

## **CABINET MEETING - 16<sup>TH</sup> JUNE 2016**

### **AGENDA ITEM (10)**

#### **SUMMARY PERFORMANCE REPORT - 2015/16 YEAR END**

#### **COMMENTS FROM OVERVIEW AND SCRUTINY COMMITTEE**

Arising out of its consideration of the summary performance report, the Overview and Scrutiny Committee:-

- Noted continuing issues regarding building control performance; the changes implemented in an attempt to those issues, particularly in relation to the service becoming part of the 2020 Partnership; and agreed that a detailed report should be submitted after six months of operation within the Partnership.
- Noted resilience measures now in place in relation to Housing Benefit/Council Tax Support claims, and the separation of processing duties between three teams - telephone, new claims and changed circumstances; that these measures had seen improved performance; that problems continued to be experienced due to irregular electronic data transfers from the DWP, but of the need for related work to be prioritised to avoid subsidy penalties; the continued need for elements of manual processing while confidence in the system had been achieved; and, most importantly, that Cotswold was consistently performing in the top quartile nationally (new claims processed in 13.2 days compared to the national average of 21 days), even though the more challenging local target (12 days) had not been met.
- Asked for a breakdown to be provided in respect of the number of long-term empty properties, in an attempt to establish which properties were genuinely empty and those which were being worked upon/renovated.
- Questioned the need for sickness absence reporting.
- Welcomed financial performance, but wished to raise a note of caution at strategic level in that it was hoped that the Council would not be so assiduous in cutting costs that value for money and service delivery were adversely impacted, or that opportunities for enhanced service provision were not looked at.
- Supported the suggested allocations of £395,000 to the Business Rates Smoothing Reserve, to fund future budget gaps resulting from the accounting treatment of retained business rates income; and of £125,000 to an earmarked reserve to fund additional resources for processing the Chesterton Site planning application.

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