

**OVERVIEW AND SCRUTINY COMMITTEE FOR RESOURCES
19 SEPTEMBER 2007**

Present: Councillors Armstrong (in the Chair), Bing (left meeting at 7.08pm), Bird, Cartwright, Cooke, Sabetian.

Apologies for absence were received from Councillor Soan.

5. DECLARATIONS OF INTEREST

The following Councillors declared an interest in the minutes as indicated:

<u>Councillor</u>	<u>Minute</u>	<u>Interest</u>
Beaver	7 (Appendix A, Target 13.4)	Personal - Employee of Mobile Phone Company
Bird	7 (Appendix A, Target 15.1)	Prejudicial - Foreshore Trust (if discussed) - member of the Foreshore Trust

6. MINUTES

RESOLVED - that the minutes of the meetings held on 24 May and 19 June 2007 be approved as a true record.

7. QUARTER ONE PERFORMANCE

Angus Singleton, Policy and Performance Officer, presented the Quarter One Performance report. A substitute paragraph 2 was tabled (i.e. the entire original section of the report, namely paragraphs 2.0 to 2.10, be disregarded and was replaced by a new page listing paragraphs 2.0 to 2.5).

The report detailed performance by exception of Corporate Plan actions, financial performance, Best Value and Local performance Indicators within the Personnel & Organisational Development and Corporate Resources Directorate, including Performance Indicators that had exceeded targets, were below target and 'Hothouse' Performance Indicators (including those that were considered to be at risk of poor performance).

The report also contained a broad overview of the first quarter position with regard to the revenue and capital expenditure.

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Councillor Bird requested that in future reports, where possible, percentage figures be quoted in monetary values for ease of information.

Members requested further information at their next meeting regarding issues relating to IT Target 13.2 and also Personnel matters including sickness figures and the employment of black and minority ethnic staff within the authority's workforce.

RESOLVED that:

- 1. staff in Personnel & Organisational Development and the Corporate Services Directorate be thanked for their hard work;**
- 2. staff in Revenues and Benefits sections be thanked for their hard work and improvements to services, in particular Housing Benefits and improved collection of Council Tax;**
- 3. the Head of Personnel and Organisation Development and Head of Information Technology be invited to attend the next meeting of this Committee;**
- 4. percentage figures, where possible, be quoted in monetary values in future reports; and**
- 5. the report be noted**

8. UPDATE ON BEST VALUE REVIEW OF COUNCIL ASSET AND PUBLIC REALM MAINTENANCE

This item was brought forward on the agenda as requested by Councillor Bing.

Councillor Bing gave a verbal update on the Best Value Review of Council Asset and Public Realm Maintenance.

The Review Group had compared services with certain other Councils and aims to consult further via the Citizens' Panel in late September. A draft improvement plan has been produced. Once finalised this will be the subject of a final report to the next meeting of this Committee.

RESOLVED that the report noted.

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9. UPDATE ON AREA CO-ORDINATION POLICY DEVELOPMENT

Councillor Silverson, gave a verbal update on the policy development review of Area Co-ordination. Although the timetable had slipped slightly, the work of the Project Panel was virtually complete and a draft report was being written. The Project Panel would meet again shortly to finalise this report, which will also reflect the findings of the current review of Area Management Boards. A final report would be submitted to this Committee December 2007.

RESOLVED - that the report be noted.

10. UPDATE ON SCRUTINY REVIEW OF PUBLIC CONTACT ARRANGEMENTS

Councillor Silverson gave a verbal update on the scrutiny review of Public Contact Arrangements. Terms of Reference had been agreed and cover all aspects of public contact, including letters of complaint, telephone contact, website visits and visits to the HIC. The Review Group is to visit both Ashford and Rother One Stop Shops in order to compare services and gain an overview of best practice. The review has progressed well and the completion date of March 2008 is on schedule.

RESOLVED - that the report be noted.

11. UPDATE ON SCRUTINY REVIEW OF COUNCIL TAX COLLECTION - ACTION PLAN MONITORING

Jean Saxby, Revenues and Benefits Manager, presented an update report on progress of the recommendations in the Action Plan drawn up following the Scrutiny Review of Council Tax Collection in 2006/07.

RESOLVED that:

1. **thanks be conveyed to the Revenues and Benefits Manager and all staff involved in the improvements achieved; and**
2. **the report be noted.**

12. UPDATE ON SCRUTINY REVIEW OF THE USE OF CONSULTANTS AND ADVISORS - ACTION PLAN MONITORING

Katrina Strong, Scrutiny Officer, tabled an updated Action Plan and gave a verbal update on the progress of the recommendations made following the Scrutiny Review of the Use of Consultants and Advisors. Priority 3 of the

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Action Plan had been achieved. Priority 5 has been included in the Overview & Scrutiny Work Programme for 2007/08. The review is scheduled to commence later this year.

The Scrutiny Officer proposed to submit an updated Action Plan to the March 2008 meeting of this Committee.

RESOLVED that the report noted.

13. MONITORING OF THE IMPLEMENTATION OF CABINET DECISIONS

Katrina Strong, Scrutiny Officer, presented a report on the recent Cabinet Decisions made since the last formal meeting, highlighting areas that fell within the Committee's remit.

RESOLVED that the report noted.

(The Chair declared the meeting closed at 7.30pm)