
OVERVIEW OF EFFICIENCY AND RESOURCES SCRUTINY COMMITTEE

1. Since the last meeting of the Council, the following are the main areas of work the Efficiency and Resources Scrutiny Committee has undertaken.

Employee Survey Results 2018

2. We were updated on the results of the Employee Survey 2018. All employees were invited to complete the survey between 6 February and 18 April 2018, either via Survey Monkey, or in a hard copy format.
3. The last survey was completed in 2014 and comparisons were made between that and the most recent survey and we welcomed the positive direction of travel in relation to all themes.
4. Scrutiny felt this was a very pleasing report, especially given the pressures staff have faced over the course of the last four years, and we were also pleased to note a higher than expected response rate. We also felt that the report represented an outstanding position, and that both staff and managers should be congratulated.

Performance Indicators Quarter 1- 2018/19

5. We have received an update on performance, at quarter 1, against those key performance indicators under the remit of our Scrutiny Committee. Ten indicators are reported to our Committee, all on a quarterly basis, and these are :-
 - (a) FHR 001 - Sickness Absence;
 - (b) HBS 002 - Council Tax Arrears Collected;
 - (c) HBS 003 - Housing Benefit Overpayments recovered;
 - (d) HBS 009 - Percentage of Council Tax collected in year;
 - (e) HBS 010 - Percentage of Business Rates collect in year;
 - (f) LGP 008 - Contracted spent as a percentage of total non-salary spend;
 - (g) FHR 008 - Complaints upheld by the LG Ombudsman / Housing Ombudsman;
 - (h) FHR 009 - Number of complaints upheld by the ICO;
 - (i) FHR 003 - Reportable Accidents; and
 - (j) FHR 019 - Staff Turnover
6. We particularly discussed 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. We requested that a further report be submitted to a future meeting of our Scrutiny Committee

outlining the recovery levels and on-going work associated with the collection of outstanding Council Tax at the end of each financial year.

Housing Revenue Account and Housing Business Plan

7. The Assistant Director, Housing and Building Services and the Finance Manager, Resources, gave a presentation on the Housing Revenue Account and the Housing Business Plan. The presentation focused on the composition of the Housing Revenue Account, the estimated income and expenditure and estimated balances, for 2018/19, together with the on-going Housing Business Plan and Rent Reforms.

Capital Projects Controls and Procurement

8. We also received a presentation on the Council's Capital Projects Controls and Procurement systems from the Assistant Director, Housing and Building Services, the Assistant Director, Transport and Capital Projects and the Head of Capital Projects.
9. The presentation 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.

Work Programme

10. As part of our work programme report we discussed a number of requests from Members for additional items to be added to the previously approved work programme.

Councillor Ian Haszeldine
Chair Efficiency and Resources Scrutiny Committee