



# EAST NORTHAMPTONSHIRE COUNCIL

## *Performance Panel*

Minutes of a meeting held on Thursday 21 May 2009 at 7.30pm, in the Members' Room, East Northamptonshire House, Thrapston.

### Present:

#### Councillors:

Glenvil Greenwood-Smith  
Gill Mercer

Duncan Reid  
Phillip Stearn

#### Officers:

Lisa Hyde (LH) – Head of Policy and Community Development  
Emma Gadsby (EG) - Policy and Performance Manager  
Sacha Drew (SD) - Performance Officer  
Peter Cooper (PC) – Democratic Services (Minutes)

### ACTION

#### 1. APPOINTMENT OF CHAIRMAN

##### 1.1 RESOLVED:

That Councillor Greenwood-Smith be appointed Chairman of the Panel for 2009/10.

#### 2. APOLOGIES

2.1 Councillor Barbara Jenny sent her apologies.

#### 3. DECLARATIONS OF INTEREST

3.1 No interests were declared.

#### 4. MINUTES

4.1 The minutes of the meeting held on 5 March 2009 were received and approved and the Panel noted the action taken.

#### 5. END OF YEAR AND FOURTH QUARTER PERFORMANCE 2008/09

##### (a) End of Year Performance

5.1 EG reported on the Council's end of year performance for 2008/09 and the Panel noted:

- the Summary of Performance against corporate outcomes for 2008/09
- that the results of the Place Survey for Northamptonshire, undertaken in 2008, had not yet been released by the Audit Commission.

**(b) Fourth Quarter Performance**

- 5.2 EG reported on the Council's performance under the statutory national and local performance indicators for the period from 1 January to 31 March 2009.
- 5.3 The measures within tolerance, with no targets set, and missing values for the fourth quarter were submitted for information.
- 5.4 The over and under performing indicators for the fourth quarter were submitted for consideration and the Panel made comments on the indicators as follows:

**(a) Over Performing Indicators**

CSC Cleaner Indicators - Members noted that the Enviro Crime Strategy was progressing.

ENENV48 (Number of schools holding the 'Heartbeat' Award) – It was **agreed** that the Environmental Services team be congratulated on exceeding the target set for this indicator. **EG**

ENENV24 (Number of non decent homes with vulnerable occupants made decent) – The Panel requested that a definition be provided to explain the meaning of "non decent homes." EG would provide this information at the next meeting in July. **EG**

ENENV54 (Percentage of people attending and passing food safety and health and safety courses) – Members asked for clarification on the number of people attending these courses. EG would provide this information at the next meeting in July. **EG**

It was **agreed** that articles be placed in the performance supplement of the Nene Valley News to publicise the work undertaken by the Council under indicators ENPCD42U(A) (Percentage of residents citing NVN as main council information sources), ENCS09 (Percentage of customers seen within 5 minutes at all reception areas) and ENENV40/88 (Number of collections missed per 100,000 collections of waste). **EG**

ENREV10 (Amount of HB overpayments recovered within 3 years as a percentage of debit raised) – It was **agreed** that the Revenues and Benefits service be congratulated on exceeding the target set under this indicator. **EG**

It was **agreed** that a report be made by the Head of ICT to the next Panel meeting in July on indicators ENICT11 (Percentage of external facing system availability) and ENICT03 (Percentage of core system availability). **EG**

ENPCD41 (Percentage of press releases published/used) – It was **agreed** that the Communications Team be congratulated on exceeding the target set under this indicator **EG**

**(b) Under Performing Indicators**

NI008(A) (Adult participation in sport) – It was **agreed** that the lower than expected figure in this indicator be considered by ENable LSP. **EG**

	ENPL29 (Number of unauthorised encampments) – Members asked that information be provided on progress of the enhancement of the traveller site adjacent to the A6 and A45.	<b>ACTION EG</b>
	ENPL36/219a(A) (Total number of conservation areas reviewed) – The Panel requested clarification on the previous performance of this measure. EG would provide this information at the next meeting in July.	<b>EG</b>
	ENOD06(A) (Percentage of staff with the right knowledge, skills and behaviours) – Members asked that the number of staff undertaking appraisals under this indicator be checked. EG would provide this information at the next meeting in July.	<b>EG</b>
5.5	LH reported that it was intended to review the options for the presentation and number of measures reported and it was <b>agreed</b> that this review be undertaken at the next Panel meeting in July. The Panel also requested that a new indicator for Planning Appeals be considered at the same meeting and LH confirmed that this would be done.	<b>LH/EG EG</b>
<b>6.</b>	<b><u>DATES OF FUTURE MEETINGS 2009/10</u></b>	
6.1	It was <b>agreed</b> that further meetings of the Panel for 2009/10 be held on the following Thursdays in the Members' Room at 7.30pm: 23 July, 17 September, 19 November 2009, and 25 February 2010.	<b>PC</b>