

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

FINANCE & PERFORMANCE SCRUTINY

17 JULY 2017 AT 6.30 PM

PRESENT: Mr KWP Lynch - Chairman

Mr RG Allen, Mrs R Camamile, Mr P Wallace and Mr HG Williams

Members in attendance: Councillors Mr SL Rooney

Officers in attendance: Ilyas Bham, Julie Kenny and Rebecca Owen

75 APOLOGIES AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillor Smith.

Councillor Hall, as Executive member for Finance, had also submitted apologies.

76 MINUTES OF PREVIOUS MEETING

It was moved by Councillor Allen, seconded by Councillor Camamile and

RESOLVED – the minutes of the meeting held on 22 May 2017 be confirmed and signed by the Chairman.

77 DECLARATIONS OF INTEREST

No interests were declared at this stage.

78 PERFORMANCE & RISK END OF YEAR 2016/17

Members received a report which provided the end of year outturn position for performance indicators, service improvement plans, corporate risks and service area risks.

A member referred to the indicator for net additional home and expressed concern that, whilst delivery may commence on the Barwell SUE in 17/18, it was unlikely in relation to the Earl Shilton SUE, in which case the target would not be met. In response, it was explained that the target covered the whole plan period but acknowledged that commencement of delivery in relation to the Earl Shilton SUE may not be realistic.

Concern was expressed in relation to the number of missed calls in Customer Services and a member suggested that this may be partly due to the nature and volume of the hold music. It was also noted that some callers may end the call after hearing the recorded message directing them to the website. It was acknowledged that customer satisfaction with the service remained high and that vacant positions had recently been filled so this would assist.

A member highlighted that satisfaction with sports and leisure facilities and satisfaction with street cleanliness was lower in the rural areas. It was acknowledged that the reasons for the former were understandable but members were concerned about the data for street cleanliness. It was agreed that the relevant officers would be asked for a commentary on the disparity.

In relation to the service improvement plans, Members asked that future reports include in the comments the officer's opinion on whether the target was reasonable and appropriate, what action would be taken to meet the target in future and the revised target date.

Recruitment and retention issues in the planning department were highlighted and it was acknowledged that this was a continuing challenge given the attraction of private sector roles to professionally qualified staff.

RESOLVED – the report be noted.

79 SUNDRY DEBTS QUARTER 1 2017/18

Finance & Performance Scrutiny was informed of the position in relation to sundry debts at the end of the first quarter of 2017/18.

A member drew attention to the reference in the report to charging interest on debt and asked whether that was realistic, given the company was already a debtor. In response it was explained that it would form part of legal agreements in future so the expectations would be clear at the outset of an agreement.

Members requested a report to a future meeting on housing rent arrears.

RESOLVED – the report be noted.

80 BUSINESS RATES RETENTION YEAR END 2016/17

A report on business rates performance and pooling arrangements was presented to members.

RESOLVED – the report be noted.

81 TREASURY MANAGEMENT QUARTER 1 2017/18

Consideration was given to the council's treasury management activity in the first quarter of 2017/18.

RESOLVED – the report be noted.

82 FINANCE & PERFORMANCE SCRUTINY WORK PROGRAMME

Members received the work programme for 2017/18.

RESOLVED –

- (i) The work programme be agreed;
- (ii) The March 2018 meeting be moved from 19 March to 12 March.

(The Meeting closed at 7.20 pm)

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CHAIRMAN