

HARBOROUGH DISTRICT COUNCIL

MINUTES OF THE MEETING OF THE RESOURCE AND PERFORMANCE SCRUTINY PANEL

Held in the Council Chamber, The Symington Building,

Adam and Eve Street, Market Harborough

16th July 2015

Commencing at 6.30p.m.

Present:

Councillor Mrs. Ackerley, Chairman.

Councillors: Beesley-Reynolds, Bilbie, Mrs Burrell, Dann (ex officio, until 7.22pm), Evans, Graves, Hadkiss, Dr Hill, Modha and Spendlove-Mason.

Officers: M. Bradford, N. Proudfoot and G. Keeping

Guest: S. Grassby (Deputy Partnership Manager, Serco)

111 ELECTION OF CHAIRMAN FOR THE 2015/16 YEAR

RESOLVED that: Councillor Mrs. Ackerley be elected Chairman for the 2015/16 year.

112 APPOINTMENT OF VICE-CHAIRMAN FOR THE 2015/16 YEAR

RESOLVED that: Councillor Mrs Beesley-Reynolds be appointed Vice-Chairman for the 2015/16 year.

113 APOLOGIES FOR ABSENCE AND NOTIFICATIONS OF SUBSTITUTION

An apology was received from Cllr Knowles. Cllr Mrs Burrell substituted for Cllr Knowles.

114 MINUTES

RESOLVED that: the Minutes of the Meeting of the Resource and Performance Scrutiny Panel held on 19th February 2015 be taken as read and signed by the Chairman as a true record.

115 DECLARATIONS OF MEMBERS' INTERESTS

None reported.

116 THE COUNCIL'S WORKING ARRANGEMENTS WITH HARBOROUGH DISTRICT LEISURE TRUST

The Chairman welcomed Stephen Grassby, Serco's Deputy Partnership Manager, to the meeting. M. Bradford, Service Manager – Contracted Services, introduced the report and Members then considered the Council's working arrangements with the Harborough Leisure Trust / Serco, including performance data against set targets and comparative data against the previous year. The Chairman invited questions and comments from those present and the following was recorded:

Question/ Comment	Response
The report contains only limited financial information. How can the Council be satisfied that it is receiving good value for money from the contract?	Financial performance is monitored and information is available, but some is commercially sensitive. It was agreed that the information would be circulated by email to Panel Members after the meeting.
Why hasn't the gain share mechanism been triggered?	The gain share threshold has been hard to achieve. There is indexation attached and the amount increases each year due.
Which of the two Sports Centres receives the subsidy from Harborough District Council?	The subsidy goes towards Lutterworth Sports Centre, which was a new building when the contract started. It was agreed that information on the element of the subsidy that relates to capital repayments would be circulated by email to Panel Members after the meeting.
Key Performance Indicator (KPI) 4a refers to twenty-nine written complaints: i) How is the decision made on whether these are categorised as 'justified', 'partly justified' or 'not justified'? ii) What happens if a customer is unhappy with a complaint being classified as 'not justified'? iii) What is the breakdown between the different categories of complaint?	i) Most complaints are resolved informally at the time. Formal complaints are dealt with in a manner similar to the Council's own complaints procedure and are responded to by Serco. ii) Cases of this type are considered by the Trustee Board and often are also dealt with through the Council's own complaints procedure. iii) Complaints are categorised by type and a list will be circulated to Panel Members after the meeting.
In relation to Section 7 (Health & Safety): i) Can more detailed information be provided on injuries contained within the categories 'bruises' and 'cuts'. ii) How are serious incidents recorded? Does the category listed as 'other' include these? iii) Why do the comparative figures between 2013/14 and 2014/15 only cover Quarter 4? iv) In future, could the breakdown of figures on accidents distinguish between the two sports centres?	i) Yes, a more descriptive analysis was available and would be provided to Panel Members after the meeting. ii) A communications plan is in place for the Leisure Trust to cover serious injuries and HDC are informed immediately. iii) It was agreed that future reports would contain information on all quarters. iv) Yes, this will be included in future reports
How do the Sports Centres link into the wider public health agenda?	The Centres run an exercise referral programme and the Leisure Trust employ a Sports & Community Development Officer. Target groups have been identified in discussion with Sports England. Both sites operate a Level Four Cardiac Rehabilitation programme.
Are defibrillators provided at both sites?	Yes, both sports centres have defibrillators and staff are trained in their use.

The Panel RESOLVED:

- (i) that future reports should be based on six Key Performance Indicators;

- (ii) that details of the 36 Performance Indicators that are available would be circulated to Panel Members so that the six indicators mentioned in i) above could be selected;
- (iii) that a link would be made with the Council's corporate system of performance management; and
- (iv) that future reports would contain:
 - financial information
 - information over a full year, separated for the two sports centres
 - some benchmarking information, where available
 - detail of complaints received
 - detail of injuries

The Panel RECOMMENDED that the report be forwarded to the Executive with these comments, for information.

117 CORPORATE RISK / OPPORTUNITY REGISTER, QUARTER FOUR 2014/15

Members considered the Corporate Risk/Opportunity Register at the end of Quarter Four of the 2014/15 year and N. Proudfoot, Corporate Director – Community Services, outlined the key Corporate Risks and Opportunities at that time. The Chairman invited questions and comments from those present and the following was recorded:

Question/ Comment	Response
CR09 - Poor management and monitoring of major contracts – it was noted that this was recorded as an amber risk. Why was this?	The Contract Management Framework is partially in place. Once this is complete and covers all contracts, it is anticipated that the risk category will change to green.
CR12 - Lack of co-ordinated approach to Emergency Planning – the reference under CR12.07 to Member training on emergency planning appears to refer to the membership of the Council prior to the elections in May 2015.	Yes, the report does refer to the previous Council, but need for training had been identified in the current Member Induction Programme. The Chairman asked that this be raised at the forthcoming meeting of the Member Development Executive Advisory Panel.
The risk assessment process should perhaps also consider the impact of minor, but frequent, occurrences.	Yes, this would be picked up under the Impact assessment. It was agreed that the issue will be raised at the next risk review.

The Panel RECOMMENDED that the report be forwarded to the Executive with these comments, for information.

The Meeting ended at 7.30pm

