disclosable Pecuniary and Other Interests, in accordance with the Members’ Code of Conduct.

Note: Following the adoption of the new Code of Conduct, Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a Disclosable Pecuniary or a Deemed Disclosable Pecuniary Interest, the Member must withdraw from the room.

Where a Member has a Disclosable Pecuniary Interest but has received a dispensation from Standards Committee, that Member may vote and/or speak on the matter (as the case may be) and must disclose the existence of the dispensation and any restrictions placed on it at the time the interest is declared.

Where a Member has a Deemed Disclosable Interest as defined in the Code of Conduct, the Member may address the meeting as a member of the public as set out in the Code.
Note: Council Procedure Rules require Members with Disclosable Pecuniary Interests to withdraw from the meeting unless a dispensation allows them to remain to vote and/or speak on the business giving rise to the interest.

Where a Member has a Deemed Disclosable Interest, the Council’s Code of Conduct permits public speaking on the item, after which the Member is required by Council Procedure Rules to withdraw from the meeting.

5. **PUBLIC CONSULTATION** - Members of the public will be given the opportunity to speak on specific agenda items if notice has been received.

6. **INDIVIDUAL ELECTORAL REGISTRATION** – presentation by Liz Read from the Cabinet Office and the Principal Democratic Services Officer (Elections).

7. **CHAIRS’ REPORTS**
   
   (a) Economic and Corporate Overview and Scrutiny *(Page 9)*
   (b) Housing, Health and Communities Overview and Scrutiny *(Page 12)*
   (c) Planning and Environment Overview and Scrutiny *(Page 15)*

8. **DRAFT WORK PROGRAMMES 2014/15**
   
   (a) Economic and Corporate Overview and Scrutiny Panel *(Page 17)*
   (b) Planning and Environment Overview and Scrutiny Panel *(Page 18)*
   (c) Housing and Communities Overview and Scrutiny Panel *(Page 19)*

9. **OVERVIEW AND SCRUTINY PERFORMANCE**
   
   (a) Monitoring of Cabinet Response to O & S – Recommendations and Implementations of Cabinet Decisions - presented by Principal Democratic Services Officer (Committees) *(Page 20)*

   (b) Questionnaire Results – presented by Principal Democratic Services Officer (Committees) *(Page 32)*


11. **ANY OTHER ITEMS** which in the opinion of the Chair of the meeting should be considered as a matter of urgency because of special circumstances (which must be specified).
CORPORATE PLAN AIMS AND PRIORITIES

**Aim 1**
- To improve the quality of life and social justice for residents so it is much closer to that enjoyed by the rest of Warwickshire.

**Priority 1**
- To provide a choice of housing to meet the needs of the residents of the Borough.

**Priority 2**
- To create a healthy, diverse and robust economy which provides employment opportunities for local people.

**Priority 3**
- To work in partnership to improve health and reduce health inequalities for residents in the Borough.

**Priority 4**
- To develop a confident, cohesive and diverse community.

**Aim 2**
- To work in partnership to reduce the level of crime and disorder so that the community is and feels safer.

**Priority 1**
- Dealing with anti-social behaviour by working in partnership and provide diversionary activities to engage with youngsters.

**Priority 2**
- Environmental improvements and support for selective CCTV to reduce fear of crime.

**Priority 3**
- Use of the Council's enforcement powers to support community safety initiatives.

**Aim 3**
- To provide a pleasant environment for those living, working and visiting the Borough.

**Priority 1**
- To create a greener and cleaner environment.

**Priority 2**
- To lead in environmental issues addressing climate change and protection of the environment.

**Aim 4**
- To provide quality services which represent value for money.

**Priority 1**
- To continue to improve the performance and quality of key services.

**Priority 2**
- To improve access arrangements for all Council services and the way that those who use them are treated.

**Priority 3**
- To use value for money procedures to test the way all services are delivered.
NUNEATON AND BEDWORTH BOROUGH COUNCIL

OVERVIEW JOINT SCRUTINY COMMISSION 24th October, 2013

A meeting of the Overview Joint Scrutiny Commission was held in the Council Chamber, Town Hall, Nuneaton, on Thursday, 24th October, 2013

Present


Apologies for absence from the meeting were received from Councillors V.J.N. Fowler, P.D. Hickling, K.A. Kondakor, D. O’Brien, G.D. Pomfrett and C.M. Watkins

228 Selection of Chair

Councillor J. Haynes nominated Councillor B.J. Longdon as Chair, which was seconded by Councillor S. Doughty.

RESOLVED that Councillor B.J. Longdon be elected as Chair of the Overview Joint Scrutiny Commission for the remainder of the municipal year.

229 Minutes

RESOLVED that the minutes of the meeting held on the 23rd May, 2013 be confirmed and signed by the Chair.

230 Declarations of Interest

(a) Councillors J.B. Beaumont and S. Doughty declared Other Interests in any items by reason of them being members of Warwickshire County Council.

231 Individual Electoral Registration

Debbie Davies, Principal Democratic Services Officer (Elections) gave a presentation on Individual Electoral Registration, the new system of registration where everyone has to register individually and be responsible for their own registration.
She informed the meeting of the legislation which brought about the necessary Act, the benefits of the new system, together with the funding that would be available to help to bring the new legislation into effect.

She also informed the Commission of the dry run that had taken place where records had been sent to the Department of Pensions to be matched against their records, the results for which in respect of this authority was that Abbey and Poplar Wards had the highest number of “reds” (information that did not match).

She also informed the Commission of the process to be followed with regard to “green” electors (information that matched), “red” and “amber” electors.

She explained that there would be a lot of publicity organised to make residents aware of the new system by means of letters to households, press releases, residents’ forums, etc.

Members asked questions and raised various points as follows:

- If people are registered as individuals, how are changes picked up.

- 10% of people on the register were “lost” because of the Poll Tax – this new system will make it so even less people vote.

- What about 18 year olds.

- How does the Council engage with young people.

- Is there a legal requirement to register.

- Problem with publicity in that In Touch does not reach all households. It was suggested that we might advertise on the back of buses, perhaps jointly with Coventry and use display boards and market stalls on the town centres.

- Will there be a civil penalty if form is not returned.

- Members will require further training on the new system.

- Do residents need to re-apply if they require a postal vote.

RESOLVED that seminars/workshops be arranged for Members at future Overview and Scrutiny Panel meetings and that Cabinet Members be also invited to attend.
Results from the Census Information 2011 and Implications for Council Services

Craig Dicken, Equality and Child Protection Officer presented the report on the results of the Census 2011 and its implications for Council services.

Members made comments as follows:

The Council needs to work with other agencies regarding health inequalities within the County.

With regard to education and the need for more school places, how does this fit in with County and future education plans for the borough and future housing needs.

Concern at the figures for White Gypsy and Travellers – is there an action plan to deal with this issue.

There is ten years between each census – are we building in things for the future.

The information received from the census should be used as an argument to form future policy.

There needs to be pressure put on the Health and Wellbeing Board to take action to alleviate some of the problems highlighted within the census results.

RESOLVED that the report be noted.

Chairs’ Reports

(a) The report of the Chair of the Economic and Corporate Overview and Scrutiny Panel, Councillor V.J.N. Fowler, was considered.

RESOLVED that the report be accepted.

(b) The report of the Chair of the Housing, Health and Communities Overview and Scrutiny Panel, Councillor C.M. Watkins was considered.

RESOLVED that the report be accepted.

(c) The report of the Chair of the Planning and Environment Overview and Scrutiny Panel, Councillor J. Glass, was considered.
The fact that Civic Parking Enforcement was being put out to tender by the County and how this would impact on services was brought to Members’ attention.

**RESOLVED** that the report be accepted.

**234 Work Programme 2013/14**

The Principal Democratic Services Officer presented the current work programmes for the three Overview and Scrutiny Panels.

Members were informed of 3 additional items to be considered for inclusion within the Overview and Scrutiny Panel work programme as follows:

1. Tenant Survey, 2013 - Housing, Health and Communities
2. The DeCaux Community Information Points Contract – Planning and Environment Overview and Scrutiny Panel
3. Riding for the Disabled (following court case) – Economic and Corporate Overview and Scrutiny Panel.

**RESOLVED** that the work programmes be noted.

**235 Any Other Business**

**Independent Persons**

Councillor G. Smith, the Chair of Standards Committee attended the meeting to ask if members of the Commission wished to join members of the Interview Panel (consisting of Councillors B.L. Hawkes, B.J. Longdon and G. Smith) selected by Standards Committee to interview applicants for the 2 positions of independent co-opted members to the Standards Committee, in view of the fact that co-optees were also required for each of the Overview and Scrutiny Panels.

**RESOLVED** that as, the Interview Panel already consisted of Members of the Commission, the selected Interview Panel would carry out the interviews for co-opted members for both the Standards Committee and the three Overview and Scrutiny Panels.

________________________
Chair
The Panel received the usual quarterly reports in the second part of the year and Members discussed the issues retaining vibrant Town Centres. These included the possible impact of treating Nuneaton and Bedworth differently regarding parking charges, that alternative ways of measuring footfall in the Town Centres were needed, new indicators measuring empty shops (to include m²), a measure of the uptake of office/retail conversions to residential within each town centre and the market stall take up for each town centre.

**Themed Markets**

The Head of Estates and Town Centres gave a requested report on the progress being made in promoting themed markets to come into Nuneaton and Bedworth Town Centres.

The Panel felt the Council should promote the Markets and further encourage those that had shown an interest in coming to the Towns. The Members were pleased to note also that local businesses were willing to work in partnership to help maintain and promote the town centre markets.

**Welfare Reform and Universal Credit**

The Revenues and Benefits Manager updated the Panel on latest information available regarding Universal Credit and the Localisation of Council Tax Support. The Members raised concern that there are people in the Borough unaware of their rights and that hardship would continue to increase as the Universal Credit scheme is rolled out. The Panel will continue to monitor the situation.

**Website Development Progress Update**

The Panel received a further progress report from the Director – Business Improvement on the plan for improving and developing a more transactional Council Website.

On looking at the data Members felt that there seemed to be a high bounce rate for certain areas of the website and were concerned as to whether this is because people had difficulty finding the information or advice that they required? This was of particular concern with regard to the safe guarding and child protection area of the website. The Equality and Child Protection Officer was asked to review this to ensure that people could access information quickly.
Voluntary and Community Sector Monitoring Reports

A report outlining the first and second quarter performance of the Voluntary and Community Sector organisations with which the Council has entered into Service Level Agreements (SLA) during 2013-14 were presented. There were no organisations invited to this meeting on this occasion.

The Panel thought that there needed to be greater auditing of the statistics provided by the organisation, to ensure they are accurate and are truly reflective. It was agreed that the Senior Communities Officer would carry out this audit and look at the methodologies each organisation had in place to record their figures and to clarify the meaning of ‘contact’ for each one.

Members also requested that the qualitative data, as required by the emerging SLAs from the four organisations, be submitted half yearly.

A Member advised that the Nicholas Chamberlain Trust had extended a gift to young people, who live in the Old Urban District, to assist them to purchase tools for apprenticeships. Despite the scheme having run for two years now, they have yet to receive an application.

Increasing Democracy and Electoral Uptake

The Chair of the Panel presented a report on the work undertaken by the working group to improve the level of democratic involvement of local people and increase the turnout at elections.

The recommendations made were agreed and forwarded to Cabinet in March and as a result of the review there have been some democracy events arranged to encourage young people in particular to engage more with the Council.

Members also raised concerns over the location of certain Polling Stations in the Borough, and how this can affect the number of people who vote. The Panel were advised that a review will be undertaken shortly.

Budget 2014/15

The Panel had requested that the budget 14/15 be brought to them for scrutiny however given the timing of the meetings it was only possible to receive the latest budget report which was from November. As a result of their budget discussion it was requested that the County Council and the Police Commission were also invited to attend an OSP meeting in order to scrutinise their budgets in relation to the service provision and monies spent in the Borough compared with elsewhere. This meeting will now take place in the new municipal year.
Complaints/FOI Monitoring and Reporting

The Members received a report on the Complaints and Freedom of Information (FOI) requests reporting and monitoring process. This again raised the issue of Councillors complaints not being part of the recording process and therefore not included in the figures. The Director – Business Improvement advised Members that if they make their complaints for the public through the contact centre instead of to officers direct then they will be logged. The main problems with the systems currently are the lack of ownership by Council Departments. Members also suggested that the number of FOI requests from the press, students and other organisations should be separated from those made by the public.

As Chair of the Economic & Corporate Overview and Scrutiny Panel I would like to take this opportunity to thank all the quests and Officers that have attended the OSP this year, also to the Members, who have been fully engaged and made the meetings interesting and productive through the year. Thank you.

Chair – Cllr Vicky Fowler
**Police Safer Neighbourhood Team Report**

The Chief Inspector attended and provided a report outlining the role and responsibilities of the Safer Neighbourhood Teams (SNT) as well as the staffing levels and areas of deployment of SNTs in the Borough. Members raised concern at there being no PCSOs now in Bulkington.

The Panel also requested that the Chief Inspector provide information to the next meeting regarding the number and role of Special Constables.

**Town Centre Housing**

At the request of the Panel a report was presented at a meeting regarding the current and possible provision of accommodation within the Town Centre of Nuneaton.

The Panel were advised that each application was considered on its merits but there was a need to be mindful of the listed buildings and conservation areas with the Towns. It was important to retain the Market Town character of the Town Centres and this would be considered within the quarters concept of the Borough Plan.

**Community Centre Updates 2013**

Members had raised an issue regarding Stockingford Community Centre and Kersley Village Centre. Whilst there were service level agreements in place Members wanted to ensure that the usage, by residents in the centres, was proving value for money for the Council's grants. From the data received, both centres appear to be maintaining good attendance in these difficult economic times. Were there had been a drop off the reason seemed to be as a result of the reductions to County Youth Services. These are not the only community rooms and centres and it would be useful to know how many and where they are, so that they can be promoted.

**Health Inequalities Working Group – Progress Report on Action Plan Implementation**

Following the previous work undertaken by this Panel a progress report was presented to the Panel. The action plan was being implemented but there was some concern that it was difficult to get commitment from partners with the work to reduce health inequalities. With a view to improving diet and fitness of the boroughs young people it was suggested that smart phone applications could be promoted for use by young people.
**Integrated Performance Report**

The Integrated Performance Report was presented on an exception basis as usual, reporting on under performing areas. There was real concern that the Council were struggling to gain possession orders through the Courts and this may result in a detrimental effect on the Council’s income. However it was, Members thought important for the Council to promote and encourage money management programmes to help the tenants with household budgeting and debt management.

**Transforming End of Life Care at George Eliot Hospital**

The Panel received a presentation from Kristy Clayton, Nurse Lead for End of Life Care, Clinical Nurse Specialist, Cancer Services, George Eliot Hospital NHS Trust, on transforming End of Life Care at the hospital. Members wanted to ensure that the acute and adult care services would be joining up and that the new system will provide an integrated service between all the various service providers make the sharing of information much better. The results, it would appear will allow for a greater choice of care packages based on individual needs and wishes. The Panel invited her to attend a future meeting of the Panel to update on the progress being made.

**Avenue Clinic Pilot Assessment & Update**

At a previous meeting of the Panel Members were advised that there would be a temporary closure of Stanley Ward in Avenue House. The NHS staff were asked to return and provided an update on the closure. The pilot scheme was proving to be successful but it was felt was going to be extended for a further 6mths to enable a full review. There was a need to take the pressure off the acute hospital beds and the pilot scheme was assessing the needs and requirements of both patients and their carers to enable this to happen.

As the pilot scheme had not been completed they were invited to attend a future meeting of the Panel to provide a full report which would include the recommendations regarding temporary or permanent closure of Stanley Ward.

**Update from George Eliot Hospital**

There has been ongoing evidence given to the Panel during the course of the year from George Eliot Hospital on the progress being made in relation to Special Measures and Trust status.

The Panel were advised that a short list of partners has been produced with regard to Trust status and this would enable GEH to be a hub from which other services were to be provided in the community. Members wanted to ensure that GEH maintains and encourages high quality staff recruitment and
acknowledges the importance of maintaining staff moral to take them forward through the changes.
The items below were considered at the meeting of 27 March and therefore missed the deadline for the Overview Joint Scrutiny Commission agenda. The following items were all discussed and I can update the Commission Members or answer any questions relating to them at the meeting.

**INTRODUCTION TO SPORTS AND LEISURE MANAGEMENT** – a presentation from Paul Dowling, Simon Fearn and Nicola Towers from Sports and Leisure Management

**GARAGE SITE REVIEW** – report by the Director – Housing & Communities.

**GEORGE ELIOT HOSPITAL UPDATE** – presentation on the secure and sustainable future for the George Eliot Hospital by Chris Bradshaw, Deputy Chief Executive of George Eliot Hospital

**CLINICAL COMMISSIONING GROUP** – presentation by Heather Gorringe, Chair of Clinical Commissioning Group

**HEALTHWATCH** – presentation by Debbie Saunders, Chair of Healthwatch

I would like to thank all the Members of the Panel for their attendance and hard work this year. As always it has been a demanding workload. I would also like to thank the members of the public that have come to the meetings and hope that it has been of interest to them. Finally I should like to thank the Officers for their contributions and attendance at meetings. Thanks

Chair – Cllr Chris Watkins
Agenda Item 7 (c)
Planning & Environment OSP

Chairs Report
3 April 2014

The Planning and Environment Overview and Scrutiny Panel received report throughout the year on the related service areas performance levels. Areas that they were concerned with were the charge for Meadow Street car park and the improvement required to encourage the Courts to support housing eviction notices. Members were pleased however that staff sickness absence was on or below target this year.

Trees and Planning Policy

The Panel considered the role the Borough Plan plays in terms of protecting existing woodland and improving woodland cover, to identify any issues that they would like to consider further concerning trees and to note the approach proposed in the preferred Options Borough Plan.

Members stated that trees help to manage flooding, improve air quality and provide shade, and are issues that should be considered and built into any future developments. However residents want trees and hedgerows to be retained, if possible, when new development takes place. Consideration must be given when funding is sourced for this type of enhancement.

Car Park Lighting

The Panel requested information relating to the lighting within the Council’s surface level car parks and costs to replace traditional lighting units with LED equivalents. As a result the Members recommended that the Council should fit the car park lighting with new LED equivalents as and when necessary repairs or changes are required;

Burial Land Allocation Review

Following consideration of the report and recommendations, put forward by the Working Group, relating to the allocation of burial land in the Borough, initially requested by the Muslim Community. The item had to be deferred pending the results of bore hole testing by the Environment Agency.

In March a further report was received which unfortunately stated that the proposed site at East Boro Way Cemetery fell into the saturated zone above 2.8 meters and was therefore not able to be used. An additional site will have to be identified and the Panel will continue to monitor the progress of this.

Civil Parking Enforcement

The Panel were updated on a Working Party Meeting at Warwickshire County Councillor that the Chair of the OSP and the Leader, Councillor Harvey,
attended. NBBC wanted to express concerns over the Civil Parking Enforcement Service and the poor service the Borough is currently receiving. The service is to be subject to a tendering process which, it is understood, is currently underway. The Panel expects further updates on progress.

**Kerbside Recycling and Refuse Collection**

The Panel had a presentation on the performance to date for dry recycling, compostable waste, residual waste and also the updated Warwickshire’s Municipal Waste Strategy.

Members again raised the issue of recycling of refuse from flats and were advised that a trial was proving successful and would continue to improve.

The Panel was pleased with the improvement being made with regard to recycling figures and requested a visit to the new Palm Recycling Centre which was informative.

**Monitoring of Glendale Contract**

The Members of the Panel received the Annual Report on Glendale Maintenance Contracts and welcomed the contract manager to the meeting. There were various questions raised around the validity of the customer satisfaction information was and the level of monitoring and Members suggested further work by Officers to ensure that it was robust.

**Dog Control Orders**

Following the working groups report earlier on Dog Control Orders the Panel were pleased that the Dog Control Orders had been approved and agreed that an update report should come to the Panel next year with progress and feedback since the implementation of the Dog Orders;

As Chair I would like to thank all those involved in scrutiny during the course of this year and in particular the public for their interest and involvement in the work that the Panel has undertaken. Thank you.

Chair – Cllr John Glass
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<tr>
<th>Topic</th>
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<td>Attendance Management Policy Review</td>
<td>Overview</td>
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<td>Attendance Management Annual Report</td>
<td>Scrutiny</td>
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<td>Asset Register</td>
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<td>Advertising – Community Banners in Nuneaton</td>
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<td>JC Decaux Contract Review</td>
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<td>Welfare Reform &amp; Universal Credit Update</td>
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<td>City Deal – Sub Regional Joint Committee Annual Report</td>
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<td>WCC &amp; Police Commission Budgets</td>
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<td>Council Leases</td>
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<td>Allotments Update</td>
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<td>Bucks Hill Cemetery Drainage</td>
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<td>Impact of Welfare Reform on Housing</td>
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<td>SLM Annual Report</td>
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<td>Civic Hall Audience Participation Plan</td>
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<td>Tenancy Agreement Review (Initial Report and request for 2 Members for Officer w/group) (Final Report)</td>
<td>Overview Scrutiny</td>
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**MONITORING OF CABINET RESPONSE TO O & S RECOMMENDATIONS AND IMPLEMENTATION OF CABINET DECISIONS**

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| Allotment Provision in the Borough | (a) the following recommendations be approved for inclusion into the new strategy document:-  
(i) There is currently no Allotments policy and this will be required in tandem with the strategy for effective delivery.  
(ii) The Members acknowledged and placed great emphasis on improving the health and wellbeing of residents through advocating all forms of physical activity and were keen that this should include the provision of allotments and the associated exercise and healthy food projects that it could incorporate. | 25/7/12 | 25/7/12 | Agreed | Final Strategy Document to Cabinet on 13/3/12 –  
(i) Done  
(ii) Ongoing |
### MONITORING OF CABINET RESPONSE TO O & S RECOMMENDATIONS AND IMPLEMENTATION OF CABINET Decisions

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<td>(iii) Allotment Associations should look to include work within the community, with local schools and voluntary bodies. It was recognised that the areas of greatest need i.e. Super Output Areas (SOA’s) would clearly benefit from this provision as well as delivering a localised activity that could be accessed by all ages and abilities. (iv) Assist the Allotment Associations by signposting them to the Council’s partners who are well placed to assist in applying for grants and seeking external funding for projects, training, improvements and changes that they may wish to implement.</td>
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Overview Joint Scrutiny Commission - 3rd April, 2014
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<td>(v)</td>
<td>The initial recommendation is that the new lease, as agreed with the Allotment Associations and the Legal Department, are signed as soon as practicable.</td>
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<td>v) Outstanding</td>
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| (vi) | The new lease should include:-  
   - A duration of 25 years - which should enable Allotment Associations to access grants and funding externally;  
   - the management and maintenance of the allotments will be the responsibility of the relevant Allotment Association – this to include the rules and regulations as defined by each association in line | | | | | vi) see above |
### MONITORING OF CABINET RESPONSE TO O & S RECOMMENDATIONS AND IMPLEMENTATION OF CABINET DECISIONS

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<td>with relevant legislation, guidance and Council’s Allotment Policy.</td>
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<td>• That the current £1 per annum rent be changed to state a “peppercorn rent”.</td>
<td></td>
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<tr>
<td></td>
<td>(vii) Include a Service Level Agreement (SLA) that illustrates what the Council expects to achieve from the hire of the allotment land and how the Allotment Associations will assist in reaching those aims.</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>(viii) The Allotment Associations through the Nuneaton Federation of Allotments (NFA), the Bedworth District Horticultural Council (BDHC) and Bulkington Allotment Association should attend at least annually to Planning &amp;</td>
<td></td>
<td></td>
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</tbody>
</table>

vii) See Above

viii) See Above
### MONITORING OF CABINET RESPONSE TO O & S RECOMMENDATIONS AND IMPLEMENTATION OF CABINET DECISIONS

<table>
<thead>
<tr>
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<th>Recommendation/s</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Environment OSP to illustrate how they are performing against the SLA. (ix) That there is agreement made between the Council and the associations on the maintenance programme that will be initiated to bring the allotments up to an agreed standard and the duration of that programme; and (x) That the draft Allotment Policy and Strategy are presented to the Planning &amp; Environment OSP before the end of 2012 for consideration, prior to approval at Cabinet; and (b) Cabinet be requested to review the budget for allotments in future as part of the Allotments Strategy.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(ix) See Above</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(xa) Done</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(xb) Budget reduced by £10k</td>
</tr>
<tr>
<td>Item</td>
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<td>-----------------------</td>
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<td>--------------------------</td>
</tr>
<tr>
<td>Dog Control Orders</td>
<td>Consider the introduction of DCO</td>
<td>9/1/13</td>
<td>9/1/13</td>
<td>9/1/13</td>
<td></td>
<td>Implemented</td>
</tr>
<tr>
<td>Health Inequalities</td>
<td>Recommendations below for Cabinet’s consideration and approval:-</td>
<td>11/12/12</td>
<td>13/2/13</td>
<td>13/2/13</td>
<td>All Agreed</td>
<td>Actions passed to Officers for implementation</td>
</tr>
<tr>
<td></td>
<td>1. The monies remaining from the Motiv8 Project would best be used for promotion and increased awareness of health risks locally eg: obesity, diabetes, alcohol issues, as well as supporting appropriate local initiatives with partners that focus on the original aims of Motiv8, increasing physical activity participation rates of those in Lower</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1. Ongoing work</td>
</tr>
</tbody>
</table>
## MONITORING OF CABINET RESPONSE TO O & S RECOMMENDATIONS AND IMPLEMENTATION OF CABINET DECISIONS

<table>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Super Output Areas (LSOA’s).</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. The Council should consider what its role is in reducing Health Inequalities, identify what it is doing already across directorates/service areas to address those priorities and then agree how those priorities can best be achieved? Areas for consideration include:-</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>▪ a review and refresh of the Council’s Corporate Aims taking on board the aims of the Health &amp; WellBeing Strategy;</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>▪ promotion of health service opportunities;</td>
<td></td>
<td></td>
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<td></td>
<td>▪ how to access hard to reach</td>
<td></td>
<td></td>
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</tbody>
</table>

2. Ongoing work
MONITORING OF CABINET RESPONSE TO O & S RECOMMENDATIONS AND IMPLEMENTATION OF CABINET DECISIONS

<table>
<thead>
<tr>
<th>Item</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>groups more successfully; • improved information made more easily accessible; •</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3. Done</td>
</tr>
<tr>
<td></td>
<td>provide support and where necessary intervention to fill the gaps;</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4. Ongoing</td>
</tr>
<tr>
<td></td>
<td>3. That the Council signs up to “Making Every Contact Count” (MECC) to ensure</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5. Done – Ongoing</td>
</tr>
<tr>
<td></td>
<td>that there is an accurate and consistent message being passed to the public at</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>every face to face opportunity by Council staff.</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>4. The Council ensures that the Borough Plan will contribute to health</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>improvement in the Borough through the use of open space and should be</td>
<td></td>
<td></td>
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<td></td>
<td>incorporated into any development negotiations.</td>
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<td></td>
<td>5. That all departments of the</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
### Monitoring of Cabinet Response to O & S Recommendations and Implementation of Cabinet Decisions

<table>
<thead>
<tr>
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<tbody>
<tr>
<td></td>
<td>Council and its partners are aware of the importance of the Joint Strategic Needs Assessment (JSNA) and its priorities at district level. Consideration to be given to identifying Health Champions in all service area to ensure that there is a consistent approach and to assist in delivery of the recommendations herein. Health Champions would input into health impact assessments on relevant strategies including the Borough Plan. 6. That the Portfolio Holder with responsibility for Health, through their position on the Health &amp; Well Being Board (HWB) at Warwickshire County Council (WCC) ensures that the Clinical Commissioning Group and WCC are committed to a reduction in Health Inequalities in the Borough and that the resource distribution and commissioning reflects this.</td>
<td></td>
<td></td>
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</tbody>
</table>

6. Yes – ongoing
<table>
<thead>
<tr>
<th>Item</th>
<th>Recommendation/s</th>
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<th>Cabinets Response</th>
<th>Follow up action/Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.</td>
<td>WCC, who are responsible for the provision of leisure, should also give consideration to identifying a lead Councillor for leisure with a view to promoting sport and leisure as a way of life providing a longer term health solution.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7. NBBC taken lead through SLM contract and taking inhouse Sport and Recreation</td>
</tr>
<tr>
<td>8.</td>
<td>When the Council gives consideration to the new leisure provision contract, health with a stronger more detailed commitment, that’s monitored and outcome focussed on health inequalities locally, should be a priority supported by the Sport, Active Recreation and Well Being Strategy, the Open Space Strategy and the Green Space Strategy.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8. Done</td>
</tr>
<tr>
<td>9.</td>
<td>Undertake an audit of sports, activity groups, clubs and other activities linked to health across the Council, delivered by both the Nuneaton and Bedworth leisure provider (through the future leisure SLA)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9.</td>
</tr>
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<tr>
<td></td>
<td>Nuneaton &amp; Bedworth Borough Council. Look to identify and avoid areas of duplication.</td>
<td></td>
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<tr>
<td></td>
<td>10. That the blockage in getting the measured miles marked out is identified and then completed as soon as possible.</td>
<td></td>
<td></td>
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<td>10.</td>
</tr>
<tr>
<td></td>
<td>11. That events and activities are collated and consistently promoted through the website, In-Touch and the local papers so that people know what is on offer in the borough and where to find things that would interest and encourage people to become more active.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>11.</td>
</tr>
<tr>
<td>Air Quality Management</td>
<td>The concerns of the PEOSP in respect of AQM in the Borough and lack of progress regarding transport issues are express to Cabinet</td>
<td>27/6/13</td>
<td>24/7/13</td>
<td>24/7/13</td>
<td>Noted</td>
<td></td>
</tr>
<tr>
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</tr>
<tr>
<td>Emergency Planning</td>
<td>Cabinet are requested to forward a letter to the Leader of WCC and the Head of CSWR Expressing concerns and dissatisfaction of the ECOSP in failing to engage with this Council since January 2013</td>
<td>20/6/13</td>
<td>24/7/13</td>
<td>24/7/13</td>
<td>Agreed</td>
<td>Done</td>
</tr>
<tr>
<td>Increasing Democracy and Electoral Uptake</td>
<td></td>
<td>13/2/14</td>
<td>12/3/14</td>
<td>12/3/14</td>
<td>Deferred for financial consideration by the Leader and Managing Director</td>
<td></td>
</tr>
</tbody>
</table>
Key comments taken from the questionnaires returned.

**Cabinet 1 returned sent (6)**
1(a) Yes  
(b) Sometimes  
(c) Yes  
(d) Sometimes  
(e) In depth research when forming working groups  
(f)  
(g) Yes

**Officers 11 returned (30 sent)**
1(a) Yes 8  No 1  Don’t Know 2

(b) Align work programme to Council priorities  
That matters are fully thought through before works is commissioned to support a the Work programme.
3 months notice  
I am not familiar with the exact detail of the OSP’s work programmes, but they have been manageable in as much as information has been requested and completed as necessary. Finance is inherent in much of the work the Panels are involved in and as such the majority of their work has some impact on the financial planning section.

(c) Yes 7  No 4  Don’t know

2(a) Yes 2  No 9

(b) Ask questions of officers at the beginning of the meeting, so they can go  
For most Officers, presenting their reports before any external presentations will allow them to leave, gives a better work life balance and they don’t clock up so much flexi / toil.  
Requesting a briefing note where that is sufficient, rather than a full report has been helpful and I would encourage its continuation. Attendance for the quarterly performance update makes very poor use of officer time. Sometimes Members are dissatisfied that Directors do not attend.  
When the item is late on the agenda a lot of time of Directors or other officers is spent awaiting that agenda item and possibly not being needed in the end, or maybe just answering a couple of questions. Depending which Director or officer is present they may not be able to answer all of the questions that are asked. An alternative would be for Members to raise questions from that report ahead of the meeting, so that officers can submit a written response for the meeting, or attend if they think it is needed. If additional questions arise at the meeting they could be sent to the relevant Director to organise a written response via Shirley. If Members were not satisfied with a written response they could request a more substantial briefing note or request officer attendance at the next meeting to discuss it. Then the most relevant officer could
attend the meeting to enable a full and well informed discussion to take place.
Concentrate on the issue to be considered and not be sidetracked or diverted by Members “pet” issues.
Please put performance at the beginning.
Reports are read before the meetings.
On occasion the order of reports is rearranged to suit the needs of the committee or the availability of officers – this is very useful.
Have items where officers need to be present on the agenda first so they can then leave.

(c) Yes 4  No  Sometimes 8
(d) Yes 4  No 2    Sometimes 3
3(a) Yes 10
4(a) Yes 6  No 1  Sometimes 3

(b) Does Well:-

- Reviews that involve the use of external witnesses etc, and cross cutting
- Gives an external perspective that can make you think twice. Also, they are in the main, very supportive and take time to understand any difficulties that may be, being experienced.
- I think the greatest added value comes from working parties where Members spend more time wrestling with a multi-faceted issue and engage a variety of witnesses to gain wide and differing perspectives.
- It focuses the mind on issues and the delivery of the service, members need to be less parochial though and look at the wider strategic implications of issues
- Policy development
- Provides a link between Officers and Cllrs.
- Managing meetings and advising councillors on issues, in addition to summarising the action points at meetings.
- Scrutinize issues of importance to residents and the council and makes recommendations to cabinet as and when appropriate.

OSP Members  6 returned (sent 23)
1 a = About right 4     Too Few 2

1b = Yes 4  No 2    Don’t know

1c = More detailed performance reports eg estate management/repair response times
    Better reports and the right officers present
1d = Yes 4  No 1

2a = Yes 1  No 5

2b = Yes 4  No    Don’t know 2

2c = Difficult to say as issues arise that leave no choice
More complaint/service based reports
Officers to understand OSP is important not just cabinet

3a = Yes 4 No 1 Sometimes 1
The scrutiny officer and democratic officers do but need better buy in from other officers and reports on time.

4a = Yes 2 No 1 Sometimes 3
4b = Not sure
Revealing service failures
Better communication

4c = Couldn’t possibly comment
Some Health scrutiny
Chance to question the Senior Officers on their area of responsibility
Supports members

All Other Comments
Agenda meetings with the Chair have been extremely helpful.
On a couple of occasions I have had to juggle attendance at OSPs with other work commitments or getting something to eat, and have needed to seek permission from the Chair to arrive late. Also on a couple of occasions I have requested my agenda item to be brought forward on the agenda to make better use of my time (being mindful of course of the need to make best use of the time of other officers, external witnesses and the public). In both these respects the Chairs have always been willing to show flexibility and that has been very welcome.
Managing meetings and advising councillors on issues, in addition to summarising the action points at meetings.
Some issues that the OSPs work on are really useful and their actions are managed really successfully by the O & S staff, so they do add value. As an action point for me - I do need to make sure I am aware of the OSP minutes and action points more and I do feel that actually attending the meeting does give you a greater insight into the issues that members are concerned with.
I appreciate the work the scrutiny officer does but officers delivering reports do not help the work programme flow as the continual sent late reports and reports to follow when the know the time lines.
Need to be able to question directors and leader at OSC.
### 1. Finance and Resources

<table>
<thead>
<tr>
<th>Good Performance</th>
<th>November</th>
<th>December</th>
<th>Current Month - January</th>
<th>Trend</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Forecast Outturn (surplus)/deficit</td>
<td>£0 -(£150k)</td>
<td>(538)</td>
<td>(258)</td>
<td>(287)</td>
<td>🟢</td>
</tr>
<tr>
<td>HRA Revenue Outturn</td>
<td>£0 -(£250k)</td>
<td>86</td>
<td>(51)</td>
<td>(13)</td>
<td>🟢</td>
</tr>
<tr>
<td>GF Capital Programme Spend</td>
<td>0</td>
<td>(1.2m)</td>
<td>(1.85m)</td>
<td>(1.8m)</td>
<td>🟢</td>
</tr>
<tr>
<td>HRA Capital Programme Spend</td>
<td>0</td>
<td>(4m)</td>
<td>(4.8m)</td>
<td>(4.9m)</td>
<td>🟢</td>
</tr>
<tr>
<td>Sundry Debt Collection*</td>
<td>Improvement</td>
<td>67.33%</td>
<td>66.14%</td>
<td>67.27%</td>
<td>🟢</td>
</tr>
<tr>
<td>Council Tax Collection*</td>
<td>97.53% - 100%</td>
<td>77.17%</td>
<td>86.45%</td>
<td>95.67%</td>
<td>🟢</td>
</tr>
<tr>
<td>Business Rates Collection*</td>
<td>97.64% - 100%</td>
<td>79.46%</td>
<td>89.00%</td>
<td>97.10%</td>
<td>🟢</td>
</tr>
</tbody>
</table>

### 2. People and Service Delivery

<table>
<thead>
<tr>
<th>Good Performance</th>
<th>November</th>
<th>December</th>
<th>Current Month - January</th>
<th>Trend</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer feedback by channel (overall)*</td>
<td>Top quartile above 56%</td>
<td>62.70%</td>
<td>62.20%</td>
<td>67.60%</td>
<td>🟢</td>
</tr>
<tr>
<td>NI 192 – Percentage of total waste recycled and composted*</td>
<td>45.00%</td>
<td>49.43%</td>
<td>48.23%</td>
<td>🟢</td>
<td>One month in arrears of other indicators. December profiled measure is 44.50%.</td>
</tr>
<tr>
<td>CCTV – Number of incidents captured that lead to, or assist in police arrests*</td>
<td>Not applicable</td>
<td>202</td>
<td>241</td>
<td>275</td>
<td>🟢</td>
</tr>
</tbody>
</table>

### 3. Processes

<table>
<thead>
<tr>
<th>Good Performance</th>
<th>November</th>
<th>December</th>
<th>Current Month - January</th>
<th>Trend</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>CELPI 14 - Working days lost to sickness absence*</td>
<td>9.76 days</td>
<td>5.74</td>
<td>6.43</td>
<td>7.40</td>
<td>🟢</td>
</tr>
<tr>
<td>Personal Development Reviews (annual)*</td>
<td>100%</td>
<td></td>
<td></td>
<td>72%</td>
<td>🟢</td>
</tr>
</tbody>
</table>

### 4. Prospects for Improvement

<table>
<thead>
<tr>
<th>Good Performance</th>
<th>1st Quarter, 2013/14</th>
<th>2nd Quarter, 2013/14</th>
<th>Current Quarter- 3rd, 2013/14</th>
<th>Trend</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarterly Corporate Plan Delivery Plan monitoring process*</td>
<td>80%</td>
<td>91%</td>
<td>80%</td>
<td>80%</td>
<td>🟢</td>
</tr>
</tbody>
</table>

* = NOT exception reporting
## Exception Reporting

<table>
<thead>
<tr>
<th></th>
<th>Good Performance</th>
<th>November</th>
<th>December</th>
<th>Current Month - January</th>
<th>Trend</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FINANCE AND RESOURCES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HLPI 14 – Rent collection</td>
<td>98.00%</td>
<td>96.30%</td>
<td>96.47%</td>
<td>96.37%</td>
<td></td>
<td>#</td>
</tr>
<tr>
<td><strong>PROCESSES</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly Health and Safety Assessment</td>
<td>80%</td>
<td>74%</td>
<td>71%</td>
<td>68%</td>
<td></td>
<td>#</td>
</tr>
</tbody>
</table>

# = see commentary
Month: February 2014 (Data at the end of January 2014)

Commentary for Strategic Performance Report

Finance and Resources

GF Capital Programme Spend
Parks and Open Space lighting and security revised to 2014/15.
Local Authority Mortgage Scheme revised to 2014/15.
Valley Farm revised to 2014/15.
Vehicle replacement revised to 2014/15.
Empty Property Loans and works revised to 2014/15.

HRA Capital Programme
New build programme revised to 2014/15.
Vehicle replacement revised to 2014/15.
Asset Management System revised to 2014/15
Garage refurbishment revised to 2014/15

HLPI 14 – Rent collection
Courts now granting possessions following change in circuit judge.. Housing Benefit working on
the bedroom tax "loophole" which will decrease the rent arrears for several tenants. Worked
with Housing Benefit to allow a cash incentive for those tenants who need to move due the
welfare reform changes - £300 per spare bedroom shortfall.

People and Service Delivery

January complaints by subject:

<table>
<thead>
<tr>
<th>Service Area</th>
<th>No. Received</th>
<th>No. Completed in 10 days</th>
<th>No. Acknowledged in 10 days (but awaiting completion)</th>
<th>No. Completed outside 10 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Affairs</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Finance (Local Taxation)</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Crematoria and Cemeteries</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Leisure and Culture</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Development Control</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Housing Tenancies</td>
<td>18</td>
<td>10</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Waste Management</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Management ((Enqs and Comp)</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>29</strong></td>
<td><strong>14</strong></td>
<td><strong>0</strong></td>
<td><strong>4</strong></td>
</tr>
</tbody>
</table>

Note: 14/29 = 48% (5 still awaiting acceptance & 5 awaiting completion).

Customer feedback by channel – Web
The contract for the development of the Eforms has been ceased with no payments made as
the products have not been delivered. The new CRM product has a self serve module. Current
processes and forms are being developed first for implementation in April, further transactional
development is planned for September.
Month: February 2014 (Data at the end of January 2014)

Commentary for Strategic Performance Report

People and Service Delivery (continued)

Please note that annual indicator 14 (percentage reduction in electricity usage in major council buildings compared to previous years) has been added this month (1.75%).

Processes

Absence Management
“Green” (above target) as the result for January 2014 was 0.97 days/FTE (0.69 days/FTE last month). The cumulative April 2013 – January 2014 is 7.40 days/FTE against the profiled measure of 8.14 days/FTE (annual target is 9.76 days/FTE).

By comparison, the result for January 2013 was 0.86 days/FTE and the cumulative April 2012 – January 2013 was 9.33 days/FTE.

Summary for the month:

<table>
<thead>
<tr>
<th>Service Unit</th>
<th>No. of FTE</th>
<th>FTE Short Term Days Lost</th>
<th>FTE Long Term Days Lost</th>
<th>Total FTE Days Lost</th>
<th>Total Days Lost per FTE</th>
<th>Long term days lost per FTE</th>
<th>Year to Date Days Lost per FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directorate</td>
<td>3.1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Assets and Street Services</td>
<td>139.99</td>
<td>46</td>
<td>0</td>
<td>46</td>
<td>0.33</td>
<td>0</td>
<td>7.60</td>
</tr>
<tr>
<td>Business Improvement</td>
<td>49.78</td>
<td>22</td>
<td>23</td>
<td>45</td>
<td>0.90</td>
<td>0.46</td>
<td>5.33</td>
</tr>
<tr>
<td>Finance and Procurement</td>
<td>65.81</td>
<td>33</td>
<td>43</td>
<td>76</td>
<td>1.15</td>
<td>0.65</td>
<td>4.62</td>
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<tr>
<td>Governance and Recreation</td>
<td>39.56</td>
<td>22</td>
<td>0</td>
<td>22</td>
<td>0.56</td>
<td>0</td>
<td>1.92</td>
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<tr>
<td>Housing and Communities</td>
<td>211.80</td>
<td>113</td>
<td>226</td>
<td>339</td>
<td>1.60</td>
<td>1.07</td>
<td>10.64</td>
</tr>
<tr>
<td>Regeneration and Public Protection</td>
<td>61.36</td>
<td>1</td>
<td>23</td>
<td>24</td>
<td>0.39</td>
<td>0.37</td>
<td>4.65</td>
</tr>
<tr>
<td>Total</td>
<td>571.40</td>
<td>237</td>
<td>315</td>
<td>552</td>
<td>0.97</td>
<td>0.55</td>
<td>7.40</td>
</tr>
</tbody>
</table>

FTE = Full Time Equivalent          Note: Directorate includes trade union reps.
Month: February 2014 (Data at the end of January 2014)

Commentary for Strategic Performance Report

Processes (continued)

Health and Safety
The main areas of concern are Legionella and Contractor Management and the number of Risk Assessments overdue for review. The issues surrounding Legionella relate to the Council requiring leaseholders permission to access their property to carry out the relevant works. Contractor Management issues relate to Building Contractor and Recycling Contractor Inspections.