

- Council costs in relation to Corporate Building and Corporate Property are coming into line with external contractors and as a result more work is being done 'in-house'
- Need further clarification on the Route Planning Update' within Waste Management
- Business Support Programme savings are over 5 year period – confident in figures
- Would like more information on Catering performance – department to feedback 6 months' worth of performance
- Some services and projects are impacted by sickness – services are still being delivered but not 'gold plated'
- Some services have changed as a result of staff loss but they are not necessarily worse – some services have changed how they do things
- Looking at roles and ensuring they are multi-skilled for staff cover
- Potential issues for staff taking on extra and generic work

5 Quarter 3 Performance Monitoring Report

- Trying to meet challenges around social services safeguarding measures
- Positive that the Local Development Plan has been accepted – big piece of work
- Good work in terms of City Centre Regeneration
- New report and format which is produced via software now

Social Services

- AS9 (DoLS assessments completed in 21 days or less) – performance dropped at Q3 following an Improvement at Q2 - the backlog is reducing. Some discussion over assessments in general and effectiveness of gathering correct information from people
- PAM025 (Rate of delayed transfers of care for social care) – Domiciliary care providers cannot cope with demand but ongoing issues here. Adult Services Scrutiny Panel are looking closely at this
- SAFE27 - Staff training on safeguarding is red, and needs to improve

Education

- School attendance remains stable but some signs of weakness at Q2 and Q3
- EDU016a Pupil attendance in primary school - declining but being monitored
- BBMA4 Number of apprenticeships or trainee starts in the Council – Targets being revised due to budgetary constraints
- Query around national media stories of pupils being taken off roles to improve attendance

Economy and Infrastructure

- No significant changes

Tackling Poverty

- HBCT01a Housing Benefit speed of processing – shows improving trends
- HBCT01b Housing Benefit processing changes of circumstance – time taken to process changes in circs still relatively high - may be due to Universal Credit roll out
- POV10/POV11 Gaining Employment/Gaining Qualifications - new indicators, request more information

Transformation and Future Council

- CHROO2 Days lost due to staff sickness – declining trend, data quality under review. Concerns that loss of staff is affecting staff sickness. Follow up with department for further information
- FINA6 – Delivery of savings is challenging linked with complex transformation

6 Work Plan 2018-19

- Scrutiny Officer to work on new draft plan for 2019/20 and bring to next meeting

The meeting ended at 10.30am

Chair