

## AGENDA ITEM:

### SUMMARY



<b>Report for:</b>	<b>Finance and Resources Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>12th June 2012</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Performance Report Quarter 4 – Legal Governance and Democratic Services</b>
Contact:	CLlr Neil Harden, Portfolio Holder for Residents and Regulatory Services  Author/Responsible Officers:  Steven Baker, Assistant Director (Legal, Democratic & Regulatory)  Mark Brookes, Group Manager (Legal Governance) Jim Doyle, Group Manager (Democratic Services)
Purpose of report:	To provide Members with the performance report for quarter 4 in respect of Legal Governance and Democratic Services.
Recommendations	That Members note the report.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	<u>Financial</u>  None.

'Value For Money Implications'	<u>Value for Money</u> Monitoring Performance supports the Council in achieving Value for Money for its citizens.
Risk Implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly.
Equalities Implications	Equality Impact Assessment completed for each service area as part of service planning and reviewed quarterly.
Health And Safety Implications	None
Consultees:	Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services
Background papers:	Annex : Quarter 4, 2011/12 Performance Report

1. Members will find attached to this report the performance data for Legal Governance and Democratic Services in relation to the fourth quarter of 2011/12. Generally speaking the data does not reveal any major issues for concern.

#### Update on new Corporate Customer Complaints System

2. In the Q3 performance report Members were informed that work was underway to develop a new software for the Corporate Customer Complaints System which was intended to simplify and speed up the process and produce useful data which can be used by the departments to effect service improvements. An in-house web based system was subsequently developed and this went 'live' in April. A detailed update on the new system is the subject of a separate report on the agenda.

#### Change of Personnel in Legal Governance

3. On 2 April 2012 Mark Brookes replaced Noele Pope as the Group Manager (Legal Governance) – Noele having left the Council at the end of March. At the same time responsibility for the management of the Licensing Service was transferred to the Group Manager (Legal Governance) from the Group Manager (Regulatory Services). The purpose of this change was to help correct the previous imbalance between the numbers of staff and range of services which these two Group Managers were responsible for.
4. Although the management of the Licensing Service now comes within the remit of Legal Governance, it still remains within the purview of the Housing

and Community Overview and Scrutiny Committee and, therefore, the performance of the Licensing Service will continue to be reported to that Committee.

#### Service Objectives for 2012/13

5. Looking ahead to 2012/13, the high level service objectives for Legal Governance, Democratic Services and Procurement, Commissioning and Compliance have been agreed by the Portfolio Holder for Residents and Regulatory Services, and these are set out below. The quarterly performance reports during 2012/13 will update Members on the progress in meeting these objectives.

#### **Legal Governance**

- Achievement of the renewal of Lexcel accreditation
- Market-testing of outsourcing arrangements
- Identification of sources of legal advice and support for the purposes of the Council's major projects.
- Provision of guidance to the Council on the Localism Act.

#### **Procurement, Commissioning and Compliance**

- Design, develop and implement a procurement strategy that clearly supports the corporate goals and objectives of the organisation.
- Harmonise working practices to encourage internal and external relationships
- Develop and build upon existing skills & new technologies to increase resilience and support service redesign
- Deliver cashable savings and improve efficiencies via alternative methods of service delivery
- Following the Local Government Association 'Productivity Masterclass' event in March 2012 – to undertake the “productivity expert” support during 2012/13.

#### **Democratic Services**

- Deliver a smooth and successful Police and Crime Commissioners Election (Nov 2012)
- Initiate Member Development Charter Plus
- Successful implementation of Individual Registration

