

CABINET**MINUTES OF MEETING HELD ON 14 MAY 2014****I N D E X**

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CABINET

MINUTES OF MEETING HELD ON 14 MAY 2014

Present:

Councillor G Baxter MBE Leader (in the Chair)

Councillor N Barker

" N Foster

" M Gordon

" Mrs E A Hill

Councillor P R Kerry

" H Laws

" Mrs L Robinson

779 Apology for Absence

An apology for absence from the meeting was submitted on behalf of Councillor P Williams.

780 Declarations of Interest

Members were requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

Councillor N Barker declared an other interest which was not significant in Report No BW/01/14/SRB – The Relationship between the Council and Rykneld Homes Scrutiny Review.

Councillor Mrs E A Hill declared an other interest which was not significant in Report No BW/01/14/SRB – The Relationship between the Council and Rykneld Homes Scrutiny Review.

It was noted that as both of the above interests were not significant the Members concerned could speak and vote on the report.

Councillor H Laws advised Cabinet that he was a council house tenant.

781 Minutes of Last Meeting

RESOLVED – That the Minutes of the meeting of the Cabinet held on 16 April 2014 be approved as a correct record and signed by the Leader.

782 Scrutiny Review of Tourism

Cabinet considered Report No JW/01/14/SRB of Councillor J Windle, Chair of the Economic Regeneration, Skills and Environment Scrutiny Committee. The purpose of the report was to inform Cabinet of the recommendations of the Scrutiny Committee following its review of Tourism.

The objectives of the Economic Regeneration, Skills and Environment Scrutiny Committee's review of Tourism were as follows:-

- Understand the reasons why the Council had moved away from the Service Level Agreement with Chesterfield Borough Council and entered joint arrangements with Bolsover District Council.
- Consider whether the new arrangements were fit for purpose.
- Consider whether the new arrangements were value for money.
- Consider whether we were maximizing the economic benefits of tourism within the District.

Cabinet was advised that the Scrutiny Committee had met on five occasions and considered a variety of information to gain an understanding of the various issues relating to its review of Tourism. The Review Panel had also interviewed officers from the Tourism Service. Two Members of the Scrutiny Panel had attended the Chesterfield area mini Tourism Conference and a questionnaire had been circulated to members of the Peak Borders Tourism Forum to obtain information on how business viewed the Tourism Service.

The recommendations of the Scrutiny Review were as follows:-

- (1) That the Council ensure that we maximise the significant benefits that Tourism can bring to the area.
- (2) That the service continues to work corporately and connections are not lost following restructures.
- (3) That a data base is created following the undertaking of an audit of local activities, arts groups and events to determine what contribution they make to the tourism offer and how best these events can be co-ordinated and promoted to support tourism.
- (4) That Parish Council's be contacted to gather information about local trails, cafes, farm shops and any other relevant facilities that could be advertised as part of the areas offer.
- (5) That a review of the information on the Council's website be undertaken to ensure the links to tourism events/attractions specifically in the District be improved so it provides a more dedicated information source for visitors.
- (6) That a review of the level of advertising be undertaken to:-
 - Ensure sufficient targeted campaigns are being carried out;
 - Make more use of the Council's newspaper to highlight local events;
 - Provide more information to event organisers on what the District has to offer.

- (7) That more work be done on marketing the area as a package to encourage people to stay overnight in the District.
- (8) That the rural location of the District and its proximity as the gateway into the Peak District and major attractions like Chatsworth House be promoted more.
- (9) That work to increase awareness of the opportunities for local businesses to gain benefit from the events the Council puts on, including accommodation availability and benefits for traders be undertaken.
- (10) That consideration be given to whether there is more the service could do to take advantage of the opportunities to develop better links with the local private sector Tourism related business.
- (11) That the service continues to find effective ways to identify the needs of service users.
- (12) That the Council promotes greater awareness of the Tourism service amongst Council Members.

The options for Cabinet's consideration were set out at paragraphs 1.1 to 5.3.1 of the report. There were no other options considered and rejected.

RESOLVED – That Cabinet approves the following recommendations of the Economic Regeneration, Skills and Environment Scrutiny Committee following its review of Tourism as part of its Work Programme for 2013/2014:-

- (1) That the Council ensure that it maximises the significant benefits that tourism can bring to the area.
- (2) That the Service continues to work corporately and connections are not lost following restructures.
- (3) That a data base be created following the undertaking of an audit of local activities, arts groups and events to determine what contribution they make to the tourism offer and how best these events can be co-ordinated and promoted to support tourism.
- (4) That Parish Councils be contacted to gather information and local trails, cafés, farm shops and any other relevant facilities that could be advertised as part of the areas offer.
- (5) That a review of the information on the Council's website be undertaken to ensure the links to tourism events/attractions specifically in the District be improved so it provides a more dedicated information source for visitors.
- (6) That a review of the level of advertising be undertaken to:-
 - Ensure sufficient targeted campaigns are being carried out;
 - Make more use of the Councils newspaper to highlight local events;
 - Provide more information to event organisers on what the District has to offer.

- (7) That more work be undertaken on marketing the area as a package to encourage people to stay overnight in the District.
- (8) That the rural location of the District and its proximity as the gateway into the Peak District and major attractions like Chatsworth House be promoted more.
- (9) That work to increase awareness of the opportunities for local businesses to gain benefit from the events the Council puts on, including accommodation availability and benefits for traders be undertaken.
- (10) That consideration be given to whether there is more the Service could do to take advantage of the opportunities to develop better links with the local private sector tourism related business.
- (11) That the Service continues to find effective ways to identify the needs of service users.
- (12) That the Council promote greater awareness of the Tourism Service amongst Council Members.

Reasons for Decisions:-

- (1) The report enabled Cabinet to be advised of the Tourism Scrutiny review undertaken by the Economic Regeneration, Skills and Environment Scrutiny Committee as part of its Work Programme 2013/2014.
- (2) The approval of the recommendations from the above Committee's Scrutiny Review of the Tourism Service will assist in ensuring that the Service continues to work to the satisfaction of the Council, its Members and meets the needs of service users.

(Overview and Scrutiny Manager)

783 The Allocations Experience Scrutiny Review

Cabinet considered Report No BR/03/14/SRB of Councillor B Ridgway, Chair of the Healthy Communities and Wellbeing Scrutiny Committee. The purpose of the report was to enable Cabinet to consider the recommendations of the Scrutiny Committee following its review of the Allocations Experience.

The Scrutiny Committee had undertaken a review of the Allocations Experience as part of its Work Programme for 2013/14, it was considered timely to review the issue due to the changes introduced by the Welfare Reforms and their impact on social housing and the revisions made to the Council's Allocations and Lettings Policy. The objectives of the Scrutiny Review were:-

- Establish that the process was working as anticipated;
- Establish that customers were satisfied with their journey through the process;
- Establish that the process is clearly explained and understood by customers;
- Ensure that the process assists and is accessible to vulnerable people;
- Ensure the impacts of the Welfare Reforms are identified;

- Consider the role of Tenant/Residents Group in the process.

The Scrutiny Committee had met on six occasions and considered a variety of information to understand the subject matter. Interviews had been undertaken with a number of officers from both the District Council and Rykneld Homes Limited. The recommendations of the Scrutiny Committee were as follows:-

- (1) That consideration be given to the incorporation of the proposals contained in section 6.2.1 of the report as part of the review of the website.
- (2) That further consideration be given to how abortive bids could be reduced including a form to capture this data so that appropriate advice can be given.
- (3) That consideration be given to the use of a highly visual statement being used to inform bidders they would only be contacted if they were one of the three bidders invited to view a property.
- (4) That consideration be given to displaying management lets in a separate section of the property list.
- (5) That consideration be given to hard to let properties being clearly advertised in newsletters so people can bid for them knowing their circumstances.
- (6) That consideration be given to property adverts including more detail to help people make more informed choices when bidding.
- (7) That wider publicity be given to the availability of the exchange list/facility.
- (8) That timescales on relet properties being redecorated be given more prominence.
- (9) That Member training be provided on how the allocations system works including a practical demonstration of using the system.
- (10) That consideration be given to how more help could be provided for younger tenants.
- (11) That the comments from the organisation supporting women fleeing violence in section 6.2.8 of the report be considered.
- (12) That the issues raised regarding the increase in demand for the Council's Housing Options Team (HOT) due to an increase in homelessness should be monitored to ensure its capacity to respond.

The issues for Cabinet's consideration were set out at paragraph 1.1 to 5.3.1 of the report. There were no other options considered and rejected.

RESOLVED – That Cabinet approves the following recommendations of the Healthy Communities and Wellbeing Scrutiny Committee following its Scrutiny review of the Allocations Experience.

- (1) That consideration be given to the incorporation of the proposals set out in section 6.2.1 of the report as part of the review of the website.
- (2) That further consideration be given to how abortive bids could be reduced including the use of a form to capture this data so that appropriate advice can be given.
- (3) That consideration be given to the use of a highly visual statement being used to inform bidders they would only be contacted if they were one of the three bidders invited to view a property.
- (4) That consideration be given to displaying management lets in a separate section of the property list.
- (5) That consideration be given to hard to let properties being clearly advertised in newsletters so people can bid for them knowing their circumstances.
- (6) That consideration be given to property adverts including more detail to help people make more informed choices when bidding.
- (7) That wider publicity be given to the availability of the exchange list/facility.
- (8) That timescales on relet properties being redecorated be given more prominence.
- (9) That Member training be provided on how the Allocations System works including a practical demonstration of using the system.
- (10) That consideration be given to how more help could be provided for younger tenants.
- (11) That the comments from the organisation supporting women fleeing violence in Section 6.2.8 of the report be considered.
- (12) That the issues raised regarding the increase in demand for the Council's Housing Options Team (HOT) due to an increase in homelessness should be monitored to ensure its capacity to respond.

Reasons for Decisions:-

- (1) The report enabled the Cabinet to be advised of the Allocations Experience Scrutiny review undertaken by the Healthy Communities and Wellbeing Scrutiny Committee as part of its Work Programme 2013/2014.
- (2) The approval of the recommendations seeks to assist the Council in ensuring that the Allocations system continues to work to the satisfaction of the Council, its Members and Rykneld Homes Limited and meets the needs of the District's communities.

(Overview and Scrutiny Manager)

784 The Relationship between the Council and Rykneld Homes Scrutiny Review

Cabinet considered Report No BW/01/14/SRB of Councillor B Wright, Chair of the Safer Homes and Neighbourhoods Scrutiny Committee. The purpose of the report was to enable Cabinet to consider recommendations of the Scrutiny Committee following its review of the relationship between the Council and Rykneld Homes.

The Scrutiny Committee had agreed to undertake a review of the relationship between the District Council and Rykneld Homes as part of its Work Programme for 2013/14. It was considered timely to review the relationship as the partnership had been in place for a number of years. The objectives of the Scrutiny Review were as follows:-

- Establish whether the partnership was working as anticipated
- Establish a clear understanding of the partnerships plans in the short term and long term to improve and develop better ways of working alongside each other into the future
- Ensure that the policy framework is fit for purpose into the future
- Ensure that plans are in place to maximize delivery
- Ensure that communications to stakeholders are clear and understood
- Identify any areas of duplication
- Identify any areas for improvement.

The Scrutiny Committee had met on six occasions and considered a variety of information to assist its understanding of the subject area. The Scrutiny Committee interviewed a number of officers both from the District Council and Rykneld Homes Limited. A representative from the Homes and Communities Agency had also provided information to the Scrutiny Committee on its view of the relationship between the District Council and Rykneld Homes Limited.

The recommendations of the Scrutiny Committee were as follows:-

- (1) That a review be undertaken of the policy framework including associated policies and the format of strategic and operational groups.
- (2) That the Council ensure that the consistency of the client interaction with Rykneld Homes be maintained.
- (3) That further measures be taken to ensure that Elected Members understand what Registered Provider Status means to allay any fears and misconceptions.
- (4) That Rykneld Homes ensure that a mechanism is in place that facilitates various levels of staff across the Partnership to be engaged in the business planning of the organisation.
- (5) That Rykneld Homes ensures that it continues to monitor the horizon to meet future needs.
- (6) That the Council support Rykneld Homes in its future delivery by participating collaboratively in the analysis and agreement of plans.

- (7) That a review of the information provided to members be undertaken to identify specific requirements from ward members.

The details for Cabinet's consideration were set out at paragraphs 1.1 to 5.3.1 of the report. There were no other options considered and rejected.

RESOLVED – That Cabinet approves the following recommendations of the Safer Homes and Neighbourhoods Scrutiny Committee following its scrutiny review of the Relationship between the Council and Rykneld Homes.

- (1) That a review be undertaken of the Policy Framework including associated policies and the format of strategic and operational groups.
- (2) That the Council ensures that the consistency of the client interaction with Rykneld Homes be maintained.
- (3) That further measures be taken to ensure that Elected Members understand what Registered Provider Status means to allay any fears and misconceptions.
- (4) That Rykneld Homes ensure that a mechanism is in place that facilitates various levels of staff across the Partnership to be engaged in the business planning of the organisation.
- (5) That Rykneld Homes ensures that it continues to monitor the horizon to meet future needs.
- (6) That the Council supports Rykneld Homes in its future delivery by participating collaboratively in the analysis and agreement of plans.
- (7) That a review of the information provided to Members be undertaken to identify specific requirements from ward members.

Reasons for Decisions:-

- (1) The report enabled Cabinet to be advised of the recommendations from the Safer Homes and Neighbourhoods Scrutiny Committee following its scrutiny review of the Relationship between the Council and Rykneld Homes.
 - (2) The approval of the recommendations assists in ensuring that the partnership continues to work to the satisfaction of the Council, its Members and Rykneld Homes and meets the needs of the District's communities.
- (Overview and Scrutiny Manager)

785 Performance Management – Quarter 4 2013/2014

Cabinet considered Report No GBXR/08/14/BP of Councillor G Baxter MBE. The purpose of the report was:-

- To present for Members consideration a summary of performance for the 4th quarter of 2013/2014, January to March 2014 for all Key Tasks and

Performance Indicators that contributed directly to the priorities within the Council's Corporate Plan.

- To provide a range of other corporate information, including sickness absence, accidents and complaints.

The aim of the quarterly performance report was to provide a summary of the progress against key actions and performance indicators. The process provided Members and officers with timely and accurate information to help identify under-performance or lack of progress, as well as acknowledging good performance.

The report submitted included information on the following:-

- Appendix 1 – Create Jobs, Build Skills, Attract Investment;
- Appendix 2 – Improve Peoples' Health;
- Appendix 3 – Look after the Environment;
- Appendix 4 – Increase Housing Choice;
- Appendix 5 – High Performing Council;
- Appendix 6 – Sickness Absence and Accident Statistics;
- Appendix 7 – Complaints.

Key Actions and Performance Indicators

Overall for the period, a 100% of the key tasks were achieving, or on track to deliver their respective targets and 73% of the performance indicators were on target.

Sickness Absence

The Council's sickness absence figure for the 4th quarter was 2.76 days, cumulatively this equated to an annual projected figure of 8.64 days which was below the target figure of 9.5 days. This represented a substantial decrease from the previous year of 11.69 days.

Accidents

There were 11 accidents reported during the 4th quarter of 2013/2014, a total of 11 working days were lost which were attributable to three accidents, one of which was reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Complaints

The Council received 24 complaints during the 4th quarter of 2013/2014. Of these 17 (71%) were responded to within the target time of 10 days. The number of complaints received during the period compared favourably with the average quarterly figure for the current year.

The issues for Cabinet's consideration were set out at paragraphs 1.1 to 5.3.1 of the report. There were no other options considered and rejected.

RESOLVED – That Cabinet:

- (1) Notes the implications of the report and its appendices.
- (2) Notes the current position and the high level of achievement for Key Tasks (100% achieved or on track) and the good levels of achievement of Performance Indicators (73% achieved) as outlined in the table at paragraph 1.8 of the report.
- (3) Notes that a number of indicators as detailed in Appendices 1 to 5 are not performing to the expected levels and which support the following corporate priorities:-
 - Ensure streets are clear of litter, fly tipping, graffiti and dog fouling;
 - Ensure a high standard local environment;
 - Help deal with the issues of climate change;
 - Ensure residents have confidence in the Council;
 - Provide good value, high performing services;
 - Provide excellent customer service.
- (4) Notes the explanations for the lower than anticipated performance as detailed in Appendices 3 and 5 of the report and the subsequent remedial action.
- (5) Requests that Service Managers review the range of key tasks and performance indicators for 2014/2015 ensuring that all targets are Specific, Measurable, Achievable, Realistic, Time-bound (SMART).

Reasons for Decision:-

- (1) Performance Management contributes to the organisation's overall management arrangements that are all focused to ensure the effective and efficient delivery of the Council's Vision.
- (2) The quarterly performance reports provide an opportunity for Members, Officers, the public and key partners to scrutinise the Council's performance.
(Assistant Director – Customer Service and Improvement/
Improvement Manager – Strategy and Performance)

786 Urgent Business (Public Session)

There was no urgent business to be considered in the public session at this meeting of Cabinet.