

Chichester District Council

OVERVIEW AND SCRUTINY COMMITTEE

13 November 2018

Report from the Corporate Plan Task & Finish Group

1. Contacts

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2. Recommendation

The Committee is requested to note this report from the Corporate Plan Task and Finish Group and to confirm that it is satisfied that the council is achieving satisfactory levels of performance against the targets and activities in the 2018/19 Corporate Plan mid-year progress report.

3. Background

- 3.1 The Task and Finish Group met on 1 November 2018 to consider the Corporate Plan mid-year progress report from April to September 2018. The aim was to review the council's performance, identifying individual areas where performance was below that expected, and to reduce risks to an acceptable level.
- 3.2 Members were Mrs P Dignum (Chairman), Mrs C Apel and Mrs P Plant.
- 3.3 Members used the council's Pentana performance management system report to review progress on key projects and performance indicators that support the Corporate Plan 2018-2021.

4. Monitoring and Review

- 4.1 The Group discussed the Site Allocations Development Plan Document (DPD) which had a red status update. Members agreed that as the delay had been caused by the wait for the Inspector's report the red marker was understandable and therefore not of further concern.
- 4.2 The Group also discussed the time taken to process new claims for benefits which had a red PI. It was explained that a large scale review of the revenues and benefits section had taken place and a new structure had been implemented on 1 April 2018. The revenues and benefits team had been restructured and a customer-facing Client Support Team had been created. The support team should have 12 posts but due to staff turnover had been operating with five vacancies. Officers were able to confirm that the vacancies had been filled which should result in an improvement in performance.
- 4.3 The Group then discussed Choose Work which had two red PI's. The first related to the number of clients helped by the service and the second to the number of clients securing employment at the end of the programme. Officers clarified that the service should have two members of staff but had recently had one post vacant.

Given the reduction in the capacity of the team the Group understood the reason for the red PI. With regard to clients securing employment officers explained that only those clients who had secured paid work rather than work experience placements had been counted in the statistics.

- 4.4 The Group requested further information on the recruitment to the Choose Work vacancy. Following the meeting Mrs Bushby, Divisional Manager confirmed that the post had been filled with the successful applicant due to start at the end of November.
- 4.5 The Group then discussed Universal Credit which had an amber status update. Officers explained that the impact on the number of claims that the council handles is difficult to judge at this early stage. The Group discussed the support that officers provide to claimants and agreed that the council was doing all it could. It was agreed to monitor in six month's time.
- 4.6 The Group discussed reported crime which had an amber PI. Officers confirmed that the previous year's increase in crime had been significantly higher (17.5% compared to 4.9% this year). Members requested further information on the reason for the increase. Following the meeting Mrs Bushby was able to confirm that the increase is almost entirely due to theft from vehicles organised by gangs from outside of the district.
- 4.7 The Group also discussed working days lost due to sickness absence which had an amber PI. Officers confirmed that the Absence Management Policy had been revised and managers would be receiving training. Members requested officers continue to monitor short term sickness and asked for a breakdown of the accidents that had occurred at the Depot. Following the meeting Mr Buckley circulated a report listing the accidents that had been reported so far in this financial year.
- 4.8 The Group discussed two other amber areas; residual household waste, and Conservation Area Appraisals. In each case it was agreed that there was no concern.
- 4.9 The Group acknowledged the Novium amber project but were content that an update would be provided at the next OSC meeting.
- 4.10 Overall the Group considered that there were good explanations for areas of the Corporate Plan where targets had not been met; some were outside the council's control, others showed great input making a difference, some needed a little more time.

5. **Consultation**

- 5.1 The Group agreed there was no requirement for consultation as officers were able to answer all concerns satisfactorily.
- 5.2 Members remaining questions were circulated the appropriate officers for response.

6. **Community impact and corporate risks**

6.1 There was a feeling that the limited number of concerns raised from a huge range of projects showed the council's high standards and care in carrying out its Corporate Plan priorities.

7. **Other Implications**

	Yes	No
Crime & Disorder:	X	
Climate Change:		X
Human Rights and Equality Impact:		X
Safeguarding:		X

8. **Appendices**

Corporate Plan 2018/19 mid-year progress report

9. **Background Papers**

None