



**STRATEGIC LEADERSHIP  
OVERVIEW AND SCRUTINY  
COMMITTEE**

Tuesday,  
10 June 2008  
10.00 a.m.

Council Chamber,  
Council Offices,  
Spennymoor

**AGENDA**  
and  
**REPORTS**



**This document is also available in other languages,  
large print and audio format upon request**

**العربية (Arabic)**

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

**বাংলা (Bengali)**

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

**(中文 (繁體字)) (Cantonese)**

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

**हिन्दी (Hindi)**

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

**polski (Polish)**

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

**ਪੰਜਾਬੀ (Punjabi)**

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

**Español (Spanish)**

Póngase en contacto con nosotros si desea recibir información en otro idioma o formato.

**اردو (Urdu)**

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

**AGENDA**

**1. APOLOGIES**

**2. DECLARATIONS OF INTEREST**

To notify the Chairman of any items that appear later in the agenda in which you may have an interest.

**3. MINUTES**

To confirm as a correct record the Minutes of the meeting held on 25<sup>th</sup> March 2008. (Pages 1 - 4)

**4. ANNUAL REPORT ON COMPLAINTS RECEIVED BY CORPORATE COMPLAINTS STAFF**

Report of Chief Executive. (Pages 5 - 12)

**5. PERFORMANCE UPDATE REPORT - QUARTER 4 2007/2008 (APRIL 2007 - END MARCH 2008)**

To consider the attached schedule. (Pages 13 - 20)

**6. WORK PROGRAMME**

Report of Chairman of the Committee. (Pages 21 - 24)

**7. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT**

Members are respectfully requested to give the Chief Executive notice of items they would wish to raise under the heading not later than 12 noon on the day preceding the meeting, in order that consultation may take place with the Chairman who will determine whether the item will be accepted.

**B. Allen  
Chief Executive**

**Council Offices  
SPENNYMOOR  
30<sup>th</sup> May 2008**

Councillor A. Gray (Chairman)  
Councillor B.F. Avery J.P (Vice Chairman)

Councillors D.R. Brown, V. Chapman, D. Farry, T.F. Forrest, Mrs. J. Gray, B. Haigh, T. Hogan and B.M. Ord.

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**ACCESS TO INFORMATION**

Any person wishing to exercise the right of inspection etc. in relation to this agenda and associated papers should contact Mrs. L. Walker Tel 01388 816166 ext 4237 email [lwalker@sedgefield.gov.uk](mailto:lwalker@sedgefield.gov.uk)

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# Item 3

## SEDGEFIELD BOROUGH COUNCIL STRATEGIC LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

Council Chamber,  
Council Offices,  
Spennymoor

Tuesday,  
25 March 2008

Time: 10.00 a.m.

**Present:** Councillor A. Gray (Chairman) and  
  
Councillors B.F. Avery J.P, D. Farry, T.F. Forrest, Mrs. J. Gray, T. Hogan,  
Ms. I. Jackson and B.M. Ord

**In Attendance:** Councillors G.C. Gray, D.M. Hancock, J.G. Huntington, B. Lamb and  
Mrs. E. Maddison

**Apologies:** Councillors D.R. Brown, V. Chapman and B. Haigh

**SL.33/07 DECLARATIONS OF INTEREST**  
No declarations of interest were received.

**SL.34/07 MINUTES**  
The Minutes of the meeting held on 12<sup>th</sup> February, 2008 were confirmed as  
a correct record and signed by the Chairman.

**SL.35/07 CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (CRM) UPDATE**  
Consideration was given to a report of the Chief Executive regarding the  
above. (For copy see file of Minutes).

Jeremy Miller, Customer Services Manager, was present at the meeting to  
update Members on the progress of the rollout of the Customer  
Relationship Management System across the authority.

It was explained that as from 29<sup>th</sup> February 2008, 67 service requests were  
available on the system. The number would have been more, however,  
four service requests had been removed as drainage work following the  
housing partnership with Mears, was being dealt with through the Orchard  
system.

It was also noted that the CRM software had been upgraded during the  
Easter weekend and the new version had gone live that morning. Work  
was ongoing with the Council's Anti-Social Behaviour team and the system  
would go live on 1<sup>st</sup> April 2008.

Members were informed that work was progressing to fit a system to all  
refuse vehicles that would allow the raising or closing down of service  
requests in the vehicle.

Reference was made to the work currently being carried out regarding the integration of the Environmental Health System Flair and the use of the GIS system for reporting data in graphical format. It was anticipated that development work would, however, slow down over the next twelve months as work commenced on bringing together the systems/processes for the new unitary authority, however, no decision had yet been made on which systems would be used. It was, however, pointed out that residents of Sedgefield Borough should receive at least the same service as they were getting now.

Members expressed concern regarding the number of large items that they saw left in gardens awaiting collection. It was explained that if anybody requested a special collection, they were given a date and time for that collection and therefore large goods should not be left outside properties for any considerable length of time.

It was pointed out that the County Council CRM system allocated all customers a reference number and was suggested that the Sedgefield Borough Council should do the same.

J. Miller reported that the Council's system did generate a unique reference number for each customer and he would look at the possibility of instructing his staff to notify customers of those numbers.

With regard to the extension of the system to cover anti-social behaviour incidents, it was pointed out that a lot of residents did not report anti-social behaviour problems and therefore any reports produced by the CRM system would not accurately reflect the problems being experienced in many areas.

Members welcomed the improvements to be made to the Council's Refuse Collection Service, which they considered was already a very good service.

*AGREED : That the progress on the roll out of the CRM system be noted and that the progress in meeting the Council's Customer Service Customer Service Modernisation Programme targets continues to be monitored.*

#### **SL.36/07**

#### **BEST VALUE PERFORMANCE INDICATOR 11a - PROGRESS UPDATE**

Helen Darby, Human Resources Manager (Strategy), attended the meeting to outline the progress being made in meeting the above Best Value Performance Indicator. A copy of her presentation had been previously circulated to the Committee. (For copy see file of Minutes).

The presentation covered the following:

- Performance Indicator (PI definition)

- Current Position
- Recruitment
- Current Practices
- Future Developments

Members noted that the number of women in senior posts had not changed during 2007/08, however, the percentage had appeared to decline from 11.48% at the end of the financial year 2006/07 to 5% at the beginning of March 2008 as the total number of Council employees had changed.

It was explained that the Council also had a very stable senior management structure and therefore staff turnover was very low. Since April 2007 only two posts above the 5% threshold (PO3) had become vacant. Both of which had been held by men. Only one of the posts had been filled following an internal advert, which had resulted in two applications, both from men.

It was noted that the Joint Recruitment Protocol adopted by all County Durham Councils governed the filling of senior high risk posts and the approval of the Joint Implementation Team may need to be sought in some cases.

Specific reference was made to the Council's commitment to training and development. It was noted that 55 managers (24 women) had recently undertaken Excellence Managers Programme, which had been provided at no cost to the Council.

It was pointed out that the Audit Commission no longer required Council's to calculate BVPI11a, however, the Council would continue to monitor the position and from April 2008 figures would be available on the top 10% of local authority staff, who were women.

Members asked how the Council compared with other local authorities. It was explained that the Council's performance level was similar to other District Councils, however, it was low when compared with unitary authorities as they had a higher percentage of traditionally female dominated sectors such as social work and education.

Members also queried whether young people were still being attracted to seek employment within the Council. It was explained that the Council operated a Modern Apprentice Scheme for Administration and Business. Six Modern Apprentices were appointed each year.

*RECOMMENDED :*                      *That the current performance level be noted and that best practices continued to be explored in relation to improving the Council's performance with regard to BVPI11a.*

Consideration was given to the Committee's Work Programme. (For copy see file of Minutes).

It was explained that the State of the Borough Review was to be undertaken, which would examine achievements within each of the Council's four corporate ambitions. The Review would provide a benchmark for future assessment, highlight areas for improvement and make recommendations to the new Council where appropriate.

It was proposed that the Overview and Scrutiny Committees should establish Review Groups to examine each of the Council's ambitions. The Prosperous and Attractive Borough Overview and Scrutiny Committee would set up reviews relating to Prosperous Borough and Attractive Borough ambitions and the Healthy Borough with Strong Communities Overview and Scrutiny Committee would set up reviews relating to Healthy Borough and Strong Communities ambitions.

It was noted that Strategic Leadership Overview and Scrutiny Committee had responsibility for issues such as Corporate Governance and Resource Management, rather than direct responsibility for the scrutiny of the Council's ambitions. The Committee would, therefore, not be required to establish review groups to undertake the State of the Borough Review.

It was explained that to ensure that all scrutiny members have the opportunity to contribute to the reviews, it was proposed that the practice of co-option to review groups be extended to allow all members to contribute to a Review of their choice. A letter would be sent out shortly informing Members of the review groups and asking them to indicate in order of preference, which group they would like to a member of.

*AGREED: That the work programme be noted.*

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**ACCESS TO INFORMATION**

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# Item 4

## REPORT TO STRATEGIC LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

10<sup>th</sup> June 2008

## REPORT OF CHIEF EXECUTIVE

### Strategic Leadership

### ANNUAL REPORT ON COMPLAINTS RECEIVED BY CORPORATE COMPLAINTS STAFF

#### 1. SUMMARY

1.1 This Report outlines the complaints/issues received by the Corporate Customer Relations Staff in the Chief Executive's Department in the period 1<sup>st</sup> April 2007-31<sup>st</sup> March 2008. Figures are also given for the period 1<sup>st</sup> April 2006-31<sup>st</sup> March 2007 to enable comparisons to be made (Appendix 1).

#### 2. RECOMMENDATION

2.1 That the Annual Report be received and published on the Borough's Website.

#### 3. BACKGROUND

- 3.1 The Borough adopted a revised Complaints Policy in December 2004, which allows residents and other users of Borough Services the opportunity to comment on/criticise Borough Services or service delivery.
- 3.2 The Policy provides for the publication of a half yearly and an Annual Report on complaints handling. The half yearly report was considered at the meeting of this Committee on 20<sup>th</sup> November 2007.

#### 4. DETAIL

- 4.1 It is pleasing to note that the number of complaints/issues dealt with by Corporate Complaints Staff has decreased from 679 2006/2007 to 407 in 2007/2008, a decrease of 272 (40%). This is even more pleasing when you look 2005/2006 when 1053 complaints/ issues were dealt with. Service Departments and the Customer Services Centre Staff have been able to deal with substantially more complaints to the customer's satisfaction at the first point of contact and avoided the issue being escalated to my Corporate Complaints Staff.
- 4.2 The main area of complaint (33% of the total) relates to Housing Maintenance, Management and Capital Improvements. However the total number of complaints about these services has fallen from 269 to 137(49%) with justified complaints falling from 34 to 15 (56%).

- 4.3 The number of complaints about the Maintenance Service continues to fall from 147 in 2006/07 to 95 in 2007/08. Similarly the number of justified complaints has decreased from 31 to 12. 32,000 repairs were carried out in 2007/08 and justified complaints represents 0.04% of that total.
- 4.4 The reason for complaints on maintenance relate to repairs not being carried out within timescale. It has to be accepted that, on occasions, resources are simply not available to complete every job within timescale e.g. following high winds.
- 4.5 The Borough provides a comprehensive housing management service to 8,564 properties. Only 27 complaints were received and none were justified which is a credit to the Service.
- 4.6 15 complaints made about Capital Improvements with three being found to be justified. The first involved an external contractor not finishing off some 'pipe boxing' work to a property within a reasonable time. The second was similar in that a contractor did not repair a bath panel which he had damaged within a reasonable time. In both cases work was carried out immediately on being brought to our attention and the contractors have been reminded about their obligations. The final justified complaint related to a letter being addressed to a deceased person which caused upset to the family. This was simple human error and the member of staff has been asked to be more vigilant when addressing letters.
- 4.7 Corporate Complaints Staff continue to offer advice and direct people to Other Agencies e.g. Police, County Council as well as directing service requests to the correct Department (some 42% of the issues raised).
- 4.8 Customer Services had 4 complaints made against the Service with one relating to the telephone system being justified. Problems are still being encountered with the system when incoming calls at high levels. Discussions, however, are being held with the supplier to identify and correct the problem.
- 4.9 21 complaints were made against the Benefits, Council Tax and Business Rates Services with one against Benefits being justified. This involved a document supporting a Council Tax benefit application being lost internally. It has not been possible to identify what happened although it is possible that the document has been filed with the papers for another application. An apology was given to the complainant and the application processed as quickly as possible. Viewed against the transactions carried out over the period the performance of these services is very good.
- 4.10 2 complaints were received about the Borough's Coalfield Communities Regeneration Policy. One complaint has been classed as justified as a householder was given incorrect information about how the Policy may be applied. An apology has been given and staff reminded of how the Policy is to be applied.
- 4.11 Six complaints were made about the Carelink Service with one being justified. Carelink provides the contact point for the out of hours housing maintenance service and the correct procedure was not followed when taking a call regarding the loss of heating and hot water to a property. This led to a tenant

being left without heating and hot water for a further 24 hours in the middle of January. The member of staff involved has been given additional instruction/training to ensure that the correct procedures are followed in the future.

- 4.12 There were 15 complaints about Development Control with two being found to be justified. Both involved delays in responding to enquiries and staff have been reminded to respond to enquiries within a reasonable time.
- 4.13 The number of complaints made against the Street Cleansing, Horticulture, and Environmental Health Services continue to fall with none of the complaints being justified which is a credit to these Services.
- 4.14 There has been a rise in complaints about the Taxi Licensing Service but none of the complaints were justified. 5 of the complaints were actually from one complainant.
- 4.15 Refuse Collection has seen a fall in the number of complaints received from 59 to 20(66% reduction) with only one complaint being justified (a missed collection). Viewed against the 2 million domestic collections carried out each year there is not any cause for concern.
- 4.16 Only 3 complaints were made against Leisure Services with none being justified.
- 4.17 An apology is given whenever the Borough has been at fault.
- 4.18 As mentioned in para 4.1, the number of complaints reaching the Corporate Complaints Staff continues to fall from a peak of 1053 in 2005/2006. Departments have been encouraged to resolve complaints at the first point of contact whenever possible and have responded well to this. Also Customer Service Centre Staff have built up a tremendous skill base in dealing with various front line services e.g. housing maintenance, refuse and are frequently able to resolve issues at the first point of contact and avoid the escalation of many complaints.
- 4.19 The Corporate Complaints Staff aim to respond to 100% of complaints and enquiries within 10 Working days and achieved 98.9% in 2007/2008 compared with 98.5% in 2006/2007.
- 4.20 If complainants are still not satisfied after they have exhausted the Borough's Complaints Procedure they are advised that they have the right to complain to the Local Government Ombudsman. Where the Borough has been at fault, however, Staff do try to reach a settlement so that complainants do not feel it necessary to approach the Ombudsman. When attempting to reach a settlement Staff do refer to the Ombudsman's Guidance on remedies.
- 4.21 In 2006/2007 21 cases were investigated and decided by the Ombudsman. The Borough was not found guilty of maladministration in any of these cases and in three cases reached a local settlement to the Ombudsman's satisfaction. In 2007/08 22 cases were investigated and decided. The Borough was not found guilty of maladministration in any of these cases and in 5 cases reached a local settlement to her satisfaction.

- 4.22 The Ombudsman has recently notified us of some changes to their Service following the passing of the Local Government and Public Involvement in Health Act 2007.
- 4.23 Previously a complaint to the Ombudsman had to be made in writing but from 1<sup>st</sup> April 2008 complaints can also be made by telephone, e-mail or text.
- 4.24 The second change is that the Ombudsman can investigate a matter where, during the course of an investigation, a third party member of the public appears to have suffered injustice. An example of this would be where a parent had complained about the application of an Education Authority's schools admissions policy. If, during the course of the investigation, the Ombudsman found evidence to suggest that other parents had not been dealt with in accordance with the admissions policy then she could either investigate this issue further (even though complaints had not been made by the other parents) or ask the authority to investigate through its normal procedures.
- 4.25 The third change is that there is the potential for complaints to be made to the Ombudsman about the process, administration and decision making of an Authority's Standards Committee. The Ombudsman is to have discussions with the Standards Board and Monitoring Officers and will write again with further information.
- 4.26 It is pleasing to note that there were no complaints made relating to any of the six strands of the Equity and Diversity Standard for Local Government i.e. race, disability, age, religion and philosophical belief, gender or sexual orientation. Any complaints of this nature which are received will be discussed with the Borough's Equity and Diversity Staff and appropriate action taken.

## **5. RESOURCE IMPLICATIONS**

- 5.1 There are not any resource implications arising from this Report.

## **6. CONSULTATIONS**

- 6.1 The Report will be available on the Council's website.

## **7 OTHER MATERIAL CONSIDERATIONS**

### **Link to Corporate Objectives/Values**

- 7.1 The complaints process is aimed at being open, accessible, equitable, fair and responsive to the public and to speedily resolve any problems. This report is a public document and is available on the Borough's Website. The analysis of complaints received helps drive service improvement through the presentation of regular reports to Departments and Scrutiny Committee.

## **Risk Management**

- 7.2** Systems are in place to provide a Half Yearly Report and an Annual Report on Complaints to ensure that the complaints process informs learning throughout the Council and encourages service improvements. The failure to provide regular reports to Committee could adversely affect our CPA Assessment Score.

## **Health and Safety**

- 7.3** There are no additional Health and Safety implications.

## **Equality and Diversity**

- 7.4** The Complaints Process actively promotes the Borough's commitment to promote equality and diversity. Complaints can be made in any form e.g. in writing, by phone, e-mail and interpreters and signers are available for people requiring such assistance.

## **Legal and Constitutional**

- 7.5** No new implications have been identified.

No other material considerations have been identified.

## **8. OVERVIEW AND SCRUTINY IMPLICATIONS**

- 7.1** A Half Year Report for the period 1<sup>st</sup> April 2008 – 30<sup>th</sup> September 2008 will be submitted to Overview and Scrutiny Committee on 18<sup>th</sup> November 2008.

## **9. LIST OF APPENDICES**

Appendix 1 – Complaints/Issues received by Corporate Complaints Staff.

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<b>Contact Officer</b>	Andrew Traynor/Chris Ward
<b>Telephone Number</b>	01388 816166 Ext. 4281/4100
<b>E-mail address</b>	<a href="mailto:atraynor@sedgefield.gov.uk">atraynor@sedgefield.gov.uk</a> <a href="mailto:cward@sedgefield.gov.uk">cward@sedgefield.gov.uk</a>

**Wards:** All

## **Examination by Statutory Officers**

Yes Not Applicable

1. The report has been examined by the Councils Head of the Paid Service or his representative v
2. The content has been examined by the Councils S.151 Officer or his representative v
3. The content has been examined by the Council's Monitoring Officer or his representative v
4. The report has been approved by Management Team v

## Appendix 1 – Complaints/Issues received by Corporate Complaints Staff

	2006/07		2007/08	
	Total	No. Justified	Total	No. Justified
Housing Maintenance	147	31	95	12
Housing Management	104	3	27	0
Housing Improvements	18	0	15	3
Advice/Other Agency	128	N/a	79	N/a
Customer Services	6	2	4	3
Freedom of Information	1	0	3	0
Regeneration	1	0	1	0
Benefits	14	0	9	1
Business Rates	1	0	2	0
Council Tax	18	0	10	0
Valuation	1	0	2	0
Coalfield Communities	6	0	2	1
Regeneration Policy				
Anti-social Behaviour	1	0	0	0
Community Safety	2	0	0	0
Neighbourhood Wardens	5	0	1	0
Carelink	2	0	6	1
Development Control	15	2	10	2
Building Control	0	0	2	0
Environmental Health	3	0	1	0
Drainage	0	0	5	0
Licensing	2	0	6	0
Horticulture	12	1	5	0
Street Cleansing	3	0	2	0
Refuse	59	3	20	1
Engineers	0	0	1	0
Leisure	3	0	3	0
Service Requests	127	N/a	96	N/a
<b>Total</b>	<b>679</b>	<b>41</b>	<b>407</b>	<b>24</b>

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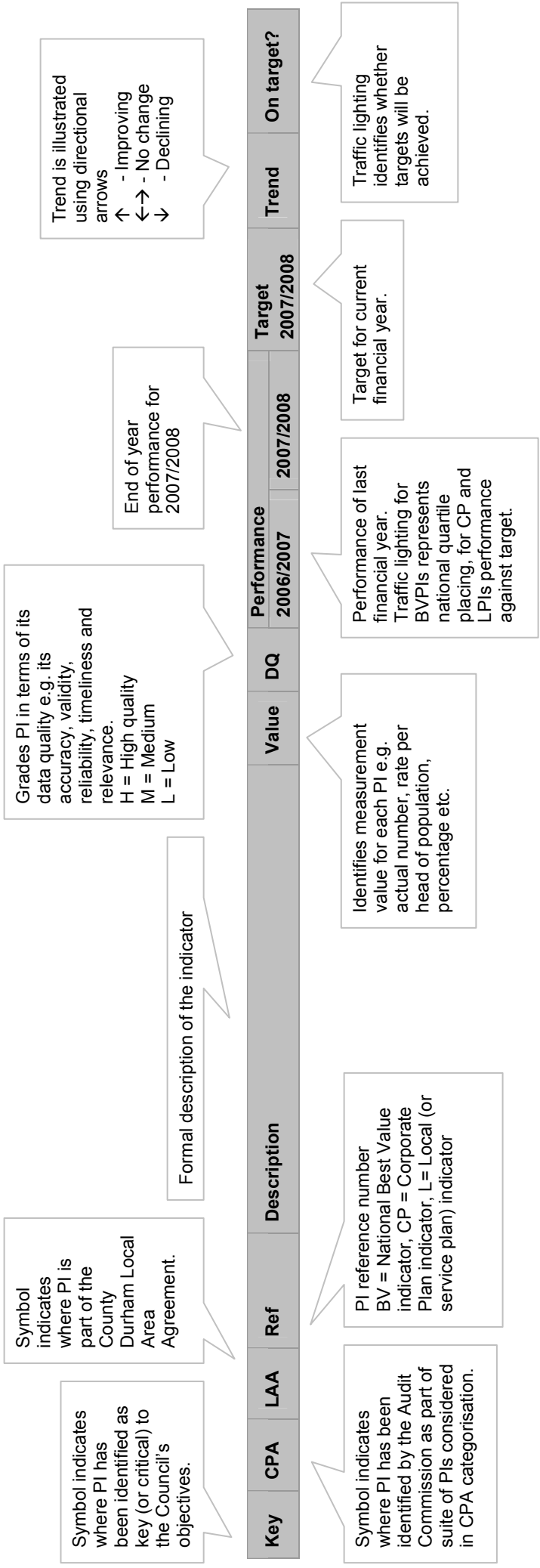


**STRATEGIC LEADERSHIP OVERVIEW AND SCRUTINY  
PERFORMANCE UPDATE REPORT  
QUARTER 4 2007/2008 (START APRIL 2007 - END MARCH 2008)**

Strategy and Regeneration  
Chief Executive's Department  
Sedgefield Borough Council  
(01388) 816166  
[www.sedgefield.gov.uk](http://www.sedgefield.gov.uk)  
Contact: [pstephens@sedgefield.gov.uk](mailto:pstephens@sedgefield.gov.uk)



# COLUMNS OF THIS REPORT EXPLAINED



# SUMMARY

## Purpose of this report

This is the final report against the Values and Governance element of the Corporate Plan, covering the period from the 01 April 2007 to 31 March 2008. Strategic Leadership Working Group will receive this report and Management Team and Cabinet will receive a composite report covering all ambitions and corporate governance.

The report provides data on 26 performance indicators. 5 performance indicators are key to the Council's aims and objectives.

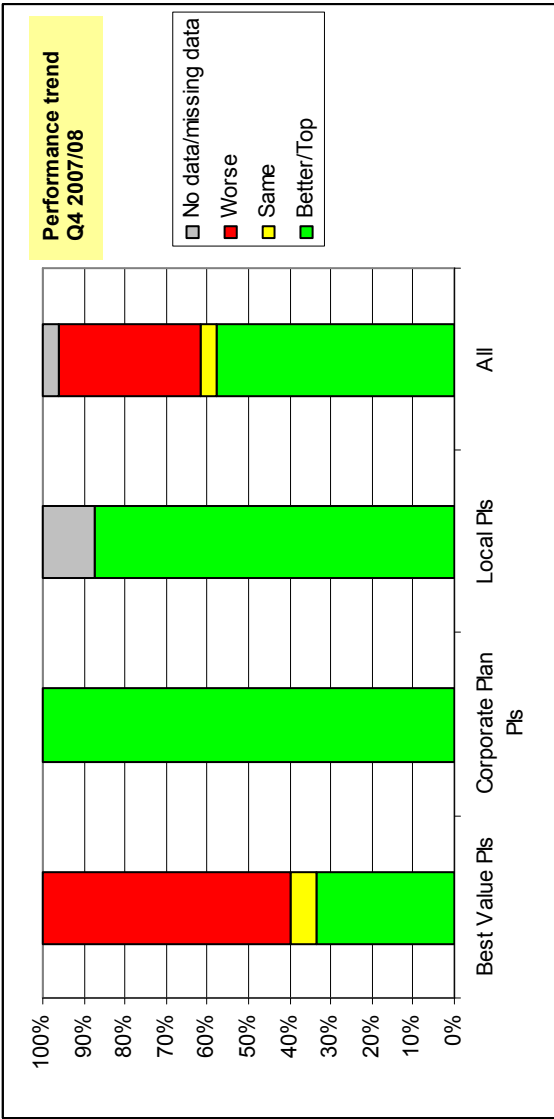
Whilst providing a full summary of progress to date, this is essentially an exception report, drawing attention to where performance is off target to promote discussion and action.

## Year-to-date performance

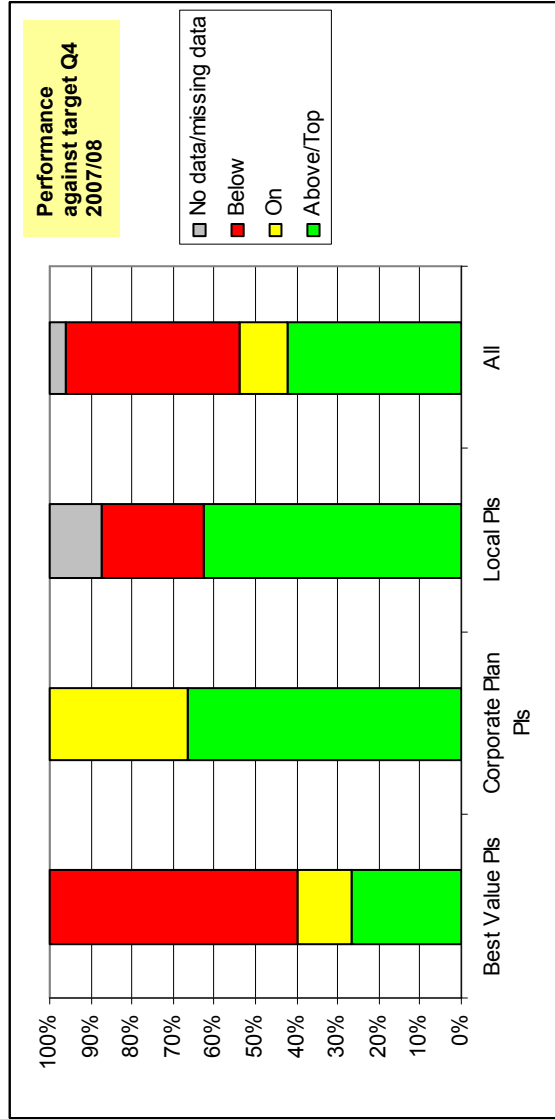
Of 26 indicators, 15 have demonstrated improved performance against 2006/2007 actual outturns, 1 is performing at the same level and 9 are performing at a worse level. 11 indicators are projected to achieve 2007/2008 targets and 3 are off target. Narrative for the 'exception indicators' is included in the tables overleaf.

Indicator type	Total No.	QUARTILE					TREND				TARGET			
		Top	Average		Bottom	No data/missing data	Better/Top	Same	Worse	No data/missing data	Above/Top	On	Below	No data/missing data
			Above	Below										
Best Value PIs	15	1	2	3	6	3	5	1	9	0	4	2	9	0
Corporate Plan PIs	3	Not applicable					3	0	0	0	2	1	0	0
Local PIs	8	Not applicable					7	0	0	1	5	0	2	1
All	26	1	2	3	6	3	15	1	9	1	11	3	11	1

# GRAPHS



The majority of the Best Value PIs are performing worse at the end of 2007/08 than 2006/07. All of the Corporate Plan and Local PIs are performing better than the previous year's performance. The performance of one Local PI was not confirmed at the time this report was produced.



The majority of Best Value PIs were performing below target at the end of 2007/08. All Corporate Plan PIs were either above or on target. Two thirds of the Local PIs were above target. The performance of one Local PI was not confirmed at the time this report was produced.

# STRATEGIC LEADERSHIP PI TABLE

Key	CPA	LAA	Ref	Description	Value	DQ	Performance		Trend	On target?
							2006/2007	2007/2008		
<input checked="" type="checkbox"/>			BV002 (a)	The level of the Equality Standard for local government to which the Authority conforms	No.	H	2	3	↑	Yes
<input checked="" type="checkbox"/>			BV002 (b)	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	No.	H	47.40%	68.42%	↑	Yes
				<b>Explanation:</b> - Performing 21% above target. Performance against this indicator has improved through the inclusion of Race Equality issues in contracts (procurement), improving staff perceptions of equal opportunities via training and reducing service differences for ethnic groups via Impact Needs/Requirements Assessments.						
<input checked="" type="checkbox"/>			BV008	Percentage of invoices paid in 30 days	%	H	98.10%	97.4%	↓	No
				<b>Explanation:</b> - Performing 0.9% under target. It is disappointing to note that the performance target was not achieved this year mainly because of a staffing capacity issue in one Department.						
<input checked="" type="checkbox"/>			BV009	Proportion of Council Tax collected in year	%	H	95.00%	95.3%	↑	Yes
			BV010	Proportion of Business Rates collected in year	%	H	99.10%	99%	↓	No
				<b>Explanation:</b> - Performance narrowly missed target by 0.2%. Performance is likely to deteriorate in 2008/09 because of new legislation that will increase liability.						
			BV011 (a)	Percentage of top-paid 5% of local authority staff who are women	%	H	11.48%	5%	↓	No
				<b>Explanation:</b> - Performing 5% under target. Although performance against this indicator appears to have declined, the number of women in senior posts has remained the same throughout the financial year 07/08. Fluctuations in the percentage are due to changes in employee numbers.						
			BV011 (b)	Percentage of top-paid 5% of local authority staff who are from an ethnic minority	%	H	4.26%	2.5%	↓	No
				<b>Explanation:</b> - Performing 2.5% under target. Performance against this indicator fluctuates according to changes in numbers of employees. The number of ethnic minorities holding senior posts has not altered in year.						
			BV011 (c)	Percentage of the top paid 5% of staff who have a disability	%	H	4.26%	2.5%	↓	No
				<b>Explanation:</b> - Performing 1.5% under target. Performance against this indicator fluctuates according to changes in numbers of employees. The number of people with a disability holding senior posts has not altered in year.						
<input checked="" type="checkbox"/>			BV012	Number of working days/shifts lost to the Local Authority due to sickness absence	Days	H	13.8	14.51	↓	No
				<b>Explanation:</b> - Performing 4 days under target. The number of working days lost due to sickness has increased during 2007/08. However, it is anticipated that from April 2008 the impact of the Housing Procurement TUPE transfer that took place in February 2008 will have an affect on sickness absence statistics and the number of days lost will greatly reduce.						

Key	CPA	LAA	Ref	Description	Value	DQ	Performance		Trend	On target?	
							2006/2007	2007/2008			
			BV014	Percentage of employees retiring early as a percentage of the total workforce	%	H	0%	2.71%	1.00%	↓	No
				<b>Explanation:</b> - Performing 1.71% under target. The housing procurement exercise led to a large number (19) of early retirements in February 2008.							
			BV015	Percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	%	H	0.92%	1.48%	0.90%	↓	No
				<b>Explanation:</b> - Performing 0.58% under target. Performance in 2007/08 is slightly below target, and has declined slightly since 2006/07. Ill-health retirement is extremely difficult to predict.							
			BV016 (a)	Percentage of staff declaring they meet the Disability Act as a percentage of ratio of total workforce	%	H	2.54%	2.07%	2.50%	↓	No
				<b>Explanation:</b> - Performing 0.43% under target. The data collection method for this indicator has been altered during 2007/08. Previously the outturn was calculated based on annual questionnaire returns whereby the number of employees who declared themselves as disabled via the questionnaire was divided by the total number of questionnaires returned (this method is permissible under BVPI guidelines). Human Resource procedures have now been developed whereby disability information is recorded in Resourcelink when an employee joins the organisation. Therefore the number of employees with a disability is now calculated via Resourcelink as a percentage of the total number of employees. This gives a lower but more accurate outturn.							
			BV016 (b)	Percentage of economically active disabled people in the authority area	%	L	21.71%	21.71%	21.71%	↔	Yes
			BV017 (a)	Percentage of staff from ethnic minorities as a ratio of total workforce	%	H	0.20%	0.41%	0.25%	↑	Yes
			BV156	Percentage of authority buildings in which all public areas are suitable for, and accessible to, disabled people	%	H	100%	100%	100%	↑	Yes
			CPC03	Percentage of non-Council Housing capital projects within 5% of budgeted cost	%	M	77%	80%	80%	↑	Yes
			CPC04	Percentage of non-council housing capital projects within 5% of projected timescale	%	M	89%	100%	85%	↑	Yes
			CPC07	Percentage of customers satisfied with the outcome of legal services	%	M	99.50%	99.85%	99.60%	↑	Yes
			LPI19	Calls to main switchboard answered within 30 seconds [Council HQ]	%	H	61.80%	87.97%	80%	↑	Yes
			LPI20	Percentage of complaints responded to in ten working days	%	H	98.53%	98.88%	100%	↑	No
				<b>Explanation:</b> - Performing 1.22% under target. There were 4 complaints responded to out of time in August holiday period (Q2), influencing performance. Procedure has now been amended to ensure complainants receive at least a 'holding response'.							

Key	CPA	LAA	Ref	Description	Value	DQ	Performance		Target 2007/2008	Trend	On target?
							2006/2007	2007/2008			
			LPI21	Percentage of responses to MP / Ombudsman within 15 days	%	H	67.9%	94.4%	90%	↑	Yes
			LPI22	Response or holding response to letters within ten working days across the authority	%	L	78.60%	79%	90%	↑	No
				<b>Explanation:</b> - Performing 11% under target. The volume of mail received by Council Tax (CT) is the highest in building. Maternity leave, staff holidays and priority being given to recovery of CT 'in year' (which is a Best Value PI and key to the Council's objectives) has impacted upon the authority wide figure. Approval was given on 22 October 2007 to appoint 2 additional staff to the Council Tax Section and both staff are now in place. Also a Senior member of Staff who was on Maternity leave has now returned and a significant improvement is expected in 2008/2009.							
			LPI23	Average cost of handling a HB or CTB claim	£	H	£33.13	*	£34.77	-	-
			LPI41	Corporate employee turnover*	%	H	11.8%	5.17%	15%	↑	Yes
				<b>Explanation:</b> - Performing 9.83% above target. This percentage includes voluntary turnover only i.e. those employees who either resigned or transferred to another authority.							
			LPI 42	Number of current vacant posts, which have been advertised, and have remained vacant for 6 months or over	No.	H	9	0	10	↑	Yes
				<b>Explanation:</b> - Performing 10 posts above target. Due to Local Government Reorganisation a number of vacancies have been frozen and have therefore not been advertised. The remaining vacancies are either currently being recruited to, or human resources are awaiting instructions from the department.							
			LPI 45	% Efficiency savings required by Government achieved	%	H	NA	100%	100%	↑	Yes

N/A – not applicable/ available

\* Figure was not available at the time this report was produced and will be available after close of accounts.

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# Item 6

## STRATEGIC LEADERSHIP OVERVIEW & SCRUTINY COMMITTEE

10 JUNE 2008

### REPORT OF CHAIRMAN OF THE COMMITTEE

#### WORK PROGRAMME

##### SUMMARY

This report sets out the Committee's current Work Programme for consideration and review.

##### RECOMMENDATIONS

1. That the Committee's Work Programme be reviewed.

##### DETAIL

1. In accordance with Overview & Scrutiny Procedure Rule 8 of the Council's Constitution, Overview & Scrutiny Committees are responsible for setting their own work programme.
2. Each Overview & Scrutiny Committee should agree a realistic, achievable and considered work programme on the understanding that, from time to time, more urgent or immediate issues may require scrutiny. Issues may, for example, be raised by Cabinet reports, Members' constituency business or be referred to Scrutiny by Cabinet in advance of a Cabinet decision.
3. The current Work Programme for this Committee is appended to the report which details:-
  - Scrutiny Reviews currently being undertaken.
  - Scrutiny review topics held in reserve for future investigation.
  - A schedule of items to be considered by the Committee for the period to 31<sup>st</sup> March 2009.
4. **Scrutiny Review**

The Committee should aim to undertake a small number of high quality reviews that will make a real difference to the work of the Authority, rather than high numbers of reviews on more minor issues. Overview & Scrutiny Committees should normally aim to undertake two reviews concurrently. Any additional review topics that have been agreed by Members will be placed on a reserve list and as one review is completed the Committee will decide on which review should be undertaken next.

A workshop was held for Overview & Scrutiny Members on 20<sup>th</sup> February 2008 to discuss the role of the Committees within the period leading to the establishment of a new Unitary Council in April 2009. One element of the

workshop was to consider a number of options for undertaking scrutiny reviews within this period. Members supported undertaking a State of the Borough Review, which would look at achievements within each of the Council's ambitions. The Review would provide a benchmark for future assessment, highlight areas for improvement and make recommendations to the new council where appropriate.

It was proposed that Overview & Scrutiny Committees establish Review Groups to examine each of the Council's ambitions as follows:-

<b>Committee</b>	<b>Review Groups</b>
Healthy Borough with Strong Communities O&S Cttee	<ul style="list-style-type: none"><li>• Healthy Borough Review Group</li><li>• Strong Communities Review Group</li></ul>
Prosperous and Attractive Borough O&S Cttee	<ul style="list-style-type: none"><li>• Prosperous Borough Review Group</li><li>• Attractive Borough Review Group</li></ul>

The final reports from each of these reviews would be combined to form a single State of the Borough report.

Strategic Leadership O&S Cttee has responsibility for issues such as corporate governance and resource management rather than direct responsibility for scrutiny of the Council's ambitions. This Committee would therefore not be required to establish review groups to undertake the State of the Borough Review. However, Members were keen to ensure all scrutiny members had the opportunity to contribute to these important reviews.

The principle of co-option to review groups across committees is well established for crosscutting issues and it is proposed that this practice be extended to allow members to contribute to the Review of their choice. The following criteria would however apply to ensure a balance across the review groups.

- Only members of an Overview & Scrutiny Committee can be a member of a Review Group.
- A member can only be a member of 1 Review Group
- Review Groups would have a maximum of 9 members
- Review Groups should be chaired by a member of the parent committee
- Review Groups should be politically balanced in accordance with the number of Overview & Scrutiny members
- All 5 geographical areas should be represented in each Review Group

## 5. **Business for Future Meetings**

The Committees Work Programme for the period leading to the establishment of a new Unitary Council in April 2009 is attached for consideration.

Members are requested to review the Committee's Work Programme and identify, where necessary, issues that they feel should be investigated by the Committee. The Work Programme will need to be carefully managed to ensure that the most important issues are considered in the limited time available.

It will not always be possible to anticipate all reports which will need to be considered by an Overview & Scrutiny Committee and therefore a flexible approach will need to be taken to work programming.

## 4. **FINANCIAL IMPLICATIONS**

None associated with this report.

## 5. **CONSULTATION**

**Contact Officers:** Jonathan Slee  
**Telephone No:** (01388) 816166 ext 4362  
**Email Address:** [jslee@sedgefield.gov.uk](mailto:jslee@sedgefield.gov.uk)

**Ward(s):** Not ward specific

**Background Papers** None

## STRATEGIC LEADERSHIP OVERVIEW & SCRUTINY COMMITTEE

### WORK PROGRAMME

#### Ongoing Reviews

- *No reviews currently ongoing*

#### Future Reviews

The following review topics have been identified by the Committee for future review. As one review is completed Members will decide which review should be undertaken next.

- *No reviews identified*

#### ANTICIPATED ITEMS

##### June 2008\*

- *Annual Report on Complaints Received by Corporate Complaints Staff*
- *Performance Indicators – 2007/08 Year End Performance*

##### September 2008\*

- *Recruitment & Retention (Update)*

##### October 2008\*

- *Customer Relationship Management System (CRM) Update*

##### November 2008\*

- *Half Yearly Report on Complaints Received by Corporate Complaints Staff*
- *Half Yearly Performance Report*

##### January 2009\*

- *Equality and Diversity Corporate Equality Plan – Progress Update*

##### February 2009\*

- *No items identified*