

Decisions of the Performance and Contract Management Committee

15 February 2016

Members Present:-

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

Councillor Geof Cooke
Councillor Rohit Grover
Councillor Anne Hutton
Councillor Kathy Levine
Councillor John Marshall

Councillor Arjun Mittra
Councillor Reema Patel
Councillor Shimon Ryde
Councillor Peter Zinkin

1. MINUTES OF THE PREVIOUS MEETING

RESOLVED – That the minutes of the meeting held on 7 January 2016 be agreed as a correct record and signed by the Chairman.

2. ABSENCE OF MEMBERS

None.

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

In relation to agenda item 8, the Barnet Group Annual Report 2014/15 and item 10, the Quarter 3 Performance Monitoring 2015/16 report:

- Councillor John Marshall declared a non-pecuniary interest by virtue of being a board member of Barnet Homes.; and
- Councillor Arjun Mittra declared a non-pecuniary interest as his family were tenants of Barnet Homes.

4. REPORT OF THE MONITORING OFFICER (IF ANY)

None.

5. PUBLIC QUESTIONS AND COMMENTS (IF ANY)

Details of the public questions asked, together with the published answers were provided with the agenda papers and circulated at the meeting. Verbal responses were given to supplementary questions at the meeting.

6. MEMBERS' ITEMS (IF ANY)

None.

7. REPORT OF THE AUDIT COMMITTEE

The committee received a report in the name of the name of the Audit Committee which was presented by the Strategic Lead, Programmes and Performance, Tom Pike.

Members discussed adherence to human resources policies and procedures and questioned the assurance measures in place to monitor compliance. Following discussion, the committee requested a report be presented to a future meeting.

RESOLVED that the Performance and Management Committee request a further report be presented to a future meeting.

8. THE BARNET GROUP ANNUAL REPORT 2014/15

The committee received a report in the name of the Barnet Group Chief Executive, Troy Henshall, who provided the committee with an overview of the financial position of the Barnet Group (year end 2015) and the Barnet Group annual report. The committee reviewed the successes, challenges and areas where actions were in place to further improve service delivery.

Members requested that the annual report be presented at the earliest opportunity following year end in 2016.

RESOLVED that the Performance and Management Committee note the Barnet Group Annual Report 2014/15.

9. MEMBERS' ENQUIRIES SERVICE: PROGRESS REPORT

The committee received a report in the name of the Barnet Partnership Customer Services Director, Bill Murphy, who together with the Head of Customer Strategy and Programmes, Kari Manovitch, provided an update on the progress made against the action plan.

The committee was pleased to note the service improvement but emphasised the importance of maintaining momentum to ensure that the service met customers' needs and expectations.

RESOLVED that the Performance and Management Committee notes the progress against the action plan, together with the service improvement to date and agrees that the on-going quarterly monitoring reports will provide regular updates on how the member enquiry service is performing.

10. QUARTER 3 PERFORMANCE MONITORING 2015/16

The committee received a report in the name of the Chief Operating Officer, John Hooton, who together with the Strategic Lead, Programmes and Performance, Tom Pike introduced the report outlining the quarter 3 position of performance against the priorities outlined in the Corporate Plan.

The Adults and Communities Director, Matthew Kendall, was invited by the Chairman to discuss the pressures affecting the projected overspend within the Adults' Services Delivery Unit and the measures in place to deliver budget savings, including the recovery plan. The committee understood that a report concerning the provision of support

services for carers would be presented to a future Policy and Resources Committee meeting.

Upon review of performance for customers and the areas to be improved over the next three months, the committee noted that the Customer Access Strategy was due to be considered by the Policy and Resources Committee. The committee questioned the Head of Customer Strategy and Programmes, Kari Manovitch, further on the performance data and stressed the council's continuing aspiration to be ambitious in its targets relating to self-service transactions and web satisfaction.

Customer Service Director (Capita) Bill Murphy answered questions regarding the highways programme and provided context to the budget pressures overspend and savings targets. The committee suggested that communication and engagement with ward councillors regarding (planned and reactive) highway maintenance within their respective wards would be welcomed and beneficial.

In response to questions from members, officers provided explanations to the contract variations that were awaiting sign off of a deed of variation in Appendix L.

There were several detailed questions raised by Members on matters contained in the report, which were answered by Officers.

RESOLVED that the Performance and Contract Management Committee:

1. **Note the Quarter 3 2015/16 revenue budget and forecast position detailed in report paragraphs 1.24.**
2. **Note the additions and deletions and to approve the accelerations and slippages to the Quarter 3 2015/16 capital position, as detailed in paragraph 1.31.**
3. **Note the Transformation Programme position as at the 31 December 2015, as detailed in report paragraph 1.32.**
4. **Note the treasury position outlined in report paragraph 1.33.**

11. COMMITTEE FORWARD WORK PROGRAMME

The Chairman introduced the item and invited comments.

The Committee considered the work programme and suggested additional business items to be brought to a future meeting.

RESOLVED:

1. **That the following additional items be considered at a future meeting and included in the work programme:**
 - i. **Parking enforcement contract extension; and**
 - ii. **Recycling and waste strategy.**

12. ANY OTHER ITEMS THAT THE CHAIRMAN DECIDES ARE URGENT

There were no urgent items of business.

The Vice Chairman, however, moved a vote of thanks to the Chairman, Councillor Anthony Finn, for his chairing of the committee. Councillor Finn made suitable acknowledgement and thanked both members for their work and officers for their support.

The meeting finished at 9.36 pm