

EPPING FOREST DISTRICT COUNCIL COMMITTEE MINUTES

Committee: Finance and Performance Management Cabinet Committee **Date:** Thursday, 14 November 2019

Place: Council Chamber - Civic Offices **Time:** 7.00 - 7.15 pm

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

Apologies: H Whitbread

Officers Present: N Dawe (Interim Strategic Director & Chief Financial Officer), S Kits (Social Media and Customer Services Officer), V Messenger (Democratic Services Officer) and R Perrin (Democratic Services Officer)

21. 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.

22. Substitute Members

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

23. Declarations of Interest

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

24. Minutes

RESOLVED:

That the minutes from the meeting held on 26 September 2019 were read and signed as a correct record by the Chairman.

25. Financial Report Six Months to the end of September 2019

The Strategic Director, N Dawe reported that in revenue terms, the Authority currently had a £3 million underspend with a forecast year-end position of break-even.

The following points were noted;

- The charge variances for car parking income was below target following the previous years increase and a report had been submitted to Cabinet on 6 January 2020.
- The underspend of £343,000 related to a number of issues including 60 vacancies that were being held to off-set 40 at risk staff under the staff restructuring, which would be completed by the end of December 2019.
- Two thirds of saving programmes had been achieved and action was now required to deliver the outstanding schemes or to find alternatives scheme by the end November 2019.

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- The housing scheme delay had been the main reason for the underspend and a report would be submitted to Cabinet 6 January 2020.
- The Directorates required no further action although the Housing and Business Services variances required monitoring.
- There were no actions required for long-term assets and liabilities, current assets and liabilities and reserves.

The Committee commented that the report was very easy to read and understand.

RESOLVED:

- (1) The Committee noted the new format of summary financial report; and
- (2) The Committee noted the six month financial report to the end of September 2019.

26. Corporate Plan Action Plan Year 2 Performance Report

The Strategic Director, N Dawe presented the report for quarter 2 performance in relation to the Key Performance Indicators & Work Programmes within the Corporate Plan.

The exceptions report provided the Committee with the relevant key updates as follows;

Stronger Communities

- Increased Customer Satisfaction – The annual target and progress was being made within Customer Services as the Customer Promise and service standards had been introduced.
- Improved Customer First Contact – The annual target was hoped to be achieved by the end of the year as more services moved into the contact centre. This would enable more calls being resolved at first point of contact.

The Customer Services Portfolio Holder advised that the contact centre was in the process of taking on more service areas, to ensure a first contact resolution for customers. There would also be an external satisfaction survey completed every six months to monitor the service going forward.

Stronger Place

- Local Plan Programme – Progress had been slower than expected and relied on external factors.
- St John's Road Programme – The programme remained on track however the change in date of the Cabinet meeting from the 11 December 2019 to 6 January 2020 had occurred due to the General Election on 12 December 2019.
- Increase in Recycling/Reduction in household waste - Targets were exceeded in relation to increased recycling and the reduction in household waste.

Stronger Council

- People Strategy Programme – It was in the final stages although some areas had received a further consultation period up until December 2019.

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- Accommodation Strategy Programme – Further details on the refurbishment designs were required which would be addressed following the Cabinet decision on 29 October 2019.

The Committee asked that the figures within the corporate objective 6. Provide Culture & Leisure be consistent with the first table so that members could compare the Quarter Values and Target with regards to the status of the direct debt figures and casual swimmers.

RESOLVED:

That the Committee noted the Quarter 2 performance in relation to the Key Performance Indicators & Work Programmes within the Corporate Plan.

27. Any Other Business

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

CHAIRMAN