

COMMENTS FROM OVERVIEW AND SCRUTINY PANEL (PERFORMANCE AND GROWTH)

INTEGRATED PERFORMANCE REPORT 2019/20, QUARTER 3

- 7.1 The Panel received the Integrated Performance Report 2019/20, Quarter 3 at its meeting on 5th February 2020.
- 7.2 Councillor Gaskin was concerned that the energy use rise (performance indicator 29) was attributed to bad weather, however the Member was assured that after analysing the data, the explanation of bad weather was correct.
- 7.3 Carrying on the theme of energy usage, Councillor Gaskin commented that he thought Council Anywhere would have a beneficial impact upon energy use as Officers chose to work from home more often. In response, Members were informed that the Council was currently rolling out laptops to Officers, but it is anticipated that as Officers choose to work from home more often that may have a beneficial impact upon energy use in next year's performance report – however the cost of heating buildings is, to an extent, a fixed cost.
- 7.4 Concern was raised that 71% of the Staff Survey results were worse than 2018 results (performance indicator 34c). The Panel was informed that the reason for the worse results could be that the response rate was higher in 2019 and that could affect the trend. Members were assured that the Staff Survey results have been reviewed at length by the Employment Committee. The Panel was reminded that 86% of the 2019 results remained better than the 2017 results, and that an action plan would be put in place to look at the key areas that required improvement. Staff Council are involved in this process, ensuring involvement from across the Council.
- 7.5 Members were concerned that the new parking machines are taking longer than anticipated to install. It was explained that installation at earlier sites had highlighted a number of issues which need resolving before proceeding with subsequent installations. This has had a robust response from Officers at Director level. In addition, the contractor due to carry out the installation was taken over which caused a delay.
- 7.6 A discussion ensued regarding parking charges, which is forecast to produce a £1.5m surplus this year. It was confirmed that this is down on the forecast due to £34k on the staggered delivery of the new car parking machines and £40k on the free after three initiative in December.
- 7.7 It was noted that the Council is significantly on target regarding homelessness preventions, but Members wanted assurance that the Council would continue to treat the issue as a priority. In response, the Executive Councillor for Housing and Economic Development stated that the issue remained a high priority for the Council and that there is a significant amount of resources dedicated to tackling the issue.