

EFFICIENCY AND RESOURCES SCRUTINY COMMITTEE

13th September 2018

PRESENT – Councillor Haszeldine (in the Chair); Councillors Carson, Crichlow, Crumbie, Johnson and K. Nicholson. (6)

APOLOGIES – Councillors Coultas, Mrs. H. Scott and C. Taylor. (3)

OFFICERS IN ATTENDANCE – Elizabeth Davison, Assistant Director - Resources, Pauline Mitchell, Assistant Director - Housing and Building Services, Dave Winstanley, Assistant Director, Highways, Design and Projects, Helen Whiting, HR Manager - Policy and Strategy, Resources, Heather McQuade, Finance Manager, Resources, Brian Robson, Head of Capital Projects and Barbara Copson, Performance Manager, Resources.

ER10. DECLARATIONS OF INTEREST – There were no declarations of interest reported at the meeting.

ER11. MINUTES – Submitted - The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 12 July 2018.

RESOLVED - That the Minutes be approved as a correct record.

ER12. EMPLOYEE SURVEY RESULTS - 2018 – The Managing Director submitted a report (previously circulated) to present the results of the Employee Survey 2018.

The submitted report outlined that all employees, including casuals, had been invited to complete the Employee Survey between 6 February and 18 April 2018, via either Survey Monkey or in hard copy format. The submitted report stated that the last full Employee Survey had been conducted in 2014, and, where applicable, comparisons had been drawn between the two surveys, and noted the positive direction of travel across all themes.

Members agreed that this was a pleasing report and welcomed the positive direction of travel in all of the five key themes. Members were also pleased to note the improved, and comparatively high, response rate.

RESOLVED – That the Employee Survey Results and the next phase of progressing the results and outcome of the workforce's views be noted.

ER13. – PERFORMANCE INDICATORS Q1 2018/19 – The Managing Director submitted a report (previously circulated) to provide Members with performance data against key performance indicators for 2018/19 at Quarter 1.

The submitted report provided performance information in line with an indicator set and Scrutiny Committee distribution agreed by Monitoring and Coordination Group on 4 June 2018, and subsequently by Scrutiny Committee chairs. The submitted report stated that the ten reportable indicators were aligned with key priorities and that the majority were used to monitor the Corporate Plan 2017/21.

Members entered into discussion on how complaints were processed before being forwarded to the Ombudsman, any financial implications relating to complaints, the percentage collection of Council Tax in year and the work conducted to specifically target the unrecovered amount at the end of each financial year.

RESOLVED – (a) That the performance information provided in this report is reviewed and noted, and that relevant queries be raised with appropriate Assistant Directors.

(b) That a more detailed report be submitted to this Committee outlining the recovery levels and on-going work associated with the collection of outstanding Council Tax at the end of each financial year.

ER14. HRA AND HOUSING BUSINESS PLAN – The Assistant Director, Housing and Building Services, and the Finance Manager, Resources, gave a presentation on the Housing Revenue Account (HRA) and the Housing Business Plan. The presentation focused on the composition of the Housing Revenue Account, the estimated income and expenditure and estimated balances, 2018/19, together with the on-going Housing Business Plan and Rent Reforms.

Discussion ensued on the size of the housing stock, the maintenance cost per property, bad debt provision, the insurance schemes available, the revenue contribution to capital projects, reinvestment and the Decent Homes Standard, the on-going impact of the Right To Buy, and the proposals and expectations associated with the Social Housing Green Paper published in the wake of the Grenfell Tower fire.

RESOLVED – That the presentation be noted.

ER15. CAPITAL PROJECT CONTROLS AND PROCUREMENT – The Assistant Director, Housing and Building Services, Assistant Director, Transport and Capital Projects, and the Head of Capital Projects, gave a presentation which provided an overview of the control processes in place within the capital project methodology and the procurement process within projects, including the three levels of control, with a focus on the corporate processes and the project specific procedures.

Members entered into discussion on the management systems in place for capital projects, the involvement of Members in project consultation stages, the need for early analysis to identify anticipated outcomes and benefit cost ratio, the mechanisms in place for quality assurance, and Official Journal of the European Union (OJEU) thresholds.

RESOLVED – That the presentation be noted.

ER16. WORK PROGRAMME – The Managing Director submitted a report (previously circulated) requesting that consideration be given to the work programme items scheduled to be considered by this Committee and to give consideration to any additional areas Members felt should be added to the previously approved work programme.

RESOLVED – That the report be received.