

Minutes



To: All Members of the Resources and Performance Cabinet Panel, Chief Executive, Chief Officers, All officers named for 'actions'

From: Legal, Democratic & Statutory Services
Ask for: Stephanie Tarrant
Ext: 25481

RESOURCES AND PERFORMANCE CABINET PANEL 14 DECEMBER 2018

ATTENDANCE

MEMBERS OF THE PANEL

J Billing, E H Buckmaster, F Button, H K Crofton, R C Deering (Vice-Chairman), E M Gordon (*substituted for S J Taylor*), T R Hutchings, A J S Mitchell, R Sangster (Chairman), R H Smith, A S B Walkington, T J Williams, P M Zukowskyj

Upon consideration of the agenda for the Resources and Performance Cabinet Panel meeting 14 December 2018 as circulated, copy annexed, conclusions were reached and are recorded below.

Note: A declaration of interest was made at item 2 of this meeting.

PART I ('OPEN') BUSINESS

	ACTION
1. MINUTES	
1.1 The minutes (Part I and Part II) of the Resources and Performance Cabinet Panel held on 16 November 2018 were agreed.	
2. PUBLIC PETITION	
2A. TO RECEIVE A PETITION TITLED 'SAVE BRIDLE WAY GREENBELT'	
2.1 R Sangster declared an interest as the parent of a child who previously attended Egerton Rothesay School. R Sangster remained in the room and chaired the debate.	
2.2 Jillian Luff presented the petition below on behalf of Alexa Haeri: 'Save Bridle Way Greenbelt'	
2.3 The online petition attracted 665 signatories by the date of receipt,	

**CHAIRMAN'S
INITIALS**

.....

verified as living or working in Hertfordshire.

2.4 The petitioner addressed the Panel on the subject of the petition, the text of which can be viewed at the link below:

‘Save Bridle Way Greenbelt’ - [Petitioner Presentation](#)¹

2.5 The Chairman received the petition. The subject of the petition was discussed as part of agenda item 3.

3. FUTURE OF LANDS AT BRIDLE WAY & DURRANTS LANE, BERKHAMSTED

[Officer Contact: Dick Bowler, Estates Manager
Tel: 01992 556223]

3.1 The Panel reviewed a report which sought Members views on the proposal that the Land at Bridle Way, Berkhamsted was no longer required by the County Council for education purposes.

3.2 Officers summarised the detail contained within the report and appendices. It was noted that there was currently sufficient school spaces available to meet expected future demand and that the land held by the County Council at Bridle Way was not well situated to meet primary school place needs locally. It was noted that the report did not relate to the submission of a planning application and did not propose any plans for the site at Bridle Way. The report only considered the site’s use for strategic educational planning purposes.

3.3 In response to a Member question, around whether the County Council would be funding any move of the Egerton Rothesay School despite not proposing the move, Members heard that the only expense would be for the joint investigation of the feasibility and sustainability of moving the school to the land Bridle Way. It was noted that there had not been any negotiation for the County Council to support any other financial arrangements.

3.4 Members expressed concern that the report did not fully demonstrate that the land was not required and that it did not consider the knock on effect for the surrounding area.

3.5 The Local Member informed Panel that the proposal to release the land had received a great deal of local opposition alongside the received petition. The site had been deemed not required based on Dacorum Borough Councils plans, however these were now under review. It was noted that it was too early to provide up-to-date information and that any decision should be deferred.

¹ <https://democracy.hertfordshire.gov.uk/ieListDocuments.aspx?CId=283&MId=1110>

**CHAIRMAN’S
INITIALS**

.....

- 3.6 The Local Member for Bridgewater supported the deferral of a decision and (as the Executive Member for Education, Libraries and Localism) drew Members attention to the Education Statement on page 5 of appendix 6 which stated that 'Feedback from Growth and Infrastructure colleagues suggests both local authorities (Dacorum Borough Council and Hertfordshire County Council) could reserve their position until further information is known regarding the preferred growth scenarios emerging from the Local Plan, due for consultation next autumn'.
- 3.7 Members queried whether the original assessment made by the Education Planning Team had been based on the existing plans from Dacorum Borough Council and if any issues would arise from the delay in establishing the County Councils position. Officers agreed that normal process would be for the County Council to first consider the forecast requirements. The County Councils position had been concluded in relation to the current local plan and it was noted that if the Dacorum local plan was to be reviewed and come forward with significant housing development plans and additional forecast demand from child yield justified the need to plan for more primary school places, then the Education Authority would be required to plan to meet the additional demand.
- 3.8 In response to a Members question around risk, Officers advised that Children's Services were overseeing the situation in terms of educational places; the Growth & Infrastructure team in the Environment & Infrastructure were overseeing infrastructure and local plans and Resources overseeing the land ownership element.
- 3.9 The following amended recommendation was proposed and seconded; that Panel recommended to Cabinet that it would be premature to make a decision at this time, pending Dacorum Borough Council's review of its Local Plan. All Members were in support of the amended recommendation. This was to enable the outcome of the review process to be taken into consideration.

Conclusion

- 3.10 The Resources and Performance Cabinet Panel recommended to Cabinet that it would be premature to make a decision at this time, pending Dacorum Borough Council's review of its Local Plan.

4. FINANCE BUDGET MONITOR - QUARTER 2 [Officer Contact: Steven Pilsworth, Assistant Director – Finance, Tel: 01992 555737]

- 4.1 Members received a report which provided which summarised the 2018/19 position against revenue and capital budgets and highlighted key areas of risk for consideration of actions to be

**CHAIRMAN'S
INITIALS**

.....

taken. A summary is set out below; the full report can be viewed here: [Budget Monitor - Quarter 1²](#).

- 4.2 Members commended officers for the excellent report. Members acknowledged table 1 on page 5 of the report which summarised the revenue position as of 30 September 2018. It was noted that there was service pressures of £5.763m which was being offset by central incomes. Members noted the capital position as set out on page 12 of the report and the request for £62.907m reprogramming to support ongoing projects.
- 4.3 In response to a Member question regarding additional funding opportunities recently announced by Central Government, Officers advised that any announcements were for 2019/20 and would not impact on the 2018/19 budget. Officers informed the Panel that the County Council's bid to be part of the Business Rates Pilot in 2019/20 had been accepted. Members congratulated officers on securing this opportunity.
- 4.4 Members expressed concern around the financial position of the County Council if it were not for the one off central incomes and asked officers how confident they were for improvement in the second half of 2018/19. Officers advised that whilst some areas faced continued pressures the latest information showed that whilst pressures were not getting better they were not getting significantly worse. Officers noted that it was hoped the year would end in a similar position.
- 4.5 In response to a Member question around whether the Invest to Transform (ITT) initiative could be used for capital areas, officers advised that the ITT provided an opportunity to use the initiative for revenue purposes for a short period of time.
- 4.6 Members commented on the overspend in Children' Services and it was advised that this area of spend was going to be the next focus of a value for money review, for consideration in further detail.

Conclusion

- 4.7 The Resources and Performance Cabinet Panel noted the report and recommended to Cabinet that it approves the proposed Capital Reprogramming of £62.907m outlined in Section 1.2 and detailed further in Section 3 of the report and Appendix C.

² <https://democracy.hertfordshire.gov.uk/ieListDocuments.aspx?CId=283&Mid=1110>

**CHAIRMAN'S
INITIALS**

.....

5. COMPLAINTS AND COMPLIMENTS TO THE COUNTY COUNCIL

[Officer Contact: Kathryn Pettitt, Chief Legal Officer, Tel: 01992 555527 / Stuart Reynolds, Business Manager, Resources]

- 5.1 The Panel reviewed a report which provided a summary of the compliments and complaints received by the County Council during 2017/18 and reported on the Local Government Ombudsman's Annual Review Letter which was received on 18 July 2018.
- 5.2 Officers advised that the report provided a high level overview of compliments and complaints for 2017/18, with separate detailed reports having been presented to the relevant Cabinet Panels.
- 5.3 Members noted that the number of complaints for 2017/18 remained similar to the previous year. It was noted that 94% of complaints were resolved at stage 1, with very few going on to stage 2. Only those complaints not resolved at stage 2 then went on the Local Government Ombudsman. The annual review letter from the Local Government Ombudsman was acknowledged at appendix 2 of the report.
- 5.4 In response to a Member question regarding developing a more proactive approach to collecting compliments, Members noted that compliments were more difficult to measure as it relied on a individual to pass on a compliment. It was noted that the County Council ran the 'You are a Star' award scheme, which was a way of recognising staff for positive feedback/service.
- 5.5 Members expressed concern around the nature of some of the complaints upheld as detailed in appendix 1b and officers advised that where complaints occurred regarding the quality of care received, full investigations took place and in some circumstances the cost of care had to be refunded. In addition compensation may have been awarded due to an incorrect financial assessment. Members were assured that the cases detailed were complex and where the LGO found fault it was accepted with learnings taken on board.
- 5.6 In response to a Member question with regards to how the number of complaints benchmarked against other County Councils, Members heard that from the LGO statistics Hertfordshire was 6th highest out of 16 County Councils. It was noted that the data was not weighted on the size of the authority and therefore small authorities may have a smaller number of complaints. Hertfordshire County Council had 63% complaints upheld whereas Essex County Council had 58% complaints upheld. A copy of the LGO statistics was to be provided to Panel Members following the meeting for reference.

Kathryn
Pettitt/
Stephanie
Tarrant

**CHAIRMAN'S
INITIALS**

.....

- 5.7 Members noted that a reoccurring complaint was around the application process for a blue badge and queried if there was a process to review procedures to ensure repeat complaints were not received. Members heard that complaints were reported to the relevant Panel or Board for review and that managers were challenged when trends in complaints was seen. In addition complaints that were dealt with by the LGO had action plans to follow.
- 5.8 In response to a Member question around County Councillor compliments made direct to individual members of staff, officers advised that there was not an official method to record these compliments.
- 5.9 Members commented that given the number of interactions the County Council had with members of the public the number of complaints was actually very low overall.

Conclusions

- 5.10 The Resources and Performance Cabinet Panel noted the report and provided comment on the report and its content, as detailed above.

6. HERTFORDSHIRE COUNTY COUNCIL PERFORMANCE MONITOR – QUARTER 2 (Q2), 2018-19

[Officer Contact: Alex James, Head of Corporate Policy, Tel: 01992 588259 / Martin Aust, Head of Intelligence, Improvement and Technology, Resources, Tel: 01992 555793]

- 6.1 The Cabinet Panel considered the County Council’s performance report for quarter 2 of the financial year 2018-19. The full report and presentation provided to the Panel can be viewed here: [Q2 HCC Performance Monitor & Presentation](#)³.
- 6.2 The Panel noted that the measures within the report were to undergo review with recommendation from Members to be put forward. Members commented on the way statistics were presented within the report (e.g. 122%) and noted that this would also be reviewed following engagement with departments.
- 6.3 Members commented on 6.1.3 of the report which detailed that 100% of street lighting defects were rectified within the prescribed response times and noted that this was not in line with public perception as it did not reflect the street lighting defects that were the responsibility of UK Power Networks. Members suggested that the wording used in future reports should acknowledge that the figure reflected the lighting defects within the County Council’s

Alex James

Alex James

³ <https://democracy.hertfordshire.gov.uk/ieListDocuments.aspx?CId=283&Mid=1110>

CHAIRMAN’S INITIALS

.....

control.

- | | | |
|-----|--|------------------------------|
| 6.4 | The Panel noted that the percentage of Ofsted judgements rated good and outstanding had dipped this quarter and it was advised that whilst it was a concerning to see a dip, there had been a change in criteria and the dip was not out of line nationally. In addition, it was noted that there was a new director for Herts for Learning and a focus on pursuing performance. | |
| 6.5 | Members commented on the reported successes of those completing drugs and alcohol treatment but queried what work was being undertaken to address supply issues. Members were advised that a request would be made to the service for further information. In addition, Members commented on prevention of all forms of substance abuse, violence and gambling. It was noted that this was an issue for the Community Safety and Waste Management Panel to oversee. The Police and Crime Commissioner attends the Panel and any concerns could be raised directly. | Alex James

Terry Hone |
| 6.6 | In response to a Member question around the financial implications of not reaching the target number of apprenticeships for the County Council to fully optimise its use of the levy in 2018/19, officers advised that further information could be brought back to the Panel. Members heard that there had been delays in receiving standards for apprenticeships and that opportunities were still being identified. Officers advised that in a number of cases the levy was being used to utilise training for existing members of staff but had to be used through registered providers so there had been a delay in appropriate courses. Members heard that the County Council had two years to spend the money but that an additional sum would be applied next year, leaving a bigger sum to spend. | Alex James |
| 6.7 | Officers updated the Panel on the red risk around the failure of care providers as detailed on page 9 of the report. Members heard that subsequent to the failure of Allied Healthcare, the County Council were able to transfer staff and services over to a care company set up and owned by the County Council as part of contingency planning. Members noted that there had been very limited staff turnover and had been a smooth transition for service users. | |
| 6.8 | Members noted that as detailed on pages 22-23 of the report, three projects had been rated as a red risk and requested feedback from the departments with feedback on how they were mitigating the risks to return them to amber. | Alex James |
| 6.9 | In response to a Member question around imposed performance measures from Government, officers advised that they could provide more information regarding which measures were imposed | Alex James |

**CHAIRMAN'S
INITIALS**

.....

and which measures the County Council had chosen to review.

Conclusions

6.10 The Resources and Performance Cabinet Panel:

- a) commented on the recommendations on performance, project, contract and risk or audit matter outlined in the report.
- b) identified further actions to address performance concerns raised in the performance monitor.

7. HERTFORDSHIRE COUNTY COUNCIL RESOURCES MONITOR – QUARTER 2 (Q2), 2018-19

[Officer contact: Officer Contact: Alex James, Head of Corporate Policy, Tel:01992 588259 / Stuart Reynolds, Business Manager – Resources, Tel: 01992 588630]

- 7.1 Members received an overview of the performance of the Resources and Performance portfolio over the period July - September 2018, which included details of key performance within Human Resources (HR), Finance, Assurance, Property, Improvement & Technology, Democratic and Statutory Services and Community Engagement indicators. The summary of performance could be viewed on page 3 of the report Q2 Resources and Performance Monitor⁴.
- 7.2 Members noted that the Resources Monitor had been subject to review with updated indicators coming forward. Feedback by Members on these indicators was welcomed.
- 7.3 It was noted that performance had increased for the number of visits to Hertfordshire.gov.uk, with the website recently nominated for the Digital and Technology category in the Guardian's Public Service Awards. Members noted that increasingly residents were referred to the website and that understanding the success of online services would be useful.
- 7.4 Members commented on the delivery of the county's Internal Audit Plan and noted that there was not currently a section in the report on how service areas followed up on recommendations from the Audit Committee. Officers advised they would liaise with the Head of Assurance in conjunction with the Audit Committee Chairman to ensure performance in this area was included in future reports.
- 7.5 Members noted that page 20 of the report contained multiple indicators around post mortem and referral rates and queried whether the service considered all the indicators required reporting

⁴ <https://democracy.hertfordshire.gov.uk/ieListDocuments.aspx?CId=283&Mid=1110>

**CHAIRMAN'S
INITIALS**

.....

on. Officers were to consider this with the department.

Alex James

Conclusions

- 7.6 The Resources and Performance Cabinet Panel:
 - a) commented on the recommendations on performance, project, contract and risk or audit matter outlined in the report.
 - b) identified further actions to address performance concerns raised in the performance monitor.

8. OTHER URGENT PART I BUSINESS

- 8.1 There was no other urgent Part I Business.

**KATHRYN PETTITT
CHIEF LEGAL OFFICER**

CHAIRMAN _____

**CHAIRMAN'S
INITIALS**

.....