

# PERFORMANCE MANAGEMENT PORTFOLIO DECISION RECORD

27<sup>th</sup> November 2006

## **Present:**

Councillor Peter Jackson (Performance Management Portfolio Holder)

Officers: Andrew Atkin, Assistant Chief Executive  
Tony Brown, Chief Solicitor  
Liz Crookston, Principal Strategy and Research Officer  
Graham Frankland, Head of Procurement and Property Services  
Ralph Harrison, Head of Public Protection and Housing  
Wally Stagg, Organisational Development Manager  
Pat Watson, Democratic Services Officer

## **67. Viewpoint – Citizens' Panel Results** *(Assistant Chief Executive)*

### **Type of decision**

Non-key

### **Purpose of report**

To inform the Portfolio Holder of the results of the 20<sup>th</sup> phase of View point, Hartlepool Borough Council's Citizens' Panel that was distributed in June, 2006.

### **Issue(s) considered by the Portfolio Holder**

The report summarised the results achieved in the latest View point questionnaire. The Twentieth View point Survey Results Overall Report was also provided. The Portfolio Holder was advised that the current phase had included questions on the following topics:

- Local Heritage;
- Council Buildings and Properties, and
- Policing and Crime.

The report contained a summary of the main results including the numbers of individuals involved and the percentage of returns, including the returns completed "on-line". Each of the above topics was reported on in detail and key findings were highlighted:

View point members had also been invited to attend a discussion group event that had been organised on behalf of the OPM Research for the Lyons Inquiry into Local Government. The key issues that View point members had been asked to comment on were outlined together with the results. This information will feed into the Lyons Inquiry's final report.

### **Decision**

The Portfolio Holder commented on the importance of the View point members as he felt this was a good way of finding out public views and wishes. He noted the results of the survey and was pleased with the percentage of returns.

The Portfolio Holder requested that feedback from the Police on if they found the information useful and how they had used it. He also asked for feedback from Council departments.

## **68. Corporate Complaints – July to September 2006**

*(Assistant Chief Executive)*

### **Type of decision**

Non-key

### **Purpose of report**

To report to the Portfolio Holder on corporate complaints performance for the second quarter of 2006/07.

### **Issue(s) for considered by the Portfolio Holder**

The report covered performance information on numbers of complaints, timescales for investigation and outcomes of investigations for formal complaints dealt with in the second quarter of 2006/07.

The Principal Strategy and Research Officer also explained verbally on the increase in complaints, 69 of which had related to the same issue, ie alleyways.

The report provided detailed information in relation to:

- Formal complaints – July to September 2006
- Meeting Targets
- Outcomes of complaints investigations
- Remedies for complaints
- Learning from complaints
- Update of Complaints and Comments Procedure.

### **Decision**

The Portfolio Holder noted the report, commented that complaints need to be dealt with quickly and was pleased that targets had been achieved in 92% of cases.

## **69. Chief Executive's Departmental Plan 2006/07 – 2<sup>nd</sup> Quarter Monitoring Report** *(Assistant Chief Executive and Chief Personnel Services Officer)*

### **Type of decision**

Non-key

### **Purpose of report**

To inform the Portfolio Holder of the progress made against the Chief Executive's Departmental Plan 2006/07 in the second quarter of the year in relation to two of the four divisions, Corporate Strategy and Human Resources.

### **Issue(s) considered by the Portfolio Holder**

The detailed report outlined progress against the actions contained in the Chief Executive's Departmental Plan 2006/07 and the second quarter outturns of key performance indicators.

The Assistant Chief Executive also reported verbally on areas not completed on target / not on target. In relation to one of those areas, CED 102 "Conduct annual contract review", the Portfolio Holder requested that Members be involved / kept informed of developments.

In relation to Human Resources Division, the Organisational Development Manager gave a verbal explanation of the eleven Human Resources actions not completed on target / not on target, six of which related to Equal Pay issues. The Portfolio Holder noted that CED451 would not be completed this year and asked if the remaining ten would be completed. The Organisational Development Manager indicated that possibly the six issues relating to Equal Pay may not. He explained there was a detailed work plan and ongoing liaison with the Trade Unions. The issue of resources was discussed.

### **Decision**

The Portfolio Holder noted the achievement on actions and indicators and commented that the overall picture of possibly meeting 90% was good

**70. Legal Services Division – Re-Accreditation to the Law Society’s Lexcel Practice Management Standard - (Chief Solicitor)**

**Type of decision**

Non-key

**Purpose of report**

To inform the Portfolio Holder as to the re-accreditation of the Council’s Legal Services Division against the Law Society’s Lexcel, Practice Management Standard.

**Issue(s) considered by the Portfolio Holder**

The report indicated that, In December, 2003, the Council’s Legal Services Division had attained accreditation to the Law Society’s Lexcel standard, for a period of three years, subject to satisfactory compliance through annual maintenance visits. On 6<sup>th</sup> and 7<sup>th</sup> November an assessment had been undertaken under the auspice of the Lexcel Standard (revised 2004) through a representative of SGS United Kingdom Limited. The Chief Solicitor advised that Lexcel is the Law Society’s Practice Management quality mark and is aligned to other initiatives such as ISO9000 and Investors in People. The benefits that can be achieved by attaining Lexcel certification were outlined in the report.

The Chief Solicitor paid tribute to Peter Devlin for his input as Practice Manager.

**Decision**

The Portfolio Holder noted, with pleasure, the re-accreditation and requested that thanks be passed to the Legal Services Manager, Peter Devlin, for the work he had undertaken.

**71. Review of Strategic Risk Register - (Assistant Chief Executive)**

**Type of decision**

Non-key

**Purpose of report**

To inform the Portfolio Holder of the current position with regard to the Council’s Strategic Risk Register.

**Issue(s) considered by the Portfolio Holder**

The report described amendments to existing strategic risks and any additional strategic risks following a review by Corporate Risk Management Group (CRMG) and Corporate Management Team (CMT). The review primarily involved examining risk ratings in terms of impact and likelihood and effectiveness of control measures in place to mitigate the risk.

Attached as appendices to the report were (1) a brief overview as to how the risks had been developed and how each had been rated and (2) the updated Strategic Risk Register.

**Decision**

The Portfolio Holder noted the review and amendments to the Council's Strategic Risk Register and actions being taken and indicated he was happy with the management of the register.

**72. Extended Career Grade Scheme for Environmental Health and Trading Standards Officers (EHOs and TSOs) - (Head of Public Protection & Housing and Chief Personnel Services Officer)**

**Type of decision**

Non-key

**Purpose of report**

To review the extended Career Grade Scheme for Environmental Health and Trading Standards Officers.

**Issue(s) considered by the Portfolio Holder**

The report reviewed the progress of the scheme, as agreed by the Portfolio Holder in September, 2005, and updated the current position on the retention and recruitment of EHOs and TSOs within the Public Protection & Housing Division. Information was included on the national and local situation as to vacant posts.

**Decision**

The Portfolio Holder indicated he was pleased to see training from within the Division and agreed to the continuation of the extended career grade scheme for EHOs and TSOs for a period of six months, following which the issue should be examined again to see where it sits within future pay and grading structures.

**73. Wayleave Agreement for Development at Seaton Carew** - (*Head of Procurement and Property Services*)

**Type of decision**

Non-key

**Purpose of report**

To obtain authorisation for the granting of a wayleave agreement for the installation of drainage on the former baths site adjacent to Coronation Drive at Seaton Carew.

**Issue(s) considered by the Portfolio Holder**

The report outlined background detail of a scheme which proposed the granting of a wayleave agreement for drainage at Coronation Drive. The Portfolio Holder was advised that work had already begun on the installation of the sewerage system without the Council's knowledge and only came to light when the Council's Principal Engineer who deals with environmental issues discovered this and demanded that work be halted immediately. Further action taken was outlined in the report.

The details of financial implications were included in an appendix which was 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**

The Portfolio Holder:

- (a) indicated he was unhappy that the work had started without consent and that a letter be sent to the developer advising of this,
- (b) expressed the view that any costs should be borne by the developer and gave approval for the granting of a wayleave agreement under the terms proposed in the exempt report.

**74. 2 Lansdowne Road, Hartlepool** - (*Head of Procurement and Property Services*)

**Type of decision**

Non-key

**Purpose of report**

To advise the Portfolio Holder of the outcome of the recent marketing of this property.

**Issue(s) considered by the Portfolio Holder**

The report detailed a summary of the marketing process and the outcomes of the marketing with an overview of the bids received.

**Decision**

The Portfolio Holder:

- (a) gave approval to the property being offered to the highest bidder, number 5, with the condition that the legal agreement be completed within 12 weeks of the offer, and that the situation be reviewed in 6 weeks time, and
- (b) requested that the 2<sup>nd</sup> highest and 3<sup>rd</sup> highest bidders be advised of the decision and the condition imposed, thereby retaining their involvement in case of bidder No.5 not being able to progress.

**75. Partnering Arrangements 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 negotiations with R.I. Construction regarding their appointment as a partner to the Corporate Planned Maintenance and minor Works Contract.

**Issue(s) considered by the Portfolio Holder**

The report contained details of negotiations with R.I. Construction with regard to them becoming a permanent partner in the Partnering Arrangements for Corporate Planned Maintenance and minor Works Contract. Arrangements to run until the end of the current contract period.

**Decision**

That the Portfolio Holder noted the report and endorsed the appointment of R.I. Construction.

**76. Children's Centres** - (*Head of Procurement and Property Services*)

**Type of decision**

Non-key

### **Purpose of report**

To obtain Portfolio Holder's approval to Children's Centre projects being procured by competitive tender.

### **Issue(s) considered by the Portfolio Holder**

The Portfolio Holder was advised that there are six projects in the Children's Centres programme, four of which could be procured via the Strategic Partnership as their value are under £100,000. The report outlined the reasons for the six projects to be procured by competitive tender.

The Schemes, and the estimated expenditure in respect of each were listed in an appendix which was 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**

The Portfolio Holder:

- (a) agreed to the projects being procured by Competitive tendering rather than via the Strategic partnership partnering procedures
- (b) agreed to receive a future report on the comparison of the tender and partnering processes.

## **77. 73 Jutland Road, Hartlepool - (Head of Procurement and Property Services)**

### **Type of decision**

Non-key

### **Purpose of report**

To seek Portfolio Holder approval for the Council to take a licence of offices at 73 Jutland Road.

### **Issue(s) considered by the Portfolio Holder**

The report detailed the background and rationale behind the proposal to take a six month licence of the premises as a temporary measure. The proposed terms and conditions were detailed in an appendix which was exempt 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 taking of a Licence at 73 Jutland Road in the terms outlined in the exempt section of the report and requested that he be advised of any additional spending necessary by the Council.

**78. E Procurement Strategy Review - (Head of Procurement and Property Services)**

**Type of decision**

Non-key

**Purpose of report**

To provide an update on the findings of an E-Procurement Review carried out by National e-Procurement Project (NePP).

**Issue(s) considered by the Portfolio Holder**

The report provided detailed background information and highlighted the areas of good practice and potential for development and for improvement. A copy of the E Procurement review was attached as an appendix. The recommendations of the review were given as guidance for the Council to consider in its future e-procurement development. Although not mandatory, there were some relevant issues raised which had been included in an action plan which was attached as appendix 2 and brought together the conclusions.

The Portfolio Holder referred to 3.2.3 and asked what was being done to address this issue. The Head of Procurement and Property Services advised that additional capacity was being considered as part of the efficiency strategy within both Neighbourhood Services and corporately as standardisation and centralisation of procurement processes progress. The Assistant Chief Executive added that the way in which we work across departments makes best use of our capacity to ensure we deliver.

**Decision**

The Portfolio Holder noted the progress to date and endorsed the action plan.

**79. Neighbourhood Services Departmental Plan 2006/07 – 2<sup>nd</sup> Quarter Monitoring Report - (Director of Neighbourhood Services)**

**Type of decision**

Non-key

### **Purpose of report**

To inform the Portfolio Holder of the progress made against the key actions identified in the Neighbourhood Services Departmental Plan 2006/07 and the progress of key performance indicators for the period up to 30<sup>th</sup> September, 2006.

### **Issue(s) considered by the Portfolio Holder**

The report detailed the progress against the actions contained in the Neighbourhood Services Departmental Plan 2006/07 and the second quarter outturns of key performance indicators.

### **Decision**

The Portfolio Holder noted the achievement of key actions and first quarter outturns of performance indicators and was hopeful that the 3 milestones not met should be met within the year.

## **80. 5 Year Procurement Plan - (Head of Procurement and Property Services)**

### **Type of decision**

Non-key

### **Purpose of report**

To seek Portfolio approval to the Council's updated 5 Year Procurement Plan in line with the requirements of the National Procurement Strategy.

### **Issue(s) considered by the Portfolio Holder**

The report outlined the background to the requirement of a 5 Year Procurement Plan and highlighted some of the key procurement exercises over the next 5 years.

The report also outlined information relating to the following:

- National and Local Picture
- Procurement Strategy
- Links to Efficiency Strategy
- Considerations
- Conclusions
- Priorities and Targets for 2007/08 and Beyond.

The Portfolio Holder commented that this was a good plan and asked if all departments were embracing what Officers were trying to do. The Head of Procurement and Property Services advised that, through the Corporate Procurement Group, Training and Newslines, all departments were being kept informed.

### **Decision**

That the Portfolio Holder approves the updated 5 Year Procurement Plan.

## **81. Local Government Access to Information**

Under Section 100A(4) of the Local Government Act 1982, 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 82 – Burn Valley Pupil Referral Unit, Elwick Road – (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 83 – Town Moor Bowls Pavillion, Headland – Head of Procurement and Property Services and Assistant Director (Community Services) – Para 3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information)).

## **82. Burn Valley Pupil Referral Unit, Elwick Road - (Head of Procurement and Property Services)**

### **Type of decision**

Non-key

### **Purpose of report**

To report progress on the proposed disposal of the former pupil referral unit.

### **Issue(s) considered by the Portfolio Holder**

Making reference to the report presented on 21<sup>st</sup> August, 2006, the report detailed progress and the difficulties that had been experienced in securing a successful bidder, in particular that the 2 highest bidders were unable or unwilling to proceed with a scheme meeting planning requirements.

### **Decision**

That Portfolio Holder considered the options available and decided that the property should be offered to the third highest bidder at the price and terms indicated in the report.

**83. Town Moor Bowls Pavillion, Headland** - (*Head of Procurement Services and Assistant Director (Community Services)*)

**Type of decision**

Non-key

**Purpose of report**

To obtain Portfolio Holder approval to the proposed funding arrangement and lease of the above premises.

**Issue(s) considered by the Portfolio Holder**

The report detailed the background to the proposal for Boys Brigade Old Boys Rugby Football Club to take a lease of the Town Moor Bowls Pavillion to provide changing facilities. The report contained a summary of the proposed lease terms. Plans showing the proposed refurbishment were also attached to the report.

**Decision**

- (i) The Portfolio Holder commented that it would be good to support the group and get the building back into use and approved the granting of a lease to Boys Brigade Old Boys Rugby Football Club subject to the terms proposed.
- (ii) The Portfolio Holder approved a contribution of £5,000 from the Planned Maintenance Budget for the development of the property.

**J A BROWN**

**CHIEF SOLICITOR**

**PUBLICATION DATE: 1<sup>st</sup> December 2006**