

**NORTH HERTFORDSHIRE DISTRICT COUNCIL**  
**PERFORMANCE, AUDIT AND REVIEW COMMITTEE**

**Meeting held at the Council Offices,  
Gernon Road, Letchworth Garden City, on Thursday, 5 June 2008 at 7.30 p.m.**

<b>MINUTES</b>
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**PRESENT:** *Councillors: Julian Cunningham (Chairman), Tom Brindley (Vice-Chairman), John Booth, Lee Downie, Gary Grindal, Steve Jarvis, Marilyn Kirkland, David Levett, Paul Marment, David Miller, Deepak Sangha and Martin Stears.*

**ALSO PRESENT:** *Councillor L.W. Oliver.*

**IN ATTENDANCE:** *Chief Executive  
Head of Financial Services,  
Head of Strategy and Customer Services  
Head of Communications  
Head of Human Resources  
Head of Transformation and Information Technology  
Planning Control and Conservation Manager  
Customer Services Manager  
Policy Manager  
Performance Manager  
Consultation Officer  
Senior Member and Committee Services Officer.*

**1. CHAIRMAN'S ANNOUNCEMENTS**

- (i) The Chairman welcomed everyone to the meeting, especially new members of the Committee: Councillors: Gary Grindal, Steve Jarvis, Paul Marment and Martin Stears. He also thanked those who were no longer Members of the Committee for their contributions and paid particular tribute in this regard to Councillor Lawrence Oliver and former Councillor Ian Mantle.
- (ii) The Chairman advised that the PARC Workshop on the Organisational Development Strategy had been arranged to take place at 6.00pm on Tuesday, 15 July 2008, and that Members would be receiving a formal invitation to this Workshop in the next few weeks.
- (iii) The Chairman commented on the length of the agenda for the meeting, and considered that it would be difficult for the Committee to do full justice to the number of important strategic items within the time available. If the Committee's Work Programme could not be better managed, then he intended to raise the possibility of seeking additional meetings of PARC. This view was supported by other Members, and the Chairman undertook to raise the matter with officers.

**2. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors: Alan Bardett and Michael Weeks.  
Apologies for absence were received from the Strategic Director of Customer Services.

**3. MINUTES – 27 MARCH 2008**

**RESOLVED:** That the Minutes of the meeting held on 27 March 2008 be approved as a true record of the proceedings and be signed by the Chairman.

Note: The Chairman commented that the Minutes and other documentation on the agenda made reference to the IDeA Peer Review report, which had not been seen by all Members of PARC. Accordingly, he had asked the Chief Executive to submit the report to the next meeting of PARC in September 2008.

**4. SUBSTITUTION OF COMMITTEE MEMBERS**

The Chairman confirmed that there were no substitutions.

**5. DECLARATIONS OF INTEREST AND PARTY WHIP DIRECTIONS**

No declarations of interest were made.

No Party Whip directions were made.

**6a. REFERRAL FROM THE AUDIT AND RISK PANEL: AUDIT AND CONSULTANCY SERVICES – COMPLIANCE AGAINST CODE OF PRACTICE FOR INTERNAL AUDIT**

The Head of Financial Services advised the Committee that the Audit and Risk Panel, at its meeting held on 21 May 2008, had considered a report regarding a number of new and revised documents which supported the Audit & Consultancy Section's ongoing compliance with the Code of Practice for Internal Audit in Local Government in the United Kingdom, and had made a recommendation to PARC seeking endorsement of these new and revised documents.

**RESOLVED:** That the following documents be agreed in order to allow Audit and Consultancy Services comply with the Code of Practice for Internal Audit in Local Government as published by CIPFA in 2006:

1. Appendix A – Audit Strategy
2. Appendix B – Terms of Reference
3. Appendix C – Performance Indicators
4. Appendix D – The Reporting Protocol
5. Appendix E – Assurance Levels
6. Appendix F – Customer Feed Back Questionnaire

**REASON FOR DECISIONS:**

To ensure that NHDC complies with the requirements of the Code of Practice for Internal Audit in Local Government 2006.

**6b. REFERRAL FROM THE AUDIT AND RISK PANEL: RISK MANAGEMENT UPDATE**

The Head of Financial Services advised the Committee that the Audit and Risk Panel, at its meeting held on 21 May 2008, had considered an update report on Risk Management and had made a recommendation to the Performance, Audit and Review Committee in respect of the Annual Report on Risk Management (Minute 7 refers).

**RESOLVED:** That the Annual Report on Risk Management (as presented at Appendix B to the report) be agreed.

**RECOMMENDED TO CABINET:** That, in accordance with the Risk Management Strategy of NHDC, the Annual Report on Risk Management (as presented at Appendix B to the report) be recommended to Council for approval.

**REASONS FOR DECISION:**

To comply with the requirements of the NHDC Risk Management Strategy.

**6c. REFERRAL FROM THE AUDIT AND RISK PANEL: ANNUAL GOVERNANCE STATEMENT**

The Head of Financial Services advised the Committee that the Audit and Risk Panel, at its meeting held on 21 May 2008, had considered a report on the Council's Annual Governance Statement, and had referred the matter to PARC, with a view to any comments or amendments to the document being put forward before it was included as part of the Annual Statement of Accounts for 2007/08.

**RESOLVED:**

- (1) That the amended Annual Governance Statement be agreed;
- (2) That the agreed Annual Governance Statement be put forward for inclusion in the Annual Statement of Accounts for 2007/08;

- (3) That the Chairman and Vice-Chairman of PARC be authorised to agree any amendments to the Annual Governance Statement 2007/08 that may be required prior its inclusion in the Annual Statement of Accounts 2007/08.

**REASON FOR DECISIONS:**

To allow PARC the opportunity to comment and review the Annual Governance Statement.

**7. PARC – CHAIRMAN’S REPORT FOR 2007- 2008**

The Chairman advised that his Annual Report had been deferred and would be submitted to the next meeting of PARC in September 2008.

**8. PARC ANNUAL WORK PROGRAMME FOR 2008 - 2009**

The Committee considered the report of the Strategic Director of Customer Services in respect of its outline Work Programme for 2008/09.

The Work Programme had been designed to ensure that PARC’s business reflected its Terms of Reference; that a clear direction was agreed in order to co-ordinate PARC’s work with that of the Scrutiny Committee; and that arrangements to assist in the development of PARC’s function, and the support needed for Committee business, could be identified at an early stage.

A number of Members reiterated the comments they had made earlier in the meeting regarding the size of the agenda for the meeting and, indeed, the size of the Work Programme for 2008/09. It was noted that Item 8 of PARC’s Terms of Reference required the Leader of the Council to attend the first PARC meeting in each Civic Year to report on the Cabinet’s priorities for the coming year and its performance for the previous year. It appeared that this had never happened. Accordingly, it was agreed that the Leader of the Council be invited to the September meeting of PARC for this purpose.

**RESOLVED:**

- (1) That, subject to the Chairman and Vice-Chairman meeting with appropriate officers to discuss future agenda planning, the draft PARC Work Programme 2008/09, attached as Appendix B to the report, be agreed;
- (2) That the Leader of the Council be invited to attend the September 2008 meeting of PARC in order to report on the Cabinet’s priorities for 2008/09 and its performance for 2007/08.

**REASONS FOR DECISION:** To ensure that PARC’s Work Programme for 2008/09 is consistent with its Terms of Reference.

**9. THE 2008 REVIEW OF THE CORPORATE PLAN 2005-2015**

The Chief Executive and Head of Policy, Partnerships & Performance submitted a report introducing the 2008 Review of the Corporate Plan. The Chief Executive commented that the Draft Plan, attached at Appendix 1 to the report, had been produced at an early stage in the Civic Year to enable the Council to be more explicit about setting its priorities and policy direction ahead of the Budget process, which happened later in the Civic Year.

The Committee was advised that the foundations and requirements of the document remained much the same as previous versions. The long term vision for North Hertfordshire, the Council’s mission statement and the 6 strategic objectives were all as before. There were, however, three new priority areas, namely Green Issues, Town Centres and Sustainability, with new suggested actions, measures of success and overview of achievements since the Plan was revised in 2007. The new draft would be developed further through the summer, for final publication in December 2008.

The key issues raised by the Committee in debating the Draft Plan included:

- The section of the introduction to the document referring to “an urban conurbation that stretches from Luton to Stevenage” should be toned down;
- Where the introduction referred to housing needs, it should also mention “affordable housing”;
- It was not immediately apparent how the three new priority areas related to the Council’s six strategic objectives;
- The “Value for money” section could be strengthened, with greater emphasis on benchmarking and partnership working;
- Some of the jargon used in the document could be simplified;
- The document was lacking any meaningful timescales, and did not make reference to any areas that could possibly be identified for de-prioritisation.

The Committee acknowledged that the document, though a draft, required some further work, and it was agreed that a Working Group be set up for this purpose, to meet urgently, in order to input into a report for submission to the June 2008 meeting of Cabinet.

**RESOLVED:**

- (1) That the contents of the 2008 Draft Review of the Corporate Plan be noted;
- (2) That a Working Party be set up, comprising the Chairman and Vice-Chairman of PARC, and Councillors Martin Stears and Steve Jarvis, together the Portfolio Holder for Policy & Green Issues, the Chief Executive and other appropriate officers, to consider the Draft Corporate Plan in more detail in order to input into a report for submission to the June 2008 meeting of Cabinet.

**REASON FOR DECISIONS:**

To enable the revised Draft Corporate Plan document to be approved alongside the Medium Term Financial Strategy.

**10. CORPORATE PLAN MONITORING – FOURTH QUARTER**

The Committee considered the report of the Strategic Director of Customer Services regarding progress against the Corporate Plan, for the period April 2007 – March 2008.

The report summarised progress against each of the 32 overarching strategic actions contained in the Corporate Plan, and provided details of the 13 actions which were “behind schedule”. Appendix B to the report, which was tabled at the meeting, gave full details of progress against the ‘Measures of Success’.

The Committee was concerned that, on those targets which had not been met, no mention was made of the measures (e.g.) action plans, which it was proposed to introduce to address this shortfall.

**RESOLVED:**

- (1) That the progress of the Corporate Plan in the period 1 April 2007 to 31 March 2008 be noted;
- (2) That the areas of under achievement and the good progress made be noted, but that future reports should focus on those targets which had not been met, and on the measures proposed to be adopted to achieve those targets;
- (3) That the arrangements for the monitoring of The Corporate Plan during 2008-2009, as detailed at Paragraph 3.2 of the report, be agreed.

**REASONS FOR DECISIONS:**

The recommendations made at Paragraph 9 to the report had been made in accordance with the declared policy of North Hertfordshire District Council.

## 11. SUSTAINABLE COMMUNITY STRATEGY

The Policy Manager presented the report of the Chief Executive in respect of the development of a new Sustainable Community Strategy for North Hertfordshire. The Strategy document was attached at Appendix A to the report.

The new Strategy was evidence based and the result of extensive consultation. A summary of the evidence could be found in the profile section of the document. Public consultation on the Strategy had finished on 18 January 2008. The results of the consultation and a first draft of the Sustainable Community Strategy were considered by the North Hertfordshire Partnership at its meeting on 10 March 2008.

Since then some improvements had been made and, in particular, delivery partners asked to check the draft. After some relatively minor amendments were accepted, the Sustainable Community Strategy was agreed by the North Hertfordshire Partnership at its meeting on held on 19 May 2008.

Following its consideration by PARC, the Strategy was scheduled to be approved by Cabinet and Council. A designed and illustrated version of the Strategy would be available for a public launch event at a community conference in September or October 2008 and would also be available electronically.

The Committee debated the Strategy thoroughly and, as well as suggesting some amendments to the detail of the document, the following key points emerged:

- Consideration should be given to a re-ordering of a number of the bullet points within each of the sections to provide a demarcation between items which had clear outcomes and those which were aspirations;
- It should be clear in the document that, although the Strategy covered the period up to 2021, the aims of the Strategy would be delivered through the mechanism of a series of rolling three year action plans;
- The definition of "affordable housing" contained in the glossary should be expanded;
- There should be more focus in the document in respect of facilities for youths (e.g. Youth clubs);
- The "Travel and Transport" Section should include reference to support for increased capacity/accessibility to rail services, and improvements to the transport infrastructure (including upgrading of the A1(M));
- The "Strengthening Communities and Involving People" Section should contain a clearer indication of what was meant by communities/neighbourhoods;
- The "Promoting Lifelong Learning, Training and Skills Development" Section should be expanded and strengthened.

### **RESOLVED:**

- (1) That the contents of the Sustainable Community Strategy, as presented at Appendix A to the report, be noted;
- (2) That the Policy Manager be requested to take note of the comments and suggestions made by the Committee and incorporate such points in a revised Version 52 of the Sustainable Community Strategy;

**RECOMMENDED TO CABINET:** That, subject to the incorporation of amendments recommended by PARC, the Sustainable Community Strategy (Version 52) be recommended to Council for approval.

### **REASON FOR DECISION:**

To allow PARC the opportunity to comment on the final stages of the development of the new Sustainable Community Strategy.

## 12. COMMUNICATIONS STRATEGY

The Head of Communications submitted a report in respect of a proposed Communications Strategy.

Members were informed that Appendix A to the report, the draft Communications Strategy, had an important section missing from the document circulated with the agenda. Accordingly, the Committee felt unable to come to any firm conclusions in the absence of the complete document.

**RESOLVED:** That consideration of the Draft Communications Strategy be deferred to the next meeting of PARC in September 2008.

**REASON FOR DECISION:**

To enable PARC to consider a complete version of the draft Communications Strategy.

**13. SECTION 106 AGREEMENT AND UNILATERAL UNDERTAKINGS**

The Planning Control & Conservation Manager presented the report of the Head of Planning & Building Control which provided Members with an overview of the current situation with regard to the implementation and management of Section 106 Agreements and Unilateral Undertakings.

The Committee was advised that the implementation of Section 106 Agreements over the past 18 months following approval of the Planning Obligations Supplementary Planning Document had provided a far clearer position for developers and had led to far more certainty. When the SPD was being produced there was considerable representation from developers about the practicalities of operating such an arrangement and the financial impact that this would have upon development proposals. However, there had been very few challenges to the payment of charges with Section 106 Agreements.

In early 2008, as part of the annual Audit Plan, the Council's Audit Team undertook a review of the Section 106 processes. There were a number of recommendations included within the Audit Report and this Audit revealed a "partial" level of assurance. The key recommendations were set out in Appendix A to the report, together with the resultant Action Plan. It was noted that a considerable number of the actions had already been commenced prior to the planned Audit and the actions identified in Appendix A were being undertaken within currently identified resources.

With regard to the monitoring of the Section 106 agreements and Unilateral Undertakings, PARC was informed that the 'trigger' points for the submission of the contributions or implementation of the terms of the agreement were set up within the Acolaid computer system and the Planning Obligations module as referred to in Appendix A. 'On the ground' monitoring was undertaken and cross referenced as shown in a diagram set out in the report and completions were reported back to the Monitoring Officer and the appropriate invoice and letter were sent to the developer.

Members were appreciative of the report, but considered that the next stage of reporting would be for the Committee to receive a report in respect of the details of the funds collected through Section 106 Agreements and Unilateral Undertakings and on what projects/schemes were they utilised. This report should also include details of those Agreements subject to "pay back" clauses. It was agreed that this report should be submitted to the December 2008 PARC meeting, and that each of the Area Committees should be provided with details of the amount of Section 106 monies available in their respective areas, to enable them to be proactive in advising on the utilisation of those monies.

**RESOLVED:**

- (1) That the update on the implementation of Section 106 – Unilateral undertakings be noted;
- (2) That the proposed Action Plan, as presented at Appendix A to the report, be agreed;
- (3) That the monitoring arrangements for Section 106 Agreements be noted;
- (4) That the Head of Planning and Building Control be requested to liaise with Hertfordshire County Council on the completion of a comprehensive list of Section 106 agreements for North Hertfordshire;

- (5) That the Head of Planning and Building Control be requested to present a Section 106 update report to PARC at its meeting to be held on 11 December 2008 and at six monthly intervals thereafter, in respect of the details of the funds collected through Section 106 Agreements and Unilateral Undertakings and on what projects/schemes were they utilised, together with details of those Agreements subject to “pay back” clauses;
- (6) That, during the November 2008 cycle of meetings, each of the Area Committees be provided with details of the amount of Section 106 monies available in their respective areas, to enable them to be proactive in advising on the utilisation of those monies.

**REASONS FOR DECISIONS:**

- (1) To ensure that there will be a robust system for the negotiation and management of Section 106 Agreements and Unilateral Undertakings;
- (2) To ensure that Section 106 Agreements and Unilateral Undertakings are kept under regular review and that the risk associated with this monitoring is managed in a proper way.

**14. COMMENTS, COMPLIMENTS AND COMPLAINTS - 1 APRIL 2007 TO 31 MARCH 2008**

The Committee considered the report of the Strategic Director of Customer Services in respect of Comments, Compliments and Complaints – 1 April 2007 to 31 March 2008.

The report stated that a total of 1,467 3Cs were received by the Council between 1 April 2007 – 31<sup>st</sup> March 2008, a 99% increase on the comparative period for 2006/2007. However it was noted that only 26% of these complaints were found to be “justified”, an increase of 12% over the previous 12 month period. In addition, 1,419 3Cs were registered directly with the Council’s contractors, a 48% increase from the previous year.

The significant increase in complaints could be attributed to a revised logging process, launched in late 2006, that saw centralised logging of 3Cs – as well as a revised process for which staff received training and gained an increased awareness of the importance of correctly identifying and logging cases, and the introduction of the Alternative Weekly Collection Service for Waste in October 2007.

The appendices to the report detailed some examples of corrective action taken, a summary of the Local Government Ombudsman Complaints, details of the information collected by the GovMetric Customer Satisfaction measurement, and planned actions for the future. The Committee was please to note that, of the Ombudsman cases, none had resulted in a finding of maladministration by the Council.

**RESOLVED:**

- (1) That the reasons for the increase in the number of 3Cs between 1 April 2007 and 31 March 2008 be noted;
- (2) That the actions taken to manage such increases be agreed;
- (3) That the improvement in turnaround times concerning Local Government Ombudsman cases be noted;
- (4) That PARC note with pleasure that there had been no cases of maladministration against NHDC;
- (5) That the proposed Action Plan for the management of 3Cs, as presented at Appendix D to the report, be agreed;
- (6) That the Customer Services Manager and her staff be congratulated for the improvements in the handling of 3Cs during the 2007/08 Financial Year.

**REASON FOR DECISION:**

To allow corporate monitoring of 3Cs and the review of issues raised formally by customers, and to meet the requirements of the BSI standard complaints system ISO 10002/2004.

**15. STAFF SURVEY 2007**

The Head of Human Resources submitted a report in respect of the Staff Survey 2007 and the next steps following on from the analysis of the Survey results.

The report stated that the Survey, conducted in December 2007, had been completed by 264 employees, a response rate of 61%, an increase on the response rate received from the 2005 Survey. The report and its appendices provided further detail regarding the survey results, and the Service Level results had been reported to Heads of Service for the preparation of Service action plans. A corporate Action Plan, attached as Appendix 2 to the report, had also been produced.

**RESOLVED:**

- (1) That the detailed results of the 2007 Staff Survey be noted;
- (2) That the proposed 2007 Staff Survey Action Plan, as presented at Appendix 2 to the report, be endorsed.

**REASON FOR DECISION:**

To meet the Strategic Directive 'listening to and delivering for our Communities' is met and to ensure the maintenance of employee confidence through positive action plans.

**16. KEY FINDINGS AND PROPOSED ACTION PLAN FROM THE 2008 CITIZENS' PANEL**

The Committee considered a report submitted by the Head of Communications detailing the key findings from the 2008 Citizens Panel, and seeking endorsement for the 2008 Citizens Panel Action Plan.

The Citizens Panel had been recruited as part of the 2006 District Wide Survey process and consisted of 800 residents. The 2008 Citizens Panel Survey had covered the following issues, the key findings of which were detailed in the report:

- Customer Care;
- Closed – Circuit Television (CCTV);
- Waste and Recycling in North Hertfordshire;
- The Vision for North Hertfordshire and the Strategic Objectives;
- Sustainable Community Strategy;
- How should Council services change?

It was noted that the key findings of the 2008 Survey were achieved via Outlook Magazine, content on the website, as well as a personal newsletter to all residents on the Panel. A proposed Action Plan in response to the key findings had been prepared and was attached at Appendix 1 to the report.

**RESOLVED:**

- (1) That the 2008 Citizens Panel Action Plan, as detailed at Appendix 1 to the report, be agreed;
- (2) That the action planning feedback process proposed on an internal and external basis, as detailed at Paragraph 4.2 of the report, be agreed.

**REASON FOR DECISION:**

To ensure that the implementation of the Action Plan will confirm the success of the Citizen Panel consultation exercise.

**17. THE STRATEGIC SUPPORT SERVICES CONTRACT AND SERVICE@NORTH-HERTS - UPDATE**

The Head of Transformation & Information Technology submitted a report updating Members on the progress of the Strategic Support Services Contract (the Service@North-Herts Programme).

The Committee was advised that the programme had been broken down into a number of projects under the broad headings of Infrastructure Deployment; Service Integration (Customer Service Centre and Website), Customer, Property and Asset Index; Document Management; IT Effectiveness; Mobile and Home Working; and a number of ad hoc projects. The progress on each of these areas was outlined in the report, and the report stated that the final phase was due for closure in Autumn 2008.

The report also provided details of the Business Process Reviews currently being managed through the IT Transformation Board, together with projects in the planning stage, and those currently awaiting the submission of a business case.

The report highlighted the cost benefits to the Council arising from the Service@North-Herts project which, as at March 2008, had realised efficiency savings of £662,000, and which it was estimated would rise to £1.3M by 2010.

The Committee noted the completion date for the Service @North-Herts project, and requested the Strategic Director of Customer Services to report back to PARC on the proposed monitoring arrangements once the programme had finished. The Head of Transformation & Information Technology advised he was shortly to be leaving the Council's service, and therefore that the next update to PARC on this matter would be presented by his successor.

**RESOLVED:**

- (1) That the work completed to date on the Strategic Support Services contract be noted;
- (2) That the details of the ongoing work programme for the Strategic Support Services Contract be noted.
- (3) That the Strategic Director of Customer Services be requested to report back to PARC on the proposed monitoring arrangements once the Service@North-Herts Programme had finished;
- (4) That the Head of Transformation & Information Technology be thanked for his contribution to the work of PARC during his time with the Council.

**REASON FOR DECISION:**

To ensure that PARC receives regular updating on the Strategic Support Services Contract and its evolution into Service@north-herts.

**18. PERFORMANCE INFORMATION MANAGEMENT REPORT – APRIL 2007-MARCH 2008**

The Performance Manager presented the report of the Strategic Director of Customer Services which included a performance management report for the period April 2007 to March 2008 and the targets for the 2008/09 performance indicators (Appendix A), and data and commentary for inclusion in the Best Value Performance Plan and targets for the new National Performance Indicators (Appendix B).

The Performance Manager reminded the Committee that NHDC had monitored 94 performance indicators in 2007-2008 of which 69 were statutory and 25 were local. During 2007/08, 15 Rescue Recovery Plans were completed, of which 3 had met their targets. For 2008/09, 6 new local indicators had been added to the corporate set, as set out in the report.

The Performance Manager next referred the Committee to Paragraph 4.6 of the report which detailed the traffic light status and direction of travel for the 94 performance indicators, supported by information presented at Appendix A. With regard to Traffic light status the Committee noted 58% at green and 27% at red, and with regard to Direction of Travel the Committee noted 23% worsened/worst possible return, 55 per cent had improved/optimum return, with 4% unchanged.

The Committee acknowledged that the Action Plan resulting from the Data Quality Policy agreed in September 2007 was being implemented, alongside the Audit Commission 2005/06 Data Quality Action Plan. The Performance Team working with the Data Quality Forum continued to monitor these two action plans. In doing so all the uncompleted/ongoing actions in the Plans had now been transferred to the latest 2006/07 Audit Commission Action Plan.

The Committee was concerned at the reduction in the 2008/09 target for LPI2 – the percentage of applications for the housing register to receive a decision within five working days once all information is received – and requested the appropriate officer to attend the September 2008 meeting of PARC to explain the reasons for this reduction. The Committee also requested clarification as to whether or not LPI11 – the percentage of market stalls hired as a percentage of stalls available – would still be monitored following the outsourcing of the Council's markets in Hitchin and Royston.

**RESOLVED:**

- (1) That the performance management information for the period 1 April 2007 to 31 March 2008 be noted;
- (2) That the areas of under achievement as well as good performance be noted;
- (3) That the collection of six new performance indicators, as detailed at Paragraph 4.5 of the report, be agreed;
- (4) That the introduction, commentary and statement of contracts to be included in the 2008-2009 Best Value Performance Plan, as described at Paragraph 4.1 and as detailed at Appendix B to the report, and the National Indicators comparable to the existing Best Value Performance Plan, be agreed;
- (5) That the proposal to note the year end results for the Performance Indicators issues with a Rescue Recovery Plan be agreed;
- (6) That the appropriate officer be requested to attend the September 2008 PARC meeting to explain the reduction in the 2008/09 target for LPI2.

**REASON FOR DECISION:**

The recommendations made at Paragraph 9 of the report had been made in accordance with the declared policy of North Hertfordshire District Council.

**19. BEST VALUE FUNDAMENTAL SERVICE REVIEWS – UPDATE ON SERVICE IMPROVEMENT PLANS – LEISURE, SWIMMING AND SPORTS CENTRES; PLANNING AND REGULATORY SERVICES AND STREET SCENE**

The Committee considered the report of the Head of Policy, Partnerships & Performance which provided an update of the three service improvement plans arising from the Fundamental Service Reviews (FSRs) conducted by the Authority since 2001, namely Leisure, Swimming and Sports Centres; Planning and Regulatory Services; and Street Scene.

The Committee was referred to Appendix A to the report, which contained the updated service improvement plans for the three areas, and noted that overall there were 8 actions outstanding, although a number of these were included for progression within the Capital Programme. As all three plans contained on-going actions, they would be subject to consideration by the Committee as part of the next six monthly update.

**RESOLVED:**

- (1) That the proposal to sign off all actions as 'completed', 'complete' for the purpose of the Service Improvement Plan and 'no longer proceeding' as detailed at Paragraph 4.3 of the report, be agreed;
- (2) That the proposal for PARC to monitor the status of all 'ongoing' actions, as detailed at Appendix A to the report, be agreed;

- (3) That the Performance Manager be requested to present a further updating report on Service Improvement Plans to the meeting of PARC to be held on 11 December 2008.

**REASON FOR DECISION:**

The recommendations made at Paragraph 9 of the report had been made in accordance with the declared policy of North Hertfordshire District Council.

The meeting closed at 11.35p.m.

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Chairman