

PERFORMANCE MANAGEMENT PORTFOLIO DECISION RECORD

16th October, 2006

Present:

Councillor Peter Jackson (Performance Management Portfolio Holder)

Officers: Andrew Atkin, Assistant Chief Executive
Christine Armstrong, Central Services Manager
Liz Crookston, Principal Strategy and Research Officer
Graham Frankland, Head of Procurement and Property Services
Joanne Machers, Chief Personnel Services Officer
Adrienne Simcock, Director of Children's Services
Pat Watson, Democratic Services Officer

56. Viewpoint – Citizen's Panel Results (*Assistant Chief Executive*)

Type of decision

Non key

Purpose of report

To inform the Portfolio Holder of the results of the 19th phase of View point, Hartlepool Borough Council's Citizen's Panel that was distributed in April, 2006.

Issue(s) considered by the Portfolio Holder

The report contained a summary of the results achieved in the latest view point questionnaire that included The Internet & You: Preparing for Emergencies: Foster Caring: and Community Strategy. The report also contained information relating to the LYONS Inquiry and E-Consultation System. A copy of the full Results Report was attached as an appendix to the report.

Decision

The Portfolio Holder noted the results which he felt were extremely useful.

57. Customer Charter (*Chief Personnel Services Officer*)

Type of decision

Non Key

Purpose of report

To request endorsement of the Customer Charter and report on progress made in respect of the Corporate Customer Services Strategy of the Communicating with your Council suite of strategies.

Issue(s) considered by the Portfolio Holder

This report detailed the proposed Customer Charter that outlined the minimum customer service standards that would be implemented across the Council. A copy of the Customer Charter was attached as an appendix to the report.

The report indicated that funding of approximately £5000 would be required for the training software that would be used to deliver the initial customer service training for all staff. Funding alternatives were being explored. In addition, the costs for NVQ Level 2 qualifications would need to be met. The Workforce Development Section was liaising with the Learning Skills Council to explore possible contributions towards the funding of NVQs. All costs associated with publication of the Customer Charter would be considered as part of the Communicating with your Council suite of strategies.

Decision

The Portfolio Holder:

- (a) noted the report and endorsed the Customer Charter;
- (b) referred to the “How to Contact the Council” information included in the Customer Charter and asked Officers to explore the costs of having this information available in a “credit-card size” booklet to go out to the public with Council Tax accounts next year.

58. Attendance Management (*Chief Personnel Services Officer*)

Type of decision

Non Key

Purpose of report

To provide departmental responses for the Portfolio Holder to consider regarding attendance management.

Issue(s) considered by the Portfolio Holder

The detailed report and appendix set out the corporate and individual departmental responses confirming the current and planned arrangements for managing attendance. Comments were also provided by the Director of Adult and Community Services as the Corporate Sickness Champion.

Decision

The Portfolio Holder:

- (a) noted the report and endorse the arrangements made;
- (b) requested a further report in three months containing more information/data;
- (c) requested an analysis of the impact of concluding long-term sickness absences.

59. Half Yearly Diversity Report (*Chief Personnel Services Officer*)

Type of decision

Non Key

Purpose of report

To report progress made in respect of the action plan for achieving Level 3 of the Equality Standard for Local Government (BVPI 2A) by 2007/8 and other achievements in the first six months of 2006/7.

Issue(s) considered by the Portfolio Holder

The report and detailed appendices provided information on the Council's progress in respect of the actions planned to achieve Level 3 of the Equality Standard for Local Government by 2007/8, departmental achievements and the diversity actions planned for the next six months.

Decision

The Portfolio Holder endorsed the report and action plan. He appreciated the work undertaken and commented that on diversity and the Customer Charter the Officers ensure the Council meets good practice standards by exceeding minimum legal requirements..

60. Postal Arrangements (*Chief Personnel Services Officer*)

Type of decision

Non Key

Purpose of report

To update the Portfolio Holder on the processes relating to postal arrangements.

Issue(s) considered by the Portfolio Holder

The report included comparative information for the first 2 quarters of 2006/07 relating to the receipt and issue of post for departments of the Council and Elected Members. Included in the report were details of number of items received and sent each day together with information on the impact on postage costs since the implementation of Royal Mail's Pricing in Proportion charges in August this year. Information on Elected Members' post, staffing, financial considerations and the work that had commenced in re-engineering the business processes was also included.

Decision

The Portfolio Holder noted the report and requested a further report in three months, including information on postal arrangements at Bryan Hanson House. The Portfolio Holder had considered referring this issue to Scrutiny Coordinating Committee but felt that as insufficient information was available at the present time he would give further consideration to this in three months time.

61. Procurement Strategy Update (*Head of Procurement and Property Services*)

Type of decision

Non Key

Purpose of report

To provide an update on the development and delivery of the Council's Procurement Strategy.

Issue(s) considered by the Portfolio Holder

The report and appendices highlighted the significance of the strategy and the Council's progress to date. Information was provided in respect of the following:

- National Procurement Strategy (NPS) Milestones;
- Doing Business Electronically;
- Spend Analysis;
- Procurement Guidance;
- Stimulating the Market and Community Benefits;
- LM3 Postcode Analysis;
- Procurement and Commissioning Outcomes;

- Business Process Re-Engineering;
- Procurement Training

Decision

The Portfolio Holder noted the good progress to date.

62. Land between 1 and 5 Studley Road (*Head of Procurement and Property Services*)

Type of decision

Non Key

Purpose of report

To obtain Portfolio Holder's views to the proposed sale of land at 1-5 Studley Road.

Issue(s) considered by the Portfolio Holder

The report outlined to the background to the initial scheme and rationale for the additional Council land to be provided. The negotiation process was detailed with a recommendation for disposal. The financial implications were included in Appendix 2 which contained exempt information under Schedule 12A of the Local Government Act 1972 (as amended by the Local Government (Access to Information)(Variation) Order 2006) namely, information relating to the financial or business affairs of any particular person (including the authority holding that information).

Decision

That Portfolio Holder approved the land transfer for the maximum amount offered, as detailed in the exempt appendix, subject to the terms and conditions proposed.

63. Local Government Access to Information

Under Section 100(A)(4) of the Local Government Act 1972, the press and public were excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) Order 2006.

Minute 64 – Home Thermal Insulation and Energy Efficiency Project (Head of Public Protection and Housing) - (Para 3 - Information relating to the financial

or business affairs of any particular person (including the authority holding that information)

Minute 65 – Land at Lancaster Road (North) Release of Covenant (Head of Procurement and Property Services) - (Para 3- Information relating to the financial or business affairs of any particular person (including the authority holding that information)

Minute 66 – Partnering Arrangement for Corporate Planned Maintenance and Minor Works (Head of Procurement and Property Services) - (Para 3- Information relating to the financial or business affairs of any particular person (including the authority holding that information)

64. Home Thermal Insulation and Energy Efficiency Project *(Head of Public Protection and Housing)*

Type of decision

Non Key

Purpose of report

To request endorsement to the procurement procedure adopted to secure levered in funding and the appointment of the managing agents.

Issue(s) considered by the Portfolio Holder

The report and appendix highlighted the conclusions from an assessment exercise, which required action in terms of approval by the Portfolio Holder.

Decision

The Portfolio Holder notes the report and appendix and endorsed the commissioning of TA DEA Ltd.

65. Land at Lancaster Road (North) Release of Covenant *(Head of Procurement and Property Services)*

Type of decision

Non Key

Purpose of report

To advise the Portfolio Holder of an application for a release of covenant and obtain a decision on how to proceed with the transaction.

Issue(s) considered by the Portfolio Holder

The report contained detailed background to the offer of a sum for the release of covenant and a description of the nature of the offer received. The financial implications were outlined in the report.

Decision

That Portfolio Holder approved the release of the restrictive covenant subject to the terms proposed, details of which are included in the exempt Minutes and Decision Record.

66. Partnering Arrangement for Corporate Planned Maintenance and Minor works (*Head of Procurement and Property Services*)

Type of decision

Non Key

Purpose of report

To update the Portfolio Holder on the issue of a partner going into administration and to receive approval for further action.

Issue(s) considered by the Portfolio Holder

The report highlighted the effectiveness of the previous temporary urgent actions taken in connection with one of the private sector partners going into administration and proposed a permanent arrangement to run until the end of the current contract period.

Decision

The Portfolio Holder gave his approval to negotiations being undertaken with R I Construction with a view to appointing them as a partner to the said contract.

J A BROWN

CHIEF SOLICITOR

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