

**BUDGET AND  
PERFORMANCE PANEL**

**6.10 P.M.**

**5TH NOVEMBER 2013**

**PRESENT:-** Councillors Tony Anderson (chairman), Dave Brookes, Janet Hall, Roger Mace, Richard Newman-Thompson, Emma Smith (substitute for Alycia James) and Susan Sykes

Apologies for Absence:-

Councillors Alycia James, Liz Scott and Keith Sowden

Also in Attendance:-

Councillor Eileen Blamire	Leader of the Council
Councillor Abbott Bryning	Cabinet Member with Responsibility for Finance, Revenues and Benefits

Officers in attendance:-

Mark Davies	Chief Officer (Environment)
Suzanne Lodge	Chief Officer (Health and Housing)
Andrew Clarke	Financial Services Manager
Anne Marie Harrison	Assistant Head (Partnerships)
Simon Kirby	Assistant Head (Wellbeing)
Stephen Metcalfe	Senior Democratic Support Officer
Tom Silvani	Democratic Support Officer

**14 MINUTES**

The minutes of the meeting held on 10 September 2013 were signed by the chairman as a correct record.

**15 ITEMS OF URGENT BUSINESS AUTHORISED BY THE CHAIRMAN**

There were no items of urgent business.

**16 DECLARATION OF INTERESTS**

There were no declarations of interest.

**17 COMPLIMENTS AND COMPLAINTS HALF YEARLY REPORT**

The Chief Officer (Environment) introduced a report to enable members to undertake performance monitoring of the complaints procedure.

Members were reminded that following the introduction of the revised Customer Comments, Compliments and Complaints policy it had been agreed by Cabinet in line with the recommendations of the Council's Overview and Scrutiny Committee that Budget and Performance Panel undertake regular half yearly monitoring of the complaints procedure. The report set out key data on the level and nature of complaints for the first half of 2013.

It was advised that the next report was due for completion of a full years' operation at which time fuller data would be available enabling a more detailed analysis to be presented

The panel discussed the information provided in Table 3 of Appendix 1 to the report, which set out total complaints split by reason and service area. The Chief Officer (Environment) advised that the information provided in future monitoring reports could be refined to allow for more effective scrutiny. It was advised that if members were concerned about specific aspects of the monitoring figures additional reports could be requested to provide further detail.

Members asked questions regarding the revised Customer Comments, Compliments and Complaints policy and officers provided answers accordingly. It was advised that the new policy took account of complaints made in a number of formats, not just written.

***Resolved:***

That the report be noted.

**18 SALT AYRE SPORTS CENTRE REVIEW**

The Chief Officer (Health and Housing) provided a report to update members on the ongoing review at Salt Ayre Sports Centre.

Members were reminded that following the previous report on Salt Ayre Sports Centre presented to members on 26 March 2013, the panel had resolved the following:

- (1) *That the report be noted*
- (2) *That a further report be presented to the panel once the review is completed, which it is noted is anticipated to be September 2013.*

The report updated members on the progress of the review, and highlighted how the scope of the review had changed since the last report to the panel in March 2013. The scope of the review was outlined to members who asked questions regarding both the long and short term proposals currently under consideration.

Members were reminded that at its meeting held on 11 June 2013 the panel had requested specific information on the approach to marketing Salt Ayre Sports Centre with particular emphasis on social media. This information was also included in the report and was outlined to the panel in detail.

***Resolved:***

- (1) That the report be noted.
- (2) That officers be thanked for previous reports submitted to the panel.

**19 CORPORATE PERFORMANCE MONITORING 2013/14**

The Assistant Head Community Engagement (Partnerships) and the Financial Services Manager introduced a joint report to present the corporate performance and financial monitoring reports at Quarter 2 of the 2013/14 performance monitoring cycle.

The Leader of the Cabinet and the Cabinet member with responsibility for finance were also in attendance to answer questions.

The report and appendices, which had been presented to Cabinet on 5 November 2013, provided a summary of overall performance, across all services and portfolios, in relation to the Council's Corporate Plan for Quarter 2 of the 2013/14 performance monitoring cycle.

Members discussed the report and appendices in detail.

Members asked questions regarding the amber indicator 'Council Tax as a % of Council Tax due'. It was queried as to whether the option to pay council tax over 12 months was available to all council tax payers. It was confirmed by the Financial Services Manager that this was the case.

The panel asked questions regarding information provided relating to the performance of commercial buildings. Members were informed that this information would be contained within further performance monitoring information. It was advised that an exercise was currently underway to look at these assets, and that it was expected that a report would be presented to Cabinet for consideration in the near future.

A member of the panel indicated that he wished to discuss details contained within the exempt appendix. It was agreed unanimously:

That, in accordance with Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the exempt appendix contained within this item of business, on the grounds that it could involve the possible disclosure of exempt information as defined in paragraph 3 of Schedule 12A of that Act.

***The press and public were excluded from the meeting at this point when it became necessary to refer to information in the exempt appendix.***

The panel discussed the information contained within the exempt appendix and asked questions of officers accordingly.

***The press and public were readmitted to the meeting at this point.***

***Resolved:***

That the report be noted.

**20 WORK PROGRAMME REPORT**

The Democratic Support Officer submitted a report to update members on the panel's work programme. Members were asked to consider whether they would like to include any further items in the work programme.

It was reported that the Overview and Scrutiny Committee, at its meeting held on 4 September 2013, had requested a report on the Impact on the Council of Welfare Reforms. Subsequently, at its meeting on 9 October 2013, the committee had agreed that this report should be referred to the Panel in order to avoid duplication. Members agreed to include this item on the work programme.

A briefing note regarding Public Services (Social Value) Act (with a particular emphasis on procurement) was provided to the panel. It was advised that should the panel wish to consider any issue contained within this briefing note a report could be requested for inclusion on the agenda of a future meeting of the panel.

***Resolved:***

That the report be noted and that the work programme be updated accordingly.

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Chairman

(The meeting ended at 7.00 p.m.)

**Any queries regarding these Minutes, please contact  
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