

Minutes of a meeting of the **JOINT PERFORMANCE MONITORING PANEL AND POLICY DEVELOPMENT PANEL** held in the Council Chamber, Council Offices, Priory Road, Spalding, on Monday, 16 May 2016 at 6.30 pm.

PRESENT

B Alcock - Chairman

G R Aley
D Ashby
J R Astill
M D Booth
T A Carter
L J Eldridge

P C Foyster
R Grocock
A Harrison
C N Johnson
J L King
J D McLean

A M Newton
M J Pullen
J L Reynolds
A C Tennant
J Tyrrell

Apologies for absence were received from or on behalf of Councillors C J T H Brewis, R Clark, G K Dark and A R Woolf.

In Attendance: The Corporate Improvement and Performance Manager, the Executive Manager - People and Information, the Digital and Customer Access Manager, the Change and Performance Manager, the Client-Side Contracts Officer, the Business Transformation Officer, the Business Intelligence Officer and the Democratic Services Officer.

1. ELECTION OF CHAIRMAN

Consideration was given as to who should preside over the Joint meeting of the Performance Monitoring Panel and Policy Development Panel.

AGREED:

That Councillor B Alcock act as Chairman for the duration of the joint meeting of the Performance Monitoring Panel and Policy Development Panel.

2. DECLARATION OF INTERESTS

There were none.

3. EXCLUSION OF PRESS AND PUBLIC

AGREED:

It was resolved that, under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraphs 3 and 4 of part 1 of Schedule 12A of the Act.

Action By

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4. TRANSFORMATION PROGRAMME PROGRESS UPDATE

Consideration was given to a highlight report which provided an update on performance of the Transformation programme to date.

The Corporate Improvement and Performance Manager provided information on the various projects, and how they were progressing as part of the programme.

AGREED:

- a) That the information provided be noted;
- b) That outcomes from the procurement exercise being undertaken to address the ICT Options Appraisal would be addressed at a future workshop session; GP
- c) That the LGA be invited to the next joint Panel meeting to facilitate liaison with the Panel on the area of Organisational Design; GP
- d) That videos from the Digital Passport Training Course be made available to members if required; GP
- e) That details of the cost of the Digital Passport Training be provided to Panel members; GP
- f) That if there was any slippage on the programme, officers would report back to the joint Panel advising why this had happened; GP
- g) That a detailed report on the budget and how the programme was performing against it be brought to the next meeting; GP
- h) That as part of the Organisational Design workstream, the CSU be added to the programme and officers would report back to the Panel with dates; and GP
- i) That the Develop Investment Asset Portfolio to maximise income project be brought back to the Panel for further debate. GP

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5. EXCLUSION OF PRESS AND PUBLIC

AGREED:

It was agreed that, following conclusion of consideration of the above item, members of the public be invited to rejoin the meeting.

6. SERVICE REVIEW SPECIFICATION

Members were provided with a copy of the Service Review Specification. The Corporate Improvement and Performance Manager advised that it was a guide on the process of undertaking a service review, and the types of issues that should be considered.

Service review would be conducted via a two stage approach:

Stage 1 – Streamlining and making it efficient.

Stage 2 – Redesigning the structure for the future.

Members considered the document and the following comments were made:

- What methodology was being used to deliver the processes?
 - A fluid approach was being adopted. Various systems were being used and the most applicable would be applied to individual situations. Officers on their own would not make the final decision with regard to each service review. They would formulate recommendations for the future of each service and members would then make the final decision based on these recommendations.
- It was felt that the wording for the Service Review specification needed to be more positive. This was an opportunity for change and to find different, more effective ways of working. The specification needed to reflect this aim.

7. THE LGA AND ORGANISATIONAL DEVELOPMENT

Members were provided with slides detailing the People Plan for Moving Forward. They were advised that this gave only the bare bones of the plan and that it was still a work in progress. Work was being undertaken with the Local Government Association (LGA). It was suggested that members consider the information prior to the next joint Scrutiny meeting where the issue would be

GP

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considered further with the input of a facilitator from the LGA who would be in attendance.

8. CUSTOMER SATISFACTION

The Corporate Improvement and Performance Manager provided a brief background on customer satisfaction, after which members split into three groups to consider the following areas:

- Resident digital engagement with the Council.
- Resident engagement and feedback into shaping transformation projects.
- Other forms of engagement by residents with Council services.

The sessions were facilitated by officers who provided information on each of the areas, answered questions and noted issues and ideas raised by members.

(The meeting ended at 8.07 pm)

(End of minutes)