

EPHING FOREST DISTRICT COUNCIL COMMITTEE MINUTES

Committee: Finance and Performance Management Cabinet Committee **Date:** Thursday, 18 July 2019

Place: Council Chamber - Civic Offices **Time:** 7.00 - 7.24 pm

Members Present: Councillors S Stavrou (Chairman), S Kane, J Philip, C Whitbread and A Lion

Other Councillors: Councillors

Apologies: H Whitbread

Officers Present: J Chandler (Service Director (Community & Partnership Services)), S Kits (Social Media and Customer Services Officer), V Messenger (Democratic Services Officer) and R Perrin (Democratic Services Officer)

8. Webcasting Introduction

The Chairman reminded everyone present that the meeting would be broadcast live to the Internet and that the Council had adopted a protocol for the webcasting of its meetings.

9. Substitute Members

The Committee noted that Councillor A Lion would substitute for Councillor H Whitbread for this meeting.

10. Declarations of Interest

There were no declarations of interest pursuant to the Council's Code of Member Conduct.

11. Minutes

Resolved:

That the minutes from the meeting held on 20 June 2019 be read and signed as a correct record by the Chairman.

12. Corporate Plan Action Plan Year 2 Performance Report - Quarter 1 2019/20

The Community and Partnership Services Director, J Chandler presented the Quarter 1 performance in relation to the Key Performance Indicators(KPI) & Work Programmes within the Corporate Plan. Several changes had been suggested by the Stronger Council Select Committee, who had reviewed the Corporate Plan Action Plan Year 2 on 9 July 2019.

The Community and Partnership Services Director advised that the Action Plan would continue to evolve and incorporate key milestones for annual measures, that

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would update members on the quarterly performance of the various work programmes.

The following updates were given:

- 1. Engaging with the changing needs of our customers - Increased Customer Satisfaction – The overall target had been increased by the Stronger Council Select Committee to 75% and then to 80% by the O&S Committee.
- 6. Enabling communities to support themselves – Increase new leisure centre attendees year on year – The overall target for this KPI would be revised, and it was planned to include figures across a range of leisure activities including swimming, gym use etc. This was welcomed by the Committee.
- 7. Keeping the district safe – Community Safety Hub added value – To correct a typo from ‘disposables’ to ‘disposals’. The comments would also be updated to confirm that the two self generated actions had been completed and only two externally generated tasks were outstanding, and this was due to ongoing case investigations with Essex Police. Hence, there would be cases going forward across quarters, where ongoing investigations were taking place.
- 18. Working with commercial partners to add value for our customers – Partnership Working – The Stronger Council Select Committee agreed to remove this KPI, in favour of a new measure for the savings produced from shared service partnership working.

The Committee were concerned whether the KPIs were focused on the correct measures and whether the residents would think that they were also important. The Community and Partnership Service Director advised that performance reporting had undergone a transformation and reduction in the amount of KPIs that the Council was now measuring, and she would take these comments back to the Officers working group to discuss.

The Committee commented that it was important to have targets in place and although more information needed to be included in the Comments section they were happy with the new format. The Community and Partnership Services Director advised that with the milestones, further narrative being included, and the reporting cycles be considered, members would be presented with real time information on the Performance Reports.

RESOLVED:

That the Committee noted the Quarter 1 performance in relation to the key Performance Indicators & Work Programmes within the Corporate Plan.

13. Any Other Business

It was noted that there was no urgent business for consideration by the Committee.

CHAIRMAN