



# Minutes

Name of meeting	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
Date and time	<b>THURSDAY, 12 MAY 2011 COMMENCING AT 5.00PM</b>
Venue	<b>COUNTY HALL, NEWPORT, ISLE OF WIGHT</b>
Present	Cllrs Wayne Whittle (Chairman), George Cameron, Vanessa Churchman, John Hobart, Heather Humby, Julie Jones-Evans, Gary Taylor, Ian Ward, Margaret Webster
Officers Present	Mr Steve Beynon, Mr Dave Burbage, Mr Barry Cooke, Mr Chris Mathews, Mr Bob Streets, Mr Paul Thistlewood
Apologies	Cllrs John Hobart, Colin Richards
Cabinet Members (non-voting)	Cllrs George Brown, David Pugh
Other members present (non-voting)	Cllr David Williams

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37. [Minutes](#)

RESOLVED :

THAT the Minutes of the meeting held on [17 March 2011](#) be confirmed.

38. **Declarations of Interest**

There were no declarations made at this stage.

39. [Capital Receipts Programme 2011-14](#)

Consideration was given to the draft capital receipts programme for 2011-14. It was intended that this would be shortly be approved by way of a cabinet member delegated decision. Within the relevant section of the constitution was an opportunity for the committee to consider the contents of the programme.

The Strategic Manager for Assets advised that the inclusion of a property within the programme did not necessarily mean that it would be disposed of. The council had a property rationalisation plan and the capital receipts programme identified possible intentions with properties that were surplus to requirements. Within the process for disposal would be notification to the local member.

The cabinet member indicated that he would not wish to make a decision for disposal unless he was satisfied that any concerns had been properly taken into account. If a member continued to have concerns then there was the ability to seek a call in.

The committee was advised that the council was only able to dispose of its properties if they were no longer required for service delivery and could not act as a property speculator and dispose of its assets if they still had an operational purpose. The draft programme did include a number of youth centres which could only be progressed once the cabinet had considered the future requirements for the youth service following its restructuring.

Discussion was held on the condition of many of the council's properties. The cabinet member did not believe it would be appropriate to include a short comment in the programme of the condition of each property. The reduction in the number of properties would assist in the council attempting to overcome the substantial maintenance backlog that it had. It could not utilise capital receipts for maintenance purposes. Some capital receipts arising from the disposal of school property would be used to assist in the delivery of the school capital programme.

Members believed that it would be helpful for each property included on the programme to have a reference number together with an indication of when it first appeared in it. This would assist the committee in tracking progress on an annual basis.

**RESOLVED :**

THAT in future each item on the capital receipts programme should be numbered for ease of reference and the year of inclusion be shown as part of this.

**40. Performance and Budget**

(a) **[Quarterly performance and strategic risk management report quarter 4 2010/11](#)**

A number of questions had been submitted by the committee following the despatch of the agenda and responses had been provided. These were circulated at the meeting and enabled further questions or points of clarification to be raised.

In looking at the call centre costs and accessibility the volume of calls and time taken to respond to these was discussed. It was noted that staffing resources were based upon known call patterns. Work was also being undertaken on looking at the nature of the calls received to ascertain if this could be handled by other methods.

There had been no formal complaints about the standard of service received and verbal feedback was generally positive.

In terms of overall performance it was noticed that the percentage of targets missed had increased from 14% in 2008/09 to 34% in 2010/11. The measures where there was missing or unavailable information had reduced in the same

period from 40% to 4%. The Chief Executive outlined that the key areas where targets had been missed which included waste and recycling, number of children social care repeat referrals and determination of planning applications. Members were advised of what actions were being taken in connection with these areas to ensure more effective performance. There had to be a balance between the speed and number and the quality of the action taken. It also had to be recognised that for some actions the council was not the sole body responsible for service delivery.

The committee was told that the basket of indicators for 2011/12 were still being finalised by the cabinet members and strategic directors. The indicators would link in with the priorities contained in the Corporate Plan. The Plan would be submitted to the meeting of full council in June 2011.

In looking at the performance figures for complaints to the local government ombudsman members sought clarification as to the numbers involved. It was noted that the annual report from the ombudsman was made available on the council's website. The committee believed that it appropriate for it to receive this in the future as an agenda item. There was also discussion on the number of complaints handled by the council. This identified an increase in the number received since 2008/09. Officers felt that this had arisen as the result of improvements in the process and associated recording processes. The committee expressed a wish to have a more detailed report on complaints and would advise officers on what information it would like to be included.

**RESOLVED :**

- (i) THAT arrangements be made for the committee to visit the call centre.
- (ii) THAT in future the annual Local Government Ombudsman's report be submitted to the committee.
- (iii) THAT a more detailed report on complaints be brought to a future meeting of the committee.
- (iv) THAT the revised list of performance indicators be circulated to the committee when these have been finalised.

(b) **Budget 2010/11 and 2011/12**

The Strategic Director of Resources had prepared a draft budget timetable for 2012/13 which included key events and the involvement of the committee and scrutiny panels. Members were appreciative of having the timetable at an early stage which would be helpful to their involvement in the budget process.

The timetable included a workshop which would involve a range of key stakeholders. This would be on a similar format to the previous two years which had been successful in identifying peoples priorities and the areas that could be the subject of further consultations. An on line budget exercise had also been utilised and this had assisted in highlighting the complexity of the council's budget.

RESOLVED :

THAT the draft budget timetable for 2012/13 be agreed.

41. Forward Plan

The committee was made aware of items of relevance contained in the forward plan for May 2011 to August 2011.

The chairman raised concerns as to a number of items that had constantly slipped for a number of months. It was accepted that the forward plan was only indicative of the dates when items might be the subject of a decision. There was a need however for more explanation to be given by the cabinet member if an item slips for a period of more than three months. The leader accepted the comments made and suggested that rather a formal report being submitted to the appropriate scrutiny committee/panel this could be done by way of an e-mail to the relevant members.

Officers expanded on the details that would be involved in the proposed decision related to the polling stations and districts review.

RESOLVED :

THAT the leader be requested that where an item that appears on the forward plan slips by more than three months from the original date an e-mail should be sent out by the relevant cabinet member to the appropriate scrutiny committee/panel outlining the reasons for this.

CHAIRMAN