

Decisions of the Performance and Contract Management Committee

15 November 2016

Members Present:-

Councillor Anthony Finn (Chairman)
Councillor Sury Khatri (Vice-Chairman)

Councillor Geof Cooke
Councillor Jess Brayne
Councillor Rohit Grover
Councillor Kathy Levine
Councillor Arjun Mittra

Councillor John Marshall
Councillor Reema Patel
Councillor Shimon Ryde
Councillor Peter Zinkin

1. MINUTES OF THE PREVIOUS MEETING

The Chairman of the Performance and Contract Management Committee, Councillor Anthony Finn welcomed all attendants to the meeting.

RESOLVED that subject to the addition of the names of Councillor Arjun Mittra and Councillor Barry Rawlings (Substitute) on the front page, the minutes of the previous meeting held on 6 September 2016 be agreed as a correct record.

2. ABSENCE OF MEMBERS

None.

3. DECLARATIONS OF MEMBERS DISCLOSABLE PECUNIARY INTERESTS AND NON-PECUNIARY INTERESTS

The following interests were declared at the meeting:

Councillor	Agenda Item(s)	Interests declared
John Marshall	7, 8	Non-pecuniary interest by virtue of being a School Governor at various schools in Barnet. Non-pecuniary interest by virtue of being a Council appointed Director for Barnet Group, Your Choice Barnet and Barnet Homes.
Arjun Mittra	7, 8	Non-pecuniary interest by virtue of being tenant of Barnet Homes. interest by virtue of currently working for the GLA
Jess Brayne	7, 8	Non-pecuniary interest by virtue of being a leasehold tenant together with her partner of Barnet Homes.

4. REPORT OF THE MONITORING OFFICER (IF ANY)

None.

5. PUBLIC QUESTIONS AND COMMENTS (IF ANY)

The Committee noted the details of the received public questions and the public answers which were published ahead of the meeting. Responses to the supplementary public questions were provided verbally by Officers at the meeting.

Mr John Dix addressed the Committee and made a public comment in relation to agenda item 8 (Year Three Review of Customer and Support Group (CSG) Contract).

6. MEMBERS' ITEMS (IF ANY)

There were none.

7. QUARTER 2 PERFORMANCE MONITORING 2016/17

The Chairman introduced the item and invited the Interim Strategic Lead for Programmes & Performance, Jamie Masraff to present the item.

Mr Masraff provided a verbal summary to the Committee about the progress for Quarter 2 against the Corporate Plan.

The Head of Customer Strategy and Programmes, Kari Manovitch updated the Committee about the positive direction of travel in terms of customer experience. She noted that the overall customer service ratings for this quarter are above targets and performing well.

Following a query from the Committee about improving usage of web forms, Ms Manovitch stated that figures shown are not fully reflective as this does not include all web forms used, only those that come under CSG responsibility.

Ms Manovitch spoke about the efforts undertaken to encourage use of web forms to increase online interaction. The shift in direction was also noted by virtue of data which showed an increase in usage of web forms and reduction of face to face/ phone calls.

The Assistant Director for Community and Wellbeing, James Mass provided an update to the Committee about the consultation due to be undertaken with the Director for Adult Social Services in Oxfordshire, John Jackson. Mr Jackson has been commissioned by Barnet to advise as to the review of the Adults budget, with a view to identifying solutions for long term sustainability. This will inform the Transformation Plan and the forthcoming performance monitoring report.

In relation to a comment from the Committee, Mr Mass noted that the Adults and Safeguarding Committee will receive a report on performance made in 2016-17 at its January meeting. It was agreed that this report be circulated to this Committee for information. **(Action)**

Deputy CEO for Barnet Homes, Derek Rust updated the Committee about the demand for homelessness services. Mr Rust noted that households in temporary accommodation have decreased. The Committee heard that the focus will continue to be aimed at:

- anticipating demand
- early intervention and prevention of homelessness and
- assisting families at an early stage.

The Committee noted the Corporate Risk Register and Risk Management Framework as set out in the appendices J and K. The Committee also noted that the Framework can be included in the Corporate Risk Register. It was noted that following a comprehensive review of the approach to risk management, a refreshed framework has been developed to set out the different risk management levels. Risk registers have also been updated as part of the review which are monitored on a quarterly basis.

The Chairman moved a motion, which was seconded and agreed, to amend the wording of recommendation 7:

The Committee approve the refreshed risk management framework, as detailed in Appendix K and note the Corporate Risk Register as detailed in Appendix J.

It was therefore **RESOLVED** that:

1. **The Committee scrutinised the performance and risk of services, especially in relation to delivering the Corporate Plan, and (if necessary) make recommendations to other committees on the policy and commissioning implications.**
 2. **The Committee noted the agency costs for Quarter 2 2016/17, as detailed in paragraph 1.5.**
 3. **The Committee noted the Quarter 2 2016/17 revenue budget and forecast position, as detailed in paragraph 1.8.**
 4. **The Committee noted the additions and deletions (which include virements) and approved the accelerations and slippages in the capital programme, as detailed in paragraph 1.9.**
 5. **The Committee noted the savings delivered in Q2 2016/17, as detailed in paragraph 1.10.**
 6. **The Committee noted the treasury position outlined in paragraph 1.24.**
 7. **The Committee approved the refreshed risk management framework, as detailed in Appendix K and noted the Corporate Risk Register as detailed in Appendix J.**
8. **YEAR THREE REVIEW OF CUSTOMER AND SUPPORT GROUP (CSG) CONTRACT**

The Chairman welcomed the Year 3 CSG Contract Review report and commended the work of the Members' Working Group and the officers involved.

Following discussion, the Chairman moved to the recommendation as set out in the report. It was agreed to hold separate votes in relation to Recommendation 3b.

The votes in relation to Recommendation 3b were declared as follows:

For	6
Against	5
Abstentions	0

The votes in relation to the remaining recommendations were declared as follows:

For	11
Against	0
Abstentions	0

It was therefore **RESOLVED** that:

1. That the Committee noted the content of the report, along with the proposed service improvements and savings, as set out in the body of the report and summarised in Appendix A to this report.
2. That the Committee noted that the Chief Operating Officer is authorised under the existing Scheme of Delegation to conclude negotiations and finalise the necessary contractual arrangements to effect these changes.
3. That the Committee endorsed the following proposals, which will be taken forward through existing officer delegations:
 - a. The establishment of two dedicated ICT project support teams, as set out in paragraph 1.70 of the report; and
 - b. The revised payment arrangements for the CSG contract in 2017, as set out in paragraph 1.74 of the report.
4. That the Committee agrees that progress on the following items be considered by the Member-led CSG Working Group and the outcomes reported to the Performance and Contract Management Committee before the end of the financial year:
 - a. Revisions to the suite of Key Performance Indicators and updated list of contractual commitments, as referenced in paragraph 1.52 of the report;
 - b. The Partnership Development Strategy, as referenced in paragraph 1.55 of the report;
 - c. The Partnership Communication Strategy, as referenced in paragraph 1.63 of the report; and
 - d. Any proposals to extend the remit of the Procurement service, as set out in paragraph 1.71 of the report.
5. That the Committee notes that an implementation plan is being formulated that sets out the key milestones for the delivery of the service improvements identified in the body of the report and that progress will be reported to the Committee.
6. That the Committee agrees that the Member-led CSG Working Group should continue to meet, as required, to provide oversight for the completion of the Review.

Immediately following the vote, the Chairman of the Committee moved to refer the item to the next practicable meeting of Full Council. The reason given for the request to refer the item was the significance of the Year 3 Review of the CSG Contract which merited the attention of Full Council. The referral was supported by all Members of the Committee.

9. WEB IMPROVEMENT UPDATE

The Chairman welcomed Kari Manovitch, Head of Customer Strategy & Programmes and Andy Ralphs, Head of Customer Services, Capita Local Government.

Ms Manovitch presented the report and noted the actions taken forward to improve the customer experience on the Council's website. Following a request from the Committee, Ms Manovitch acknowledged the need to distinguish complaints that are resolved as opposed to those marked as closed.

It was **RESOLVED:**

That the Committee noted the progress being made and endorsed the continuation of work required to continuously improve the website.

10. IT UPDATE

Jenny Obee, Head of Information Management and Brett Holtom, Barnet IT Account Director, Capita joined the meeting to present the report. Ms Obee briefed the Committee about the improvements and Mr Holtom noted the improvements made to the IT Network Estate. It was noted that following a period of transition for IT, there had been further emphasis to ensure the right structure is in place to improve performance and support future IT provision.

Following discussion, Councillor Arjun Mitra moved a motion which was seconded:
That in relation to ITDR, the Committee receive an update report setting out details of re-compensation options.

The votes in relation to the motion were declared as follows:

For	5
Against	6
Abstentions	0

The motion was therefore declared lost.

The Chairman moved to the recommendations as set out in the report. It was **RESOLVED:**

That the Committee noted and commented as above on the improvements that have taken place in the IT service.

11. PARKING ENFORCEMENT CONTRACT EXTENSION

The Committee noted that in May 2016, the Environment Committee approved an extension of the Council's Parking Enforcement Contract with NSL for a period of 18 months.

Following a query from the Committee on performance data, it was noted that a service improvement plan is in place along with key performance indicators. In addition, the review of options will continue which includes the possibility of joining with other neighbouring London boroughs on procuring a new joint parking contract.

RESOLVED:

That the Committee noted the enclosed report.

12. COMMITTEE FORWARD WORK PROGRAMME

The Committee noted the Forward Work Programme which is a standing item on the agenda, listing the business for 2016-2017. The Committee agreed to receive an update on the Council's Enablement Contract, to consider the performance issues that had arisen, lessons learnt and measures taken.

RESOLVED:

That the Committee considered and commented as above on the items included in the 2016-2017 work programme in Appendix A.

13. ANY OTHER ITEMS THAT THE CHAIRMAN DECIDES ARE URGENT

None.

14. MOTION TO EXCLUDE THE PRESS AND PUBLIC

The Chairman moved the motion to exclude the press and public from the meeting on the grounds that the discussion will involve information relating to financial and business and by virtue of the paragraph 3 of Schedule 12A of the Localism Act 2011.

The public gallery was cleared.

15. YEAR THREE REVIEW OF CUSTOMER AND SUPPORT GROUP (CSG) CONTRACT (EXEMPT)

The Committee noted the information set out in the exempt appendices.

16. ANY OTHER EXEMPT ITEMS THAT THE CHAIRMAN DECIDES ARE URGENT

None.

The meeting finished at 9.59 pm