

Lancashire County Council

Cabinet Committee on Performance Improvement

Minutes of the Meeting held on Monday, 9th June, 2014 at 2.00 pm in Cabinet Room 'B' - The Diamond Jubilee Room, County Hall, Preston

Present:

County Councillor Jennifer Mein (Chair)

County Councillors

D Borrow
J Fillis

A Schofield

1. Apologies for Absence

Apologies for absence were received from County Councillor Geoff Driver.

2. Disclosure of Pecuniary and Non-Pecuniary Interests

None declared.

3. Minutes of the Meeting held on 4 March 2014

Resolved: - That the minutes of the meeting held on 4 March 2014 be agreed as a true and accurate record and be signed by the Chair.

4. Quarterly Corporate Performance Monitoring and Improvement - Quarter 4 2013/14 Report Including Delivery of the Residential 20mph Programme Performance Update

Michael Walder, Senior Policy and Performance Officer, presented the quarterly corporate performance monitoring and improvement report for Quarter 4 of 2013/14.

The report set out that 73% of the total number of Directorate Key Performance Indicators, reported across each of their Quality of Service Reports, were performing well and were on track/target and/or improving.

As this was a report of year end performance, the report provided an update on a number of issues including sickness, children in need of help and/or protection, NHS Health Checks and average aged debtors, together with examples of performance highlights, e.g. Help Direct.

Tony Moreton, Assistant Director, Sustainable Transport, Environment Directorate, attended and presented details of the delivery of the residential

20mph programme, an area of performance not previously considered by the Cabinet Committee.

It was reported that, in respect of the residential programme, 240 of the 247 schemes planned for completion by the end of 2013/14 had been completed. In respect of the schools programme, 201 of the 217 schemes had been completed. Delays had primarily been due to the need to resolve contentious issues or due to planning issues.

County Councillor Fillis emphasised that amendments and additions to the programme had also contributed to the delays to the schools programme.

Reference was made to particular issues around enforcement outside schools, together with problems around parking restrictions which were often ignored and that the Governing Body and headteacher of each school had a role to play in encouraging parents to observe restrictions and advisory limits. Measures were also being taken by the County Council, linked to health and wellbeing, to encourage, for example, walking to school.

Resolved: - That the report, now presented, be noted.

5. Highway Defects Performance Report

Shaun Capper, Assistant Director, Lancashire Highway Services, Environment Directorate, attended and presented a report setting out details of performance in respect of highway defects.

It was reported that, currently, the performance indicator was 'to repair 90% of carriageway and footway potholes, identified by regular Highway Safety Inspections (HIS), within 30 days'. This indicator did not take account, however, of reports from the public, only those identified by HIS. It was now proposed to replace this performance indicator with the following 'to repair 90% of all carriageway and footway defects reported within 20 working days'. This would then cover defects identified by both HIS and those reported by the public which met the criteria for defects.

The report summarised performance in 2013/14 which showed that of 61,035 potholes identified, 59,304 (97%) were repaired within 30 days.

It was reported that Lancashire County Council's criteria for defects was consistent with that of other local authorities with highway responsibilities, as was the 20 working days target.

Reference was made to the opportunities for the delivery of a smoother and more transparent service as a result of the new performance indicator and it was confirmed that HIS would continue as it was not only considered good practice but was required to robustly defend claims for damages in what was known as a Section 58 process. The quality of the materials used, i.e. tarmac, had been

improved and a review of core systems was underway which would address issues with ICT systems.

County Councillor Fillis referred to the Draft Transport Asset Maintenance Plan which he would be considering the following day and which sets out the Directorate's investment strategy in respect of maintenance of its transport assets for the period 2015/30 and defines investment priorities for maintenance during the life of the plan.

Resolved: - That the report and the proposed action, now presented, be noted.

6. Corporate Human Resources - Health Check Report

Katie Dunne, Service Manager, Corporate HR Team, attended and presented a report setting out details of performance against key metrics for workforce information for 2013/14, together with 2012/13 information for comparative purposes.

The following key issues were highlighted:

- An average of 8.12 days per employee were lost due to sickness against a target of 8 days;
- More employees were leaving the organisation than starting;
- The number of recruitment adverts had decreased but expenditure had risen;
- The target to deliver 1100 new starts on to employment programmes had been exceeded.

Reference was made to the reasons for staff turnover, which were highlighted in the report, together with the practical support available to support changes taking place which would result in a smaller organisation.

The Leader of the County Council highlighted the exceeding of the target to support employment programmes which demonstrated the County Council's commitment to supporting young people and opening up opportunities.

Resolved: - That the report, now presented, be noted.

7. Urgent Business

There was no urgent business to be considered.

8. Date of Next Meeting

The Cabinet Committee noted that the next meeting would be held on Wednesday 30 July 2014 at 2.00pm at County Hall, Preston.

I M Fisher
County Secretary and Solicitor

County Hall
Preston