

BUDGET AND PERFORMANCE PANEL

Corporate Financial and Performance Monitoring 2015/16 – Quarter 1

08 September 2015

Report of Chief Officer (Governance) and Chief Officer (Resources)

PURPOSE OF REPORT

To present the corporate financial monitoring report for Quarter 1 of the 2015/16 monitoring cycle and provide an update on improvements being made in corporate performance management, monitoring and reporting and the effective use of business intelligence to inform decision-making. This report also provides information and data on the corporate complaints received for the whole of 2014 /15 and details of the extensive business improvement work that has been undertaken on the council's business travel arrangements and vehicle tracking and the ongoing plans to realise benefits and deliver efficiencies and service improvements going forward.

This report is public

OFFICER RECOMMENDATIONS

- (1) **That Budget and Performance Panel considers the Cabinet Report dated 01 September 2015 and attached appendices, making any comments and recommendations considered necessary.**

1. CORPORATE FINANCIAL AND PERFORMANCE MONITORING 2015/16 - QUARTER 1

- 1.1. The report attached at **Appendix A**, presented to Cabinet on 01 September 2015, provides a summary of financial monitoring for Quarter 1 of the 2015/16 performance monitoring cycle. It also gives an update on improvements being made in the corporate performance management, monitoring and reporting arrangements and actions being planned to make more effective use of business intelligence to inform decision-making.
- 1.2. Budget and Performance Panel are asked to consider the Cabinet report and attachments in line with their Terms of Reference within the Constitution relating to the monitoring and review of the council's performance.

2. CORPORATE COMPLAINTS ANALYSIS 2014 / 2015

- 2.1. Set out at **Appendix B** is the data for corporate complaints received, in line with the council's Complaints Policy, for the whole of 2014 / 2015, as presented to cabinet on 04 August 2015.
- 2.2. The tables and graphs set out that a total of 120 complaints were received across all Services and provides an analysis of:
- *Number of Complaints by Service;*
 - *% Complaints by Stage (Stage 1; Stage 2 and Ombudsman);*

- % *Complaints by Status* for each stage (*Not upheld; Partially Upheld and Upheld*), and;
 - *Number of Complaints by Type* (*Unhelpful attitude of employee; Neglect or unjustifiable delay; Malice, bias or discrimination; Failure to take account of relevant matters, Failure to follow procedures*).
- 2.3. The Complaints Policy provides an ‘*Overview of the complaints procedure*’ which makes it clear that all frontline staff are ‘...*empowered to resolve problems at the point of service delivery without recourse to the formal complaints procedure.*’ These instances are not reflected in the reported data which deals only with formal complaints at two stages:
- **Stage 1** – dealt with by a senior officer within the Service
 - **Stage 2** – a review by the Chief Officer (or their delegated senior officer) who is not the subject of the complaint

In addition, in exceptional circumstances (e.g. where it is felt that a satisfactory resolution will not be reached) the Chief Executive may ask the Local Government Ombudsman to consider the complaint without it having been through the council’s complaints procedure.

- 2.4. The analysis of corporate complaints shows a positive reduction in the number of complaints received in the second half of the year, particularly in Environmental Services where, as a frontline service the majority of complaints are received.

3. CORPORATE BUSINESS TRAVEL AND VEHICLE TRACKING

- 3.1. During 2014/15 a major business improvement review was undertaken to determine the extent of business travel across the council and to gain a clear understanding of current business travel needs from both an operational and customer perspective.
- 3.2. The detailed report and process analysis of the council’s business travel arrangements, initially considered by the Management Team in March 2015, set out numerous options and solutions that could be considered and implemented at an individual service and corporate level to reduce and, in some cases, eliminate business travel through:
- alternative transport arrangements;
 - greater/better use of technology and mobile and remote working;
 - better understanding of customer demand and considering opportunities to change customer expectations of the services the council provides;
 - business improvement techniques and the redesigning of work activities and travel planning;
 - better use of business intelligence and analytics;
 - improved communications to provide a ‘one-stop-shop’ of information on work travel; journey planning; available technology (i.e. audio and video conferencing), guidance and policy;
 - reviewing the council’s fleet management and use of telemetry
- 3.3. An update, presented to Management Team in May, outlined that much needs to be done in 2015/16 (and beyond) and that strong leadership will be essential to fully realise the benefits of the review and deliver efficiencies and service improvements. Chief Officers undertook to take a lead on reassessing business travel within their Services taking advantage of the options and opportunities set out in the Corporate Business Travel review.
- 3.4. Supplementary to the Business Travel Review, arrangements have been made, with the agreement of Chief Officers, for the phased cessation of the essential car user designation during 2015/16 based on a consideration and

analysis of the characteristics of officers work activities and related mileage data.

- 3.5. This is part of the wider work to achieve the Council's stated aim to that '*no employee being under any obligation to use their own vehicle for business use*' and which has resulted in the development, implementation and administration of pool car arrangements across all Services, commencing with an initial six vehicles being made available from 01 July 2015.
- 3.6. The use of pool cars will be monitored throughout the current year. Based on the assumption that officers with essential car user designations will either use the pool cars provided, or their own vehicle claiming casual user mileage rates, possible savings have been calculated of between £7,200 and £10,700 in 2015/16 and £55,000 and £93,900 in subsequent years.
- 3.7. In mid-January 2015, the council acquired a vehicle tracking (telemetry) system the units for which have now been fitted to most of the council's vehicle fleet, including refuse collection vehicles, panel vans, large goods vehicles, road sweepers, various grounds maintenance equipment and, more recently, the six pool cars.
- 3.8. An initial evaluation of the data from the telemetry system has identified a number of possible opportunities to change driver behaviour and the way that services are delivered to make the best and most efficient use of the council's fleet. The initial findings have been considered by Chief Officers and advantage will be taken of the ongoing monitoring of the council's fleet and the realisation of opportunities going forward.

CONCLUSION OF IMPACT ASSESSMENT
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(including Health & Safety, Equality & Diversity, Human Rights, Community Safety, Sustainability and Rural Proofing)

None arising from this report

LEGAL IMPLICATIONS

None arising from this report

FINANCIAL IMPLICATIONS

As set out in the attached Cabinet Report and appendices
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OTHER RESOURCE IMPLICATIONS

Human Resources / Information Services / Property / Open Spaces: As set out in the relevant appendices

SECTION 151 OFFICER'S COMMENTS

The Section 151 Officer has been consulted and has no further comments.

MONITORING OFFICER'S COMMENTS

The Monitoring Officer has been consulted and has no further comments.
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BACKGROUND PAPERS

Corporate Plan 2015 – 18
Performance Management Framework

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