

PERFORMANCE REVIEW TEAM MEETING - Q1 2010/11

SERVICE AREA: CORPORATE

DATE: 17 August 2010

PRESENT: Cllr Stuart Langhorn; Roger Muckle ; Nadine Muschamp; Richard Tulej

NO	AGREED ACTIONS QUARTER 1	RESPONSIBILITY	PROGRESS
	PERFORMANCE MONITORING		
1	<p>Actions From Quarter 4 2009/10 Update</p> <p>Performance Monitoring</p> <p>a) NIs 171/172 VAT Business Registrations</p> <p>Information on NI 171 and NI 172 in respect of Business VAT registrations was considerably out of date –being produced some 2 years after the event. Need to check relevance of these indicators and if they are still a requirement for the LAA. If not, remove from Corporate Plan</p>	RT	<p>NI 171 is a Local area Agreement Indicator with Lancashire targets set .NI172 is not.</p> <p>There is a considerable time lag in collecting and reporting these indicators.</p> <p>Lancaster City Council is not the body responsible for collecting the data and it is recommended that these indicators are no longer reported through PRT's nor included in the Corporate Plan.</p>

	<p>b) Local KPI 1 Increase level of tourism spend by 3% from previous year</p> <p>Figures for 2009/10 not yet available. Ask Portfolio holder to review and monitor when available.</p> <p>c) Local KPI 7 No of Enquiries at Visitor Information Centres</p> <p>Concerns that number of enquiries had dropped significantly despite developing a new Lancaster VIC and extending opening hours at Morecambe VIC. Ask Cabinet member to review situation.</p> <p>Financial Monitoring</p> <p>d) Consider outturn variances in June</p> <p>e) HRA Responsive Maintenance Overspend</p>	<p>RT</p> <p>RT</p> <p>NM</p> <p>SL</p>	<p>Figures always produced after the end of the year therefore information is of limited value in terms of managing performance in this area – recommend that figures are no longer reported through the PRT process and removed from the Corporate Plan</p> <p>Officer review currently underway as part of the restructuring of Services that brought Customer Services and the VIC’s together.</p> <p>Complete –reported into July Cabinet</p> <p>Actions put in place – Will monitor position in quarter 2. See also Financial Monitoring action (1) below</p>
2	<p>PRT Process Refresh</p> <p>Need to ensure that there is consistency in individual Cabinet members PRTs. Paperwork needs to include information about all the responsibilities included in the Corporate Plan,</p>	<p>RCM/RT/NM</p>	

	<p>in particular:- performance information about Key Targets, Key Actions, and Listed Projects. Paperwork needs to be clear to include information appropriate to each cabinet member and this includes the allocation of corporate health indicators included in the Corporate Plan that were only reported to the Leader in quarter 1. A note should be produced from each individual Cabinet member's PRT setting out actions agreed that would be sent to the Leader for use in his 1:2:1s with cabinet members and also as background information for the Leader's Corporate PRT. This action should be implemented for the quarter 2 PRTs and discussed at an appropriate Cabinet briefing ahead of the quarter 2 PRT meetings.</p> <p>Cabinet members should note that PRTs are solely for monitoring Corporate Plan actions and not service business plan targets or other service delivery issues. These should be pursued outside PRT meetings.</p>		
3	<p>Shared Services</p> <p>Report requested for October Cabinet on latest position in respect of Shared Services to include progress made on Community Pools and Facilities Management.</p>	RCM	

4	<p>LDLSP – Use of Performance Reward Grant</p> <p>Report requested for October Cabinet on progress made within the LDLSP on allocating Performance Reward Grant monies</p>	RT	
	<p>FINANCIAL MONITORING</p>		
1	<p>HRA Responsive Maintenance</p> <p>Concern that this budget item is still overspending. Noted the actions that had been agreed by cabinet member and Hd of Service. Leader to meet with both to review the position.</p>	PL/SL	
2	<p>Search Fees</p> <p>Recent proposed legislative changes will impact of the level of fee income that the council can generate through personal search charges. This will have a significant impact on the budget and could be applied retrospectively. A cabinet report was requested once the legislative position became clear</p>	ST	
3	<p>NWDA Funding</p> <p>Attention was drawn to the potential loss of external funding following the abolition of the NWDA that currently helped finance teams within both the Regeneration & Policy Service</p>	HM/c/RT/AD	

	and the Community Engagement Service. A report was requested for October's Cabinet meeting setting out what the teams do, what the potential funding gap might be, and what options there might be for meeting this gap.		
4	<p>Salt Ayre Sports Centre & Community Pools</p> <p>Quarter 1 PRT information identified that the current level of savings included in the budget for Salt Ayre would not be achieved. It was noted that the Cabinet member had requested options to address the position and also further information in respect of the Community Pools.</p>	RT	
5	<p>Sundry Debts</p> <p>It was noted that a report was to be produced for quarter 2 PRTs that showed the level of debt over 6 months old for each service and the actions that had been taken to manage it.</p>	NM	
6	<p>Other Variances</p> <p>It was noted that other variances had been considered in the PRT meetings and were being monitored with a view to reporting further in quarter 2</p>	All	