

**Performance  
Improvement Scrutiny  
Committee**



Date	25 January 2007
Venue	Town Hall, St Annes
Committee members	Keith Hyde (Chairman) Fabian Wilson (Vice-Chairman) Eric Bamber, Derek Lancaster, Elizabeth Oades, John Prestwich, Martin Taylor
Other Councillors	Susan Fazackerley, Barbara Pagett
Officers	Paul Norris, Alan Oldfield, Christopher Kitchin, Lyndsey Lacey, Carolyn Whewell
Others	None

1. Declarations of interest

Members were reminded that any personal/prejudicial interests should be declared as required by the Council's Code of Conduct adopted in accordance with the Local Government Act 2000.

2. Confirmation of minutes

RESOLVED: To approve the minutes of the Performance Improvement Scrutiny Committee meeting held on 23 November 2006 as a correct record for signature by the chairman.

3. Substitute members

The following substitutions were reported under council procedure rule 22.3:

Councillor John Prestwich for Councillor Elizabeth Clarke and Councillor Martin Taylor for Councillor Christine Akeroyd.

4. Third Quarter Performance Report 2006/07

Allan Oldfield (Executive Manager for Policy and Performance) presented an updated report on the performance of the key best value performance indicators (BVPI). The report highlighted those indicators where performance was significantly above or below the target for the year at the third quarter (April 1<sup>st</sup> 2006 to December 31<sup>st</sup> 2006).

A Schedule detailing the performance figures against the key national and local performance indicators was circulated with the agenda. The Schedule indicated in green

where performance was on target and in red where performance was not on track to achieve the end of year target previously agreed.

Mr Oldfield provided the committee with an explanation of why certain BVPI's were not on track and also highlighted a number of significant successes.

Mr Oldfield advised the Committee that all future BVPI's would be measured against all English Council's rather than District Council's alone.

Members raised concerns about the recording of crime figures (BVPI 126, 127a, 127b and 128) in particular how they were logged at the various police stations. The Committee sought an assurance that a report on this matter would be presented to a future meeting of the Community Outlook Scrutiny Committee.

Clarification was sought on the local PIs relating to sickness and absence. Mr Oldfield addressed this point. In addition, members commented on the performance of the planning indicators (BVPI 109 a, b and c) and the likely effect on the planning delivery grant. Concerns were also raised about the sustainability of the service when on target. Mr Oldfield stated that it was likely that the planning delivery grant would not be made available this year due to performance related issues at the beginning of the year. However, with a full complement of staff now in place it was expected that the service would be sustainable.

After a full discussion the Committee RESOLVED:

1. To agree to the revised target for BVPI 64 to 8 because of the current demand in the local market.
2. To present to the Chairman and Vice-Chairman to the third quarter figures for BVPI 79a and 79bi as soon as they are available and to authorise them to make any appropriate recommendations to the Portfolio Holder if action was required.
3. To agree that the latest quartile figures for all English councils be published in December 2006 as detailed in appendix 2 of the report and that these be used in all future performance reports.
4. To ask the Community Outlook Scrutiny Committee to undertake a detailed review of BVPI's 126, 127a, 127b and 128 relating to crime and disorder.

##### 5. Corporate Plan Monitoring

Allan Oldfield (Executive Manager for Policy and Performance) presented a detailed report on the progress made to date against the actions agreed in the Corporate Plan for 2006/07.

Mr Oldfield made reference to an appendix in the report which outlined the actions agreed in the Corporate Plan and included progress updates as of December 31<sup>st</sup> 2006.

Mr Oldfield informed the Committee that many of the actions identified in the plan would extend beyond the current 2006/07 financial year and briefed members on the various actions undertaken.

Members commented on the ambiguity of Action EC02 (Finalise the strategy for the regeneration of Kirkham Town Centre and consult the local community) in particular the

updated sheet that was circulated at the meeting which suggested that action had now been completed. This fact was disputed by the committee. Mr Oldfield explained that an updated report on the action was not available prior to the publication of the agenda hence the supplementary sheet. He was assured that this action had now been completed.

The Committee sought clarification on Corporate Action QLF06 (registration of Lowther Gardens) in particular who was responsible for progressing the setting up of the management trust and the associated finances, Mr Oldfield addressed these points.

Following consideration the Committee RESOLVED:

1. To note that the majority of actions were on target and overall progress was very good.
2. To ask the Executive Manager for Policy and Performance to report back to Committee with an update on the progress made in action EC02 (Finalise the strategy for the regeneration of Kirkham Town Centre and Consult the Local Community)

#### 6. Proposed Centralised Complaints System

Paul Norris (Executive Manager for Community and Cultural Services) presented a report on a proposal to introduce a centralised complaints system. A copy of the report had previously been circulated to each member of the council.

The report set out the background and purpose of the system. It also highlighted the proposed mechanism for capturing and processing complaints and the limitations and implications of the proposed system.

Mr Norris reminded members that the council had an established complaints procedure in place. This provided a clear definition of a complaint. Mr Norris reiterated this to the committee.

Mr Norris indicated that complaints could be received by the council in a variety of ways and that capturing and compiling the complaints was not a straightforward matter.

Members commented on the need to include in the process an acknowledgment of a complaint received. Mr Norris confirmed that he would look at incorporating this in the new system.

Members enquired about the benefits/ disadvantages of the Customer Relations Management (CRM) system and whether this was essential and would provide a better service. Mr Norris addressed this point. He explained that the CRM system would be costly to introduce and although it would go some way to provide a better service it was not essential at this stage.

Members raised concerns about the destination of the complaint once the complaint had been submitted and the associated time frame for providing a response. Mr Norris confirmed that a complaint would be directed to the relevant Executive Manager and that the Council's policy was to respond to a complaint within 5 working days.

After a lengthy discussion the Committee RESOLVED to authorise the Executive Manager for Community and Cultural Services to proceed with the pilot scheme and present a report on the effectiveness of the system to each meeting of this committee.

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