

Overview & Scrutiny Board

Agenda

Tuesday 4 March 2014

7.00 pm

Courtyard Room - Hammersmith Town Hall

MEMBERSHIP

Administration:	Opposition
Councillor Alex Karmel (Chairman) Councillor Rachel Ford Councillor Donald Johnson Councillor Steve Hamilton Councillor Lucy Ivimy Councillor Harry Phibbs	Councillor Andrew Jones Councillor PJ Murphy Councillor Max Schmid

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http://www.lbhf.gov.uk/Directory/Council_and_Democracy

Members of the public are welcome to attend. A loop system for hearing impairment is provided, along with disabled access to the building.

Date Issued: 21 February 2014

Overview & Scrutiny Board Agenda

4 March 2014

<u>Item</u>		<u>Pages</u>
1.	MINUTES AND ACTIONS	1 - 6
	a) To approve as an accurate record, and the Chairman to sign the minutes of the meeting held on 28 th January 2014	
	b) To monitor the acceptance and implementation of recommendations and actions as presented in appendix 1	
2.	APOLOGIES FOR ABSENCE	
3.	DECLARATIONS OF INTEREST	
	If a Councillor has any prejudicial or personal interest in a particular item they should declare the existence and nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.	
	At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a prejudicial interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken unless a dispensation has been obtained from the Standards Committee.	
	Where Members of the public are not allowed to be in attendance, then the Councillor with a prejudicial interest should withdraw from the meeting whilst the matter is under consideration unless the disability has been removed by the Standards Committee.	
4.	RESULTS FROM THE ANNUAL RESIDENTS SURVEY	7 - 20
	To receive a report from the Head of Policy & Strategy presenting the results from the most recent Annual Residents Survey	
5.	UPDATE ON THE TRI-BOROUGH MANAGED SERVICES FRAMEWORK AGREEMENT	21 - 27
	To receive a presentation from the Executive Director for Finance & Corporate Governance	
6.	PERFORMANCE MONITORING	28 - 38
	To receive and monitor Council performance against an agreed set of indicators covering the third quarter of 2013/14	

7. SELECT COMMITTEE REPORTS

To consider the reports from the Select Committees (to follow):

- (a) Education and Children's Services
- (b) Transport, Environment and Residents Services
- (c) Housing, Health and Adult Social Care

8. OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME AND THE FORWARD PLAN OF KEY DECISIONS

39 - 59

The Committee's work programme for the current municipal year is set out as Appendix 1 to this report. The list of items has been drawn up in consultation with the Chairman, having regard to relevant items within the Key Decisions List and actions and suggestions arising from previous meetings of the Committee.

The Committee is requested to consider the items within the proposed work programme and suggest any amendments or additional topics to be included in the future. Members might also like to consider whether it would be appropriate to invite residents, service users, partners or other relevant stakeholders to give evidence to the Committee in respect of any of the proposed reports.

Attached as Appendix 2 to this report is a copy of the Forward Plan items showing the decisions to be taken by the Executive at the Cabinet, including Key Decisions within the portfolio areas of the Leader and Cabinet Member for Strategy, which will be open to scrutiny by this Committee.

9. DATES OF NEXT MEETINGS

The date of the remaining meeting scheduled for this municipal year is as follows:

- ▶ 24 April 2013

Agenda Item 1



London Borough of Hammersmith & Fulham

Overview & Scrutiny Board Minutes

Tuesday 28 January 2014

PRESENT

Committee members: Councillors Alex Karmel (Chairman), Rachel Ford, Donald Johnson, Steve Hamilton, Lucy Ivimy, Andrew Jones and Max Schmid

Other Councillors: Cllr Nicholas Botterill and Cllr Mark Loveday

Officers: Craig Bowdery (Scrutiny Manager), Debbie Morris (Bi-Borough Director of Human Resources), Tasnim Shawkat (Bi-Borough Director of Law) and Jane West (Executive Director for Finance & Corporate Governance)

100. MINUTES AND ACTIONS

RESOLVED –

- i) That the minutes of the meeting held on 26th November 2013 be confirmed and signed as a correct record.
- ii) That the acceptance and implementation of recommendations and actions presented in appendix 1 be noted.

101. APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllrs PJ Murphy and Harry Phibbs.

102. DECLARATIONS OF INTEREST

There were no declarations of interest.

103. THE REVENUE BUDGET 2014/15

The Board received a report and presentation from the Executive Director for Finance and Corporate Governance outlining the proposed Budget for 2014/15 and the savings targets that had been met in 2013/14. Noting the £357,000 of savings achieved by the revaluation of the pension fund, members asked whether this was a one-off saving. Officers explained that

Minutes are subject to confirmation at the next meeting as a correct record of the proceedings and any amendments arising will be recorded in the minutes of that subsequent meeting.

this was ongoing and there would be a £357,000 saving for each of the next three years. It was also noted that the Council's pension fund was in the upper quartile for returns on investments, but not for the level of contributions.

The Board noted the requirement that the Council consult with Non Domestic Ratepayers on the budget proposals, despite the consultation not being allowed to relate to Business Rates. Officers confirmed that responses to the consultation were extremely rare and any responses were unlikely to impact on the budget proposals. The Board agreed therefore that the requirement to consult Non Domestic Ratepayers was an unnecessary burden on councils and that officers should write to the DCLG on behalf of the Board to request that it be repealed.

Action: Jane West

RESOLVED –

That the report be noted.

104. UPDATE ON SICKNESS ABSENCE MANAGEMENT

The Board received a report from the Bi-Borough Director of Human Resources presenting figures on sickness absence across the Council, and the measures being taken to reduce absence. Members noted that the levels of sickness absence were lower than they have been before due to a management action taken. It was also reported that following an earlier suggestion by the Board, it had been decided that variable departmental sickness targets would not be beneficial as corporate levels were already lower than private sector levels.

The Board congratulated officers on the progress made, and discussed the best approach for further improvements. It was suggested that greater use of the 'stick' of lower targets might be counter-productive as compared to the 'carrot' of recognising achievement and offering incentives. The Leader agreed that the balance between carrot and stick needed to be struck, and that in the past the Council had focussed too much on the stick.

Some members maintained that variable departmental targets were needed to address issues in departments with higher levels of absence and to reflect the different nature of the work undertaken. Officers explained that given that the sickness levels were so low and the wide-scale organisational change underway, variable targets were unlikely to achieve anything. It was also reported that for departments with higher than average sickness levels, HR provided targeted support to identify and address any underlying issues.

RESOLVED –

That the Board congratulates officers on the achievements reducing levels of sickness absence and notes the report.

105. INDIVIDUAL ELECTORAL REGISTRATION

The Board received a report from the Bi-Borough Director of Law on the introduction of Individual Electoral Registration system.

Members noted that it was proposed that anyone who did not respond to invitations to register by December 2015 would be removed from the electoral register, and asked whether it was known how many were likely to be affected. Similarly it was asked if there was a chance that with fewer electors registered, Government grants based on population could be affected. Officers undertook to provide estimates of how many people would be affected and explained that the electoral register would be brought up to a high level of accuracy using data-matching tools to avoid any risk of impact on grants.

Action: Tasnim Shawkat

The Board noted that additional resources were required to implement the new system and to carry out data matching exercises, and questioned the efficiency gain of the new system. Officers agreed that it would be a challenge to implement and that in the short-term the current system was likely to prove to be more efficient. However over time as the data became more reliable and data matching was more accurate, costs would decrease.

RESOLVED –

That the report be noted and that a further update be provided following publication of the revised register in December 2014.

106. HIGH LEVEL REVENUE BUDGET MONITORING REPORT, QUARTER 2 2013/14

The Board received a report from the Executive Director of Finance & Corporate Governance presenting the 2013/14 quarter 2 report for high level revenue budget.

Members highlighted a £70,000 overspend as a result of issues with the Hammersmith All Weather Pitch and asked for further details. Officers explained that the pitch was to generate income but due to delays with the planning process the pitch was not yet open or generating this income.

RESOLVED –

That the report be noted.

107. HIGH LEVEL CAPITAL BUDGET MONITORING REPORT, QUARTER 2 2013/14

The Executive Director for Finance & Corporate Governance presented a report on the 2013/14 quarter 2 high level capital budget monitoring.

Noting the potential for the Council to breach its VAT Partial Exemption threshold, members asked if this was the result of a structural problem. Officers assured the Board that this was not judged to be a significant structural problem and that it largely related to slippage in complex projects such as the Lyric project and an optimism bias. Any breach of the threshold would not have an impact on service delivery.

Members questioned the data in appendix 1 and asked why the £15,717,000 in quarter 1 of 2013/14 for 'Capital expenditure financed from the Housing Revenue Account' was not included for quarter 2, and why £12,217,000 for 'Capital expenditure financed by the Major Repairs Reserve / Major Repairs Allowance' was in quarter 2 but significantly less was budgeted for in quarter 1. Officers undertook to provide a written explanation of the housing budget.

Action: Jane West

The Board acknowledged the VAT risks and implications of breaching the Partial Exemption threshold and asked how big the risk of breaching was. Officers explained that it was a very real risk and that whilst action had been taken to mitigate the risk, the Council remained close to the limit. Officers were monitoring the situation monthly and the Council had in some instances opted to tax voluntarily to reduce its exemption level. It was highlighted that it was a growing national issue as the old rules on VAT did not fit the way modern councils worked. It was agreed that officers should raise the issue with Tri-Borough colleagues to agree a consensus on how to proceed, with lobbying Ministers and discussions with HMRC colleagues to be considered.

RESOLVED –

That the report be noted.

108. SELECT COMMITTEE REPORTS

The reports from the three Select Committees were noted.

109. WORK PROGRAMME

RESOLVED –

That the Work Programme for the remainder of 2013/14 be approved.

110. DATES OF NEXT MEETINGS

The dates of future meetings were agreed as:

- 4th March 2014
- 8th April 2014

Meeting started: 7.00 pm

Meeting ended: 8.05 pm

Chairman

Minutes are subject to confirmation at the next meeting as a correct record of the proceedings and any amendments arising will be recorded in the minutes of that subsequent meeting.

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Actions from Overview & Scrutiny Board meeting 28th January 2014

Individual Electoral Registration:

Could Government grants based on population could be affected?

Grants based on population are based on ONS population figures, not electorates. There is no link between the Electoral Register and the ONS population figures.

How many electors are likely to be removed for not responding to the invitation to register?

Any estimate about removals for non-response by 2015 should be treated with caution at this stage. We will have more confidence about likely numbers once we have sent invitations to register and seen the reaction and response rates to them later in the year. December 2014 seems a sensible time to look at this again.

That aside, an initial estimate is that around 1500 electors could potentially be removed from the register in December 2015. (With a proportion of these likely to re-register once they get the final letter telling them they have been removed from the list)

This estimate is based on two assumptions:


1. The estimate of the number of electors who are likely to be invited to register is correct – i.e. 20000 as set out in the report to OSB.
2. That the response rate will broadly follow that of the response rate to rolling registration forms sent to new residents of the borough under the current rolling registration program*

There are some factors that may increase or depress the response rate to the invitations that it is not yet possible to quantify –

- Under IER, electors will be required to give more personal information to the ERO than they currently do. This includes providing a date of birth and National Insurance number on a registration form. This could depress the response rate and lead to more removals, or it may not prove to be a serious issue – we simply will not know until we see the first responses.
- Conversely, electors who will get an “invitation” to register are people who are currently registered to vote. A fairly substantial proportion of them will previously have completed a registration form for either themselves or for their entire household. In other words there are likely to be proportionately more “good citizens” within this group who will respond positively to requests to provide information.

*The Electoral Registration Officer currently sends voter registration forms to individual new residents under the current rolling registration programme. These normally receive a response rate of approximately 92% within one year of the initial form being sent. (And after all the usual reminder stages).

Agenda Item 4

 the low tax borough	London Borough of Hammersmith & Fulham OVERVIEW AND SCRUTINY BOARD 4 MARCH 2014
ANNUAL RESIDENTS SURVEY 2013	
Report of the Leader of the Council	
Open Report	
Classification: For Scrutiny Review & Comment	
Key Decision: No	
Wards Affected: All	
Accountable Executive Director: Jane West, Executive Director of Finance and Corporate Governance	
Report Author: Peter Smith, Head of Policy and Strategy	Contact Details: Tel: 020 8753 2206 E-mail: peter.smith@lbhf.gov.uk

1. EXECUTIVE SUMMARY

- 1.1. The attached report sets out the headline results from the most recent Annual Residents' Survey, conducted in November/December 2013. The trend data compares the results with those from the previous seven annual surveys, dating back to 2006.
- 1.2. The results show increased resident satisfaction with the area and with the council. Both of these key indicators show a continuing year on year increase in satisfaction levels since 2006 and are now at record levels for the authority.

2. RECOMMENDATION

- 2.1. Review and comment upon the results of the Annual Residents Survey 2013.

3. INTRODUCTION AND BACKGROUND

- 3.1. The H&F Annual Residents' Survey is carried out towards the end of each calendar year and the results are published in March. The same

methodology (random sample postal survey) and the same questions are used each year to enable the council to monitor changes in resident satisfaction. The response rate of 26% (1052), from 4000 postal questionnaires, provides a confidence interval of +/-3%.

- 3.2. Since the Place Survey of 2008 there has been no co-ordinated national survey of resident satisfaction with local services, so there are no current regional or national local authority survey results to compare with the H&F results.

4. THE RESULTS

Key questions

- 4.1. Satisfaction with the local area has increased by 2% to 87% since 2012 and the number of residents dissatisfied has gone down by the same margin from 7% to 5%. There has been no change in the proportion of residents who believe that the council provides value for money (61%) but there has been an increase in the proportion that do not believe so, from 14%-17%. Satisfaction with the way the council runs things has increased by 8% to 74% and those dissatisfied has reduced by 1% to 11%.

Crime and anti-social behaviour

- 4.2. People feel safer when out at night in their local area. The proportion of residents feeling safe out after dark has increased from 61% in 2012 to 67% in 2013. There has been a decrease in the proportion of residents who feel that burglary (down 8%) and robbery (down 5%) are a problem in the borough. An increased number of residents (up 3% on last year) think that rubbish and litter are a problem and more people think that people using or dealing drugs is a problem (up 3%). There is a 3% increase in the proportion of residents who believe that the police and other agencies are successfully dealing with these problems.

Satisfaction with services

- 4.3. Satisfaction with services has remained relatively constant between 2012 and 2013, with the exception of sport and leisure facilities, which has seen a 9% drop in the number of residents who are satisfied (to 55%) and a 4% increase in those dissatisfied (to 19%). This reflects a return to 2011 satisfaction rates with these services, following a significant improvement in 2012.

Information and communications

- 4.4. There was an increase across all areas with regard to how well informed residents feel but this was especially high in relation to council tax spending (up 7%), getting involved in local decision making (up 7%) and on council performance (up 10%).

Views on the council

- 4.5. There were significant increases in the numbers of residents who believe that the council promotes their interests (up 4% on 2012) and in the proportion of residents who believe that the council acts on their concerns (up 7%).

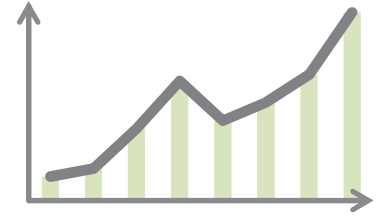
LOCAL GOVERNMENT ACT 2000 **LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	Raw data from the Annual Residents Survey 2013.	Stephen Kennelly x5072	FCS/HTHX

LIST OF APPENDICES:

Annual Residents Survey 2013: Headline Results and Trend Scores

ANNUAL RESIDENTS' SURVEY 2013 HEADLINE RESULTS & TREND SCORES



BACKGROUND

The 2013 Annual Residents' Survey (ARS) was conducted by London Borough of Hammersmith and Fulham between November and December 2013 using the same methodology and questions as contained in previous surveys (i.e. Best Value Surveys, the Place Surveys and previous Annual Residents' Surveys). This enables the council to track resident satisfaction in a systematic way and to consider and compare trends over time and with national and London outcomes. The ARS

2013 was a postal survey with 4,000 questionnaires distributed and an achieved response rate of 26% (1052 responses).

The responses were weighted as a way of tackling the issue of over- and under-representation in the sample. Confidence intervals for the survey as a whole are $\pm 3\%$. Trends in resident satisfaction are shown over a seven year period 2006-2013.

SUMMARY

Overall this years survey has yielded positive results in a number of key areas.

Overall satisfaction with the council is higher than in 2012 (74%, up by 8 percentage points), and only 11% are dissatisfied with the way the Council runs things – a decrease of 1 percentage point. Overall satisfaction with the local area as a place to live is the highest since the survey started in 2006/07.

There have been general improvements in perceptions about both the council and the local area. Satisfaction with the local area has improved by 2 percentage points to 87%. 72% of respondents (up by 7 percentage points) say the council is acting on concerns of local residents. 69% (up by 4 percentage points) agreed that the council promotes the interests of local residents.

Looking at more specific aspects of the Council's image, respondents are positive about the efforts

being made to make the area a cleaner and greener place to live (84% agree, up by 3 percentage points), while four in five are satisfied with waste collection (81%, down by 1 percentage point) and three in four with doorstep recycling (75%, down by 1 percentage point). Four in five respondents are satisfied with the borough's parks and open spaces (80%, up by 2 percentage points). Respondents were also more satisfied with the cleanliness of public land (76%, up by 2 percentage points).

Overall respondents to the survey feel safer. Safety after dark has increased, with two thirds of all respondents feeling safe (67%, up by 6 percentage points). Safety during the day increased by one percentage point to 89%. The proportion of residents who feel the council are working to make the area safer has increased on last year (84%, up by 7 percentage points).

KEY QUESTIONS

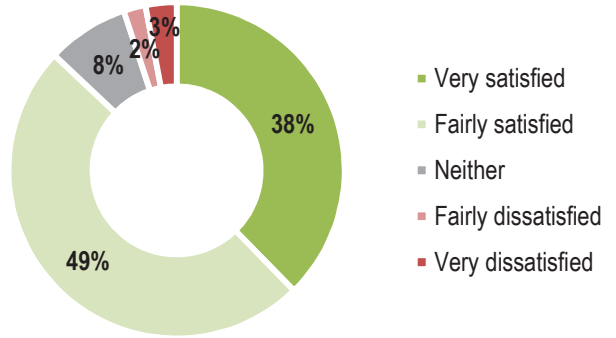
SATISFACTION WITH THE LOCAL AREA AS A PLACE TO LIVE

(Base: 1040, C.I. ±3.02%)

Satisfaction ↑2% points (against 2012)
Dissatisfaction ↓2% points (against 2012)

Overall satisfaction with the local area as a place to live is higher than in 2012 (up 2 percentage points to 87%). Overall satisfaction with the local area as a place to live is the highest since the survey started in 2006/07. Dissatisfaction with the local area also saw a reduction, it dropped 2 percentage points to 5%.

Overall, how satisfied or dissatisfied are you with your local area as a place to live?



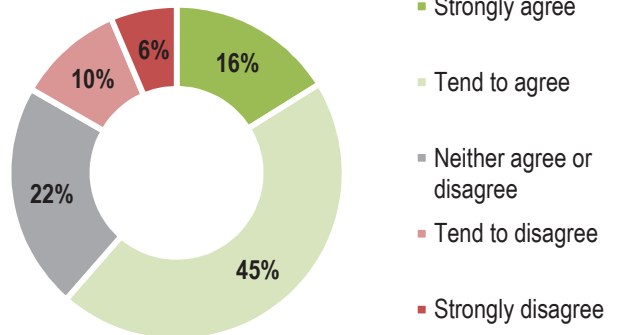
AGREE/ DISAGREE THAT THE COUNCIL PROVIDES VALUE FOR MONEY

(Base: 941, C.I. ±3.18%)

Agree → No change
Disagree ↑ 3% points

The percentage of respondents that agreed that the council provided value for money stayed at the same level as last year (61%). Those who disagreed that the council provided value for money increased by 3 percentage points on last year to 17%.

How much do you agree or disagree that the council provides value for money?



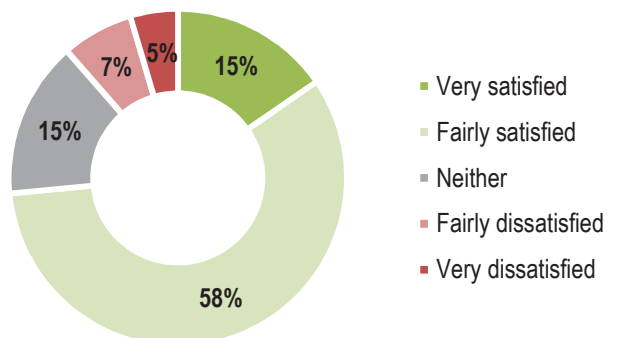
SATISFACTION WITH THE WAY THE COUNCIL RUN THINGS

(Base: 990, C.I. ±3.1%)

Satisfaction ↑8% points
Dissatisfaction ↓1% point

The percentage of respondents that were satisfied with the way the council were running things increased by 8 percentage point on last year to 73.5%. Those who were dissatisfied with the way the council ran things decreased slightly, by one percentage point to 11%.

Taking everything into account, how satisfied or dissatisfied are you with the way the council run things?



KEY QUESTIONS—TREND

		BVPI 2006/2007	H&F ARS 2007	The Place Survey 2008	H&F ARS 2009	H&F ARS 2010	H&F ARS 2011	H&F ARS 2012	H&F ARS 2013	Trend
Q1	Satisfied	71%	72%	80%	83%	80%	83%	85%	87%	
	Neither	16%	13%	11%	9%	11%	9%	8%	8%	
	Dissatisfied	12%	15%	9%	8%	9%	8%	7%	5%	
Q6	Agree			45%	54%	52%	55%	61%	61%	
	Neither			31%	26%	28%	27%	24%	22%	
	Disagree			24%	20%	19%	18%	14%	17%	
Q7	Satisfied	53%	54%	59%	65%	60%	62%	66%	74%	
	Neither	30%	29%	25%	23%	26%	27%	23%	15%	
	Dissatisfied	17%	17%	15%	12%	14%	11%	12%	11%	

CRIME AND ANTI SOCIAL BEHAVIOUR

Overall respondents to the survey feel safer. Safety after dark has increased by 6 percentage points on last year to 67%. Safety during the day increased by one percentage point to 88%.

84% of respondents felt safe while using public transport. This question has not been asked previously.

HOW SAFE DO YOU FEEL...

OUTSIDE IN YOUR LOCAL AREA AFTER DARK?

(Base: 989, C.I. ±3.02%)

Safer ↑6% points
Unsafe ↓7% points

OUTSIDE IN YOUR LOCAL AREA DURING THE DAY?

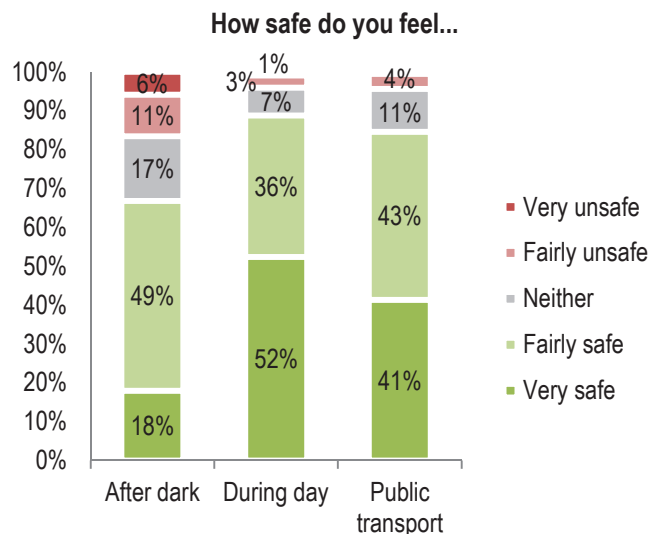
(Base: 1018, C.I. ±3.05%)

Safer ↑1% point
Unsafe →No change

WHEN USING PUBLIC TRANSPORT IN THE BOROUGH?

(Base: 1008, C.I. ±3.07%)

Question not asked previously



CRIME AND ANTI SOCIAL BEHAVIOUR—TREND

Residents felt that motor vehicle crime, violence or assault, noisy neighbours, and abandoned or burnt out cars were a worsening problem. Robbery and burglary were felt to be less of a problem than in previous years.

Slightly more respondents than last year felt that the police and other local public services were successfully dealing with crime and asb issues (45%, up by 3 percentage points). The same proportion as last year felt

the police and other local public services seek their views on crime and asb (37%),

The information taken from this section of the Annual Residents Survey will feed into the Strategic Assessment for Crime and Disorder process, which will be published later on in the year.

		BVPI 2006/2007	H&F ARS 2007	The Place Survey 2008	H&F ARS 2009	H&F ARS 2010	H&F ARS 2011	H&F ARS 2012	H&F ARS 2013	Trend
Q16	Safe			48%	59%	60%	58%	61%	67%	
	Neither safe nor unsafe			18%	18%	16%	19%	16%	17%	
	Unsafe			33%	24%	24%	23%	23%	16%	
Q17	Safe			87%	92%	87%	88%	88%	89%	
	Neither safe nor unsafe			7%	6%	9%	9%	8%	7%	
	Unsafe			6%	3%	4%	4%	4%	4%	
Q18	Safe								85%	
	Neither safe nor unsafe								11%	
	Unsafe								4%	
Q19a	Problem						49%	39%	44%	
	Not a problem						51%	61%	56%	
Q19b	Problem						39%	33%	35%	
	Not a problem						61%	67%	65%	
Q19c	Problem						50%	49%	44%	
	Not a problem						50%	51%	56%	
Q19d	Problem						59%	58%	50%	
	Not a problem						42%	42%	50%	
Q19e	Problem	29%	32%	25%	22%	24%	36%	32%	35%	
	Not a problem	71%	68%	76%	78%	76%	64%	68%	65%	

CRIME AND ANTI SOCIAL BEHAVIOUR—TREND CTD.

		BVPI 2006/2007	H&F ARS 2007	The Place Survey 2008	H&F ARS 2009	H&F ARS 2010	H&F ARS 2011	H&F ARS 2012	H&F ARS 2013	Trend
Q19f	Teenagers hanging around the streets	Problem 61%	57%	50%	41%	36%	47%	39%	37%	
	Not a problem									
Q19g	Rubbish or litter lying around	Problem 61%	60%	55%	47%	39%	42%	43%	46%	
	Not a problem									
Q19h	Vandalism, graffiti etc.	Problem 47%	40%	42%	32%	34%	30%	26%	25%	
	Not a problem									
Q19i	People using or dealing drugs	Problem 50%	48%	36%	32%	32%	42%	42%	45%	
	Not a problem									
Q19j	People being drunk or rowdy	Problem 48%	39%	41%	38%	34%	41%	34%	36%	
	Not a problem									
Q19k	Abandoned or burnt out cars	Problem 7%	6%	6%	5%	6%	3%	3%	8%	
	Not a problem									
Q20	The police and other local public services seek peoples views	Agree		30%	39%	34%	38%	37%	37%	
		Neither		25%	25%	24%	21%	21%	23%	
		Disagree		28%	19%	27%	22%	26%	26%	
		Don't Know		17%	17%	16%	19%	17%	18%	
Q21	The police and other local public services are successfully dealing with these issues	Agree		33%	41%	38%	38%	42%	45%	
		Neither		29%	27%	28%	25%	21%	20%	
		Disagree		21%	14%	18%	15%	15%	13%	
		Don't Know		17%	19%	16%	22%	21%	21%	

SATISFACTION WITH SERVICES

Over half of the service areas saw an increase in the proportion of respondents that were satisfied. Keeping public land clear of litter, local tips and household waste recycling centres, theatres and concert halls, and parks and open spaces all saw improved scores.

Refuse collection and doorstep recycling saw a very slight drop in satisfaction of 1 percentage point. Satisfaction with sport and leisure facilities saw a large drop of 9 percentage points.

HOW SATISFIED ARE YOU WITH THE FOLLOWING COUNCIL SERVICES?

KEEPING PUBLIC LAND CLEAR OF LITTER

(Base: 1003, C.I. ±3.08%)

Satisfied ↑2% points

Dissatisfied ↓2% points

REFUSE COLLECTION

(Base: 964, C.I. ±3.14%)

Satisfied ↓1% point

Dissatisfied ↑1% point

DOORSTEP RECYCLING

(Base: 890, C.I. ±3.27%)

Satisfied ↓1% point

Dissatisfied ↑2% point

LOCAL TIPS/ HOUSEHOLD WASTE RECYCLING CENTRES

(Base: 710, C.I. ±3.66%)

Satisfied ↑8% points

Dissatisfied →No change

SPORT/ LEISURE FACILITIES

(Base: 757, C.I. ±3.55%)

Satisfied ↓9% points

Dissatisfied ↑4% points

LIBRARIES

(Base: 711, C.I. ±3.66%)

Satisfied ↓3% points

Dissatisfied ↑1% point

MUSEUMS/ GALLERIES

(Base: 608, C.I. ±3.96%)

Satisfied →No change

Dissatisfied →No change

THEATRES/ CONCERT HALLS

(Base: 697, C.I. ±3.7%)

Satisfied ↑1% point

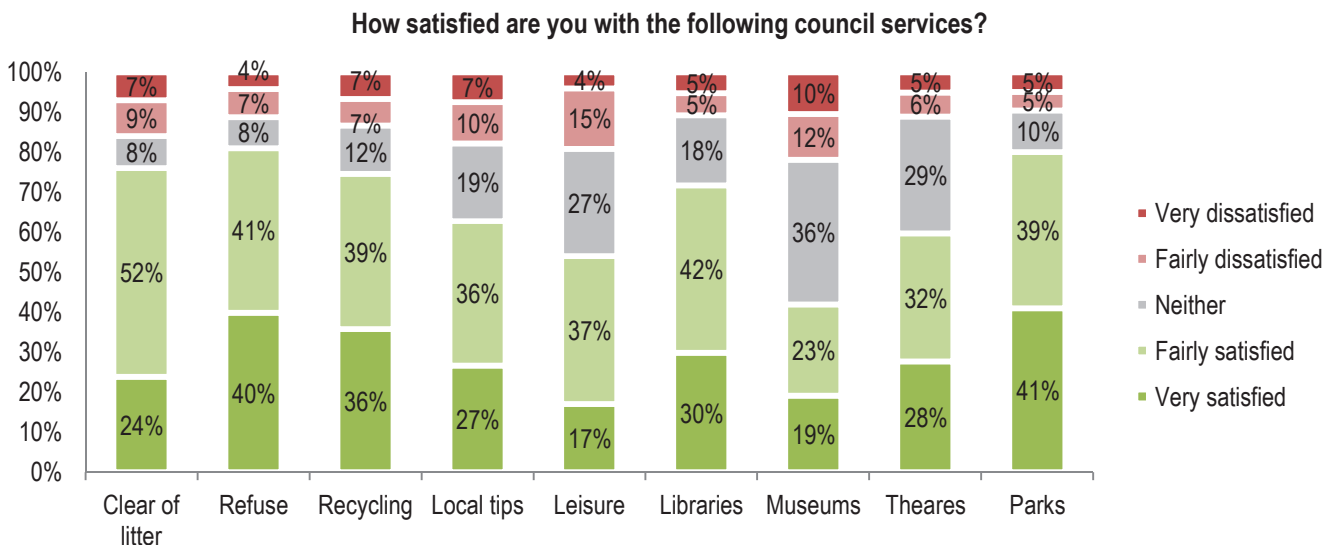
Dissatisfied ↓5% points

PARKS AND OPEN SPACES

(Base: 697, C.I. ±3.7%)

Satisfied ↑2% points

Dissatisfied ↑4% points



SATISFACTION WITH SERVICES—TRENDS

		BVPI 2006/2007	H&F ARS 2007	The Place Survey 2008	H&F ARS 2009	H&F ARS 2010	H&F ARS 2011	H&F ARS 2012	H&F ARS 2013	Trend
Q5a	Satisfied	59%	57%	56%	66%	68%	69%	74%	76%	
	Neither	17%	18%	14%	13%	12%	10%	9%	8%	
	Dissatisfied	24%	25%	30%	21%	20%	20%	18%	16%	
Q5b	Satisfied	70%	77%	75%	79%	81%	82%	82%	81%	
	Neither	14%	11%	12%	9%	8%	8%	8%	8%	
	Dissatisfied	16%	12%	13%	12%	11%	11%	10%	11%	
Q5c	Satisfied	71%	72%	71%	71%	73%	75%	76%	75%	
	Neither	14%	15%	13%	14%	12%	15%	13%	12%	
	Dissatisfied	16%	13%	15%	15%	15%	11%	11%	13%	
Q5d	Satisfied	66%	N/A	49%	64%	59%	58%	55%	63%	
	Neither	26%	N/A	25%	21%	21%	21%	27%	19%	
	Dissatisfied	9%	N/A	26%	15%	20%	21%	18%	18%	
Q5e	Satisfied	45%	50%	47%	55%	54%	55%	63%	64%	
	Neither	35%	34%	32%	29%	28%	26%	22%	27%	
	Dissatisfied	21%	17%	22%	16%	18%	19%	15%	19%	
Q5f	Satisfied	61%	68%	65%	77%	74%	73%	75%	72%	
	Neither	29%	22%	25%	14%	16%	17%	16%	18%	
	Dissatisfied	11%	10%	10%	9%	9%	10%	9%	10%	
Q5g	Satisfied	22%	33%	31%	47%	42%	46%	42%	42%	
	Neither	53%	44%	37%	33%	36%	34%	35%	36%	
	Dissatisfied	25%	23%	32%	20%	22%	20%	22%	22%	
Q5h	Satisfied	39%	43%	46%	64%	61%	65%	59%	60%	
	Neither	43%	42%	33%	25%	25%	25%	25%	29%	
	Dissatisfied	18%	16%	20%	12%	14%	10%	16%	11%	
Q5i	Satisfied	67%	70%	72%	76%	78%	76%	78%	80%	
	Neither	13%	16%	14%	14%	11%	12%	16%	10%	
	Dissatisfied	20%	15%	15%	10%	11%	12%	6%	10%	

INFORMATION & COMMUNICATIONS

Respondents felt more informed across all areas questioned about. The percentage feeling informed about how well the local council is performing increased by 10 percentage points (59%). The percentage feeling informed about how their council

tax is spent increased by 7 percentage points (60%). The percentage feeling informed about getting involved in local decision making (44%) also increased by 7 percentage points.

HOW WELL INFORMED ARE YOU ABOUT THE FOLLOWING...

THE SERVICES, PLANS & BENEFITS H&F PROVIDE

(Base: 935, C.I. ±3.19%)

Informed ↑2% points
Not informed ↓2% points

HOW AND WHERE TO REGISTER TO VOTE?

(Base: 974, C.I. ±3.12%)

Informed ↑1% point
Not informed ↓1% point

HOW YOUR COUNCIL TAX IS SPENT?

(Base: 900, C.I. ±3.25%)

Informed ↑7% points
Not informed ↓7% points

HOW YOU CAN GET INVOLVED IN LOCAL DECISION MAKING?

(Base: 859, C.I. ±3.33%)

Informed ↑7% points
Not informed ↓7% points

WHAT TO DO IN THE EVENT OF A LARGE SCALE EMERGENCY?

(Base: 809, C.I. ±3.43%)

Informed ↑2% points
Not informed ↓2% points

HOW WELL YOUR LOCAL COUNCIL IS PERFORMING?

(Base: 884, C.I. ±3.28%)

Informed ↑10% points
Not informed ↓10% points

HOW TO COMPLAIN TO THE COUNCIL?

(Base: 887, C.I. ±3.27%)

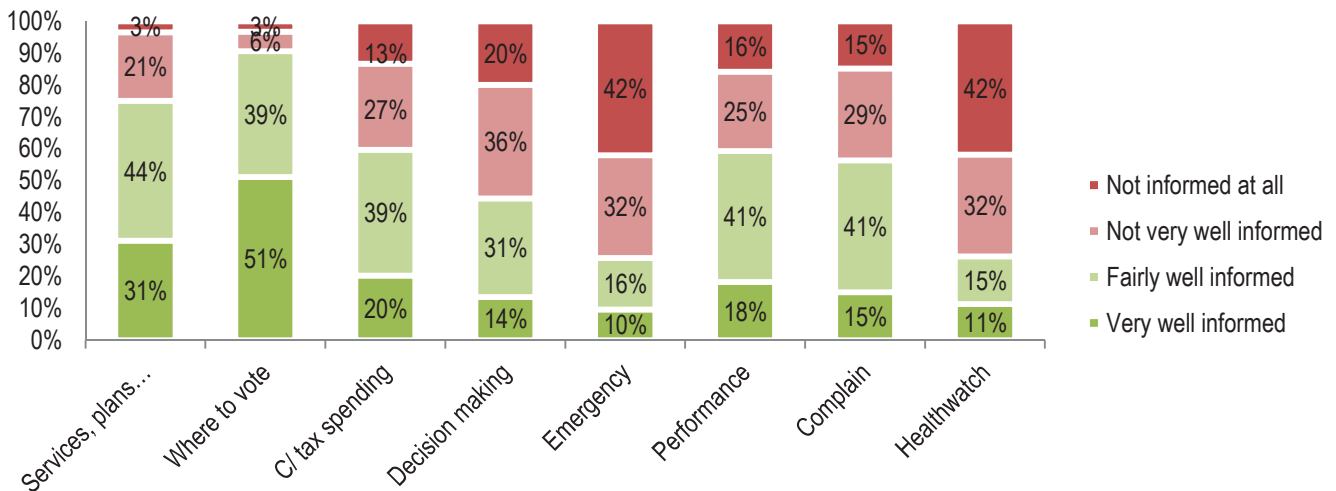
Informed ↑1% point
Not informed ↓1% point

YOUR LOCAL HEALTHWATCH

(Base: 634, C.I. ±3.88%)

Question not asked previously

How informed are you with the following?



INFORMATION-TRENDS

		BVPI 2006/2007	H&F ARS 2007	The Place Survey 2008	H&F ARS 2009	H&F ARS 2010	H&F ARS 2011	H&F ARS 2012	H&F ARS 2013	Trend
Q10a	How informed does H&F keep residents about services, plans and benefits it provides? Informed	40%	45%	39%	49%	69%	73%	73%	75%	
	Not informed	60%	56%	62%	51%	30%	27%	27%	25%	
Q10b1	How and where to register to vote Informed	89%	89%	93%	93%	93%	90%	90%	91%	
	Not informed	11%	11%	7%	7%	7%	10%	10%	9%	
Q10b2	How your council tax is spent Informed	32%	31%	46%	58%	49%	51%	53%	60%	
	Not informed	69%	69%	55%	42%	52%	49%	47%	40%	
Q10b3	How you can get involved in local decision making Informed	32%	40%	30%	35%	34%	38%	37%	44%	
	Not informed	67%	60%	70%	65%	66%	62%	63%	56%	
Q10b4	What to do in the event of a large-scale emergency Informed	N/A	N/A	13%	33%	23%	23%	24%	26%	
	Not informed	N/A	N/A	87%	67%	77%	77%	76%	74%	
Q10b5	How well your local council is performing Informed	24%	29%	33%	49%	48%	49%	49%	59%	
	Not informed	76%	70%	67%	51%	52%	51%	51%	41%	
Q10b6	How to complain to the council Informed	44%	58%	37%	46%	50%	52%	55%	56%	
	Not informed	55%	43%	64%	54%	50%	48%	45%	44%	
Q10b7	Your local Healthwatch Informed								26%	
	Not informed								74%	

VIEWS ON THE COUNCIL

Overall respondents viewed the council favourably. 84% felt the council was working to make the area safer (up by 7 percentage points). 72% felt the council acted on the concerns of local residents (up by 7 percentage points). 84% felt the council was working to make the area cleaner and greener

HOW MUCH DO YOU THINK THESE STATEMENTS APPLY TO YOUR COUNCIL?

MY COUNCIL IS WORKING TO MAKE THE AREA SAFER

(Base: 909 , C.I. ±3.23%)

Satisfied ↑7% points
Dissatisfied ↓7% points

MY COUNCIL IS WORKING TO MAKE THE AREA CLEANER AND GREENER

(Base: 981, C.I. ±3.11%)

Satisfied ↑3% points
Dissatisfied ↑2% points

MY COUNCIL PROMOTES THE INTERESTS OF LOCAL RESIDENTS

(Base: 883, C.I. ±3.28%)

Satisfied ↑4% points
Dissatisfied ↓4% points

(up by 3 percentage points). Two new questions were asked in this years survey, in these 78% felt the council was working to attract jobs to the borough, and 74% felt the council was a strong leader in the local area.

MY COUNCIL ACTS ON THE CONCERNS OF LOCAL RESIDENTS

(Base: 847, C.I. ±3.35%)

Satisfied ↑7% points
Dissatisfied ↓7% points

MY COUNCIL TREATS ALL TYPES OF PEOPLE FAIRLY

(Base: 779, C.I. ±3.49%)

Satisfied ↑1% point
Dissatisfied ↓1% point

MY COUNCIL IS WORKING TO ATTRACT BUSINESSES AND JOBS TO THE AREA

(Base: 755, C.I. ±3.55%)

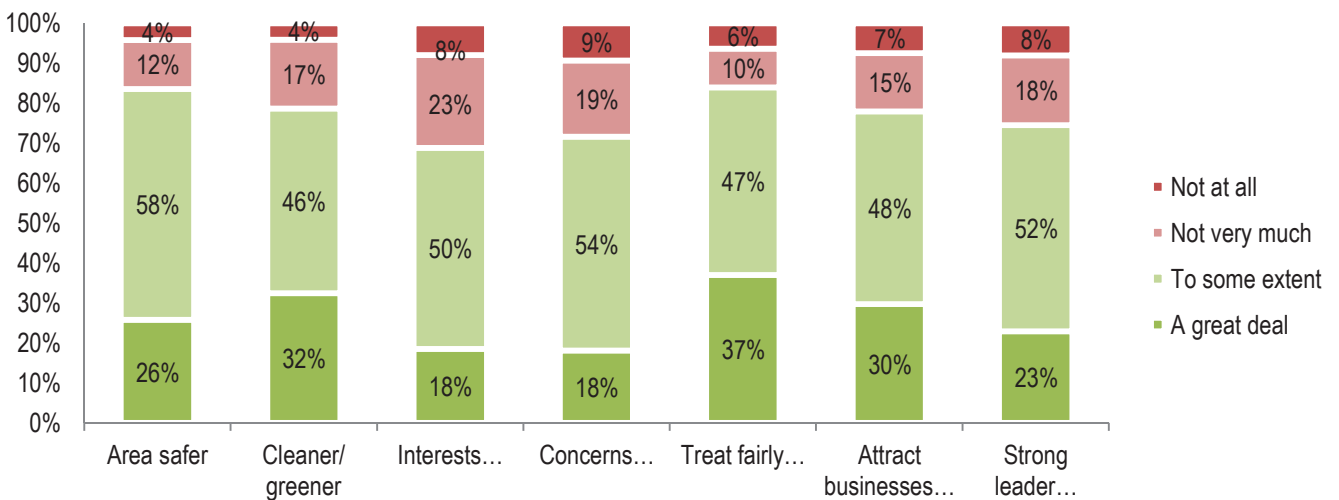
Question not asked previously

MY COUNCIL IS A STRONG LEADER IN THE LOCAL AREA

(Base: 777, C.I. ±3.5%)

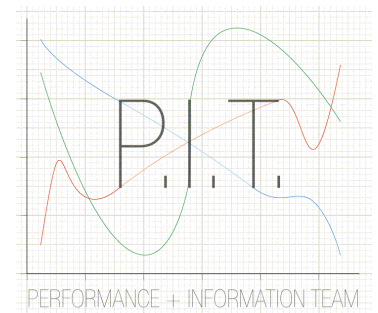
Question not asked previously

How informed are you with the following?



VIEWS ON THE COUNCIL—TREND

		BVPI 2006/2007	H&F ARS 2007	The Place Survey 2008	H&F ARS 2009	H&F ARS 2010	H&F ARS 2011	H&F ARS 2012	H&F ARS 2013	Trend	
Q3a	My council is working to make the area safer	A great deal/ to some extent	59%	70%	71%	81%	80%	78%	77%	84%	
		Not very much/ at all	41%	29%	29%	19%	20%	22%	23%	16%	
Q3b	My council is working to make the area cleaner and greener	A great deal/ to some extent	68%	72%	67%	76%	74%	79%	81%	84%	
		Not very much/ at all	32%	28%	32%	24%	26%	21%	19%	21%	
Q3c	My council promotes the interests of local residents	A great deal/ to some extent	54%	64%	49%	67%	62%	65%	65%	69%	
		Not very much/ at all	46%	36%	51%	33%	38%	35%	35%	31%	
Q3d	My council acts on the concerns of local residents	A great deal/ to some extent	54%	61%	50%	64%	63%	63%	65%	72%	
		Not very much/ at all	46%	39%	49%	37%	37%	37%	35%	28%	
Q3e	My council treats all types of people fairly	A great deal/ to some extent	71%	74%	75%	84%	79%	80%	83%	84%	
		Not very much/ at all	29%	25%	26%	17%	21%	20%	17%	16%	
Q3f	My council is working to attract businesses and jobs to the area	A great deal/ to some extent								78%	
		Not very much/ at all									
Q3g	My council is a strong leader in the local area	A great deal/ to some extent								74%	
		Not very much/ at all									



PERFORMANCE & INFORMATION TEAM
JANUARY 2014

Managed Services Update

Overview & Scrutiny Board
4th March 2014

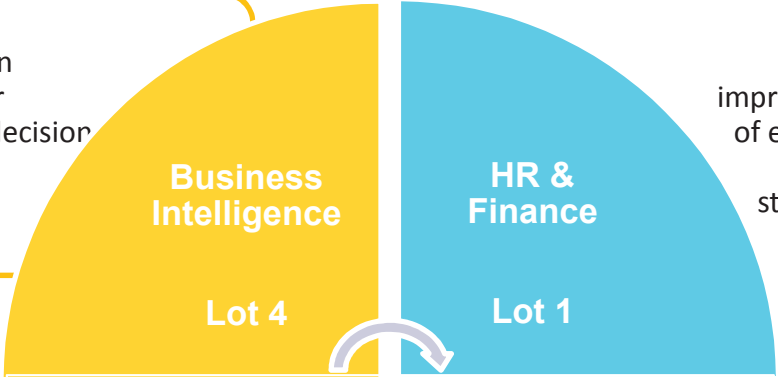
Background

- WCC is Lead Borough for Managed Services.
- In February 2013 Council agreed to enter into a contract to provide a range of transactional finance and HR Services.
- Strategic HR and Strategic Finance will be retained in-house.

The Lots

Managed Services is about getting suppliers to do what they do best and allowing our managers and staff to conduct the real business of the Council.

- Robust information analysis for informed decision making



- Consistent approach, improving quality of expertise and increasing strategic focus

TRI-BOROUGH MANAGED SERVICES

- Aligned asset register and finance system providing a single view

- Aligned processes and a common tool making it quicker, easier and simpler

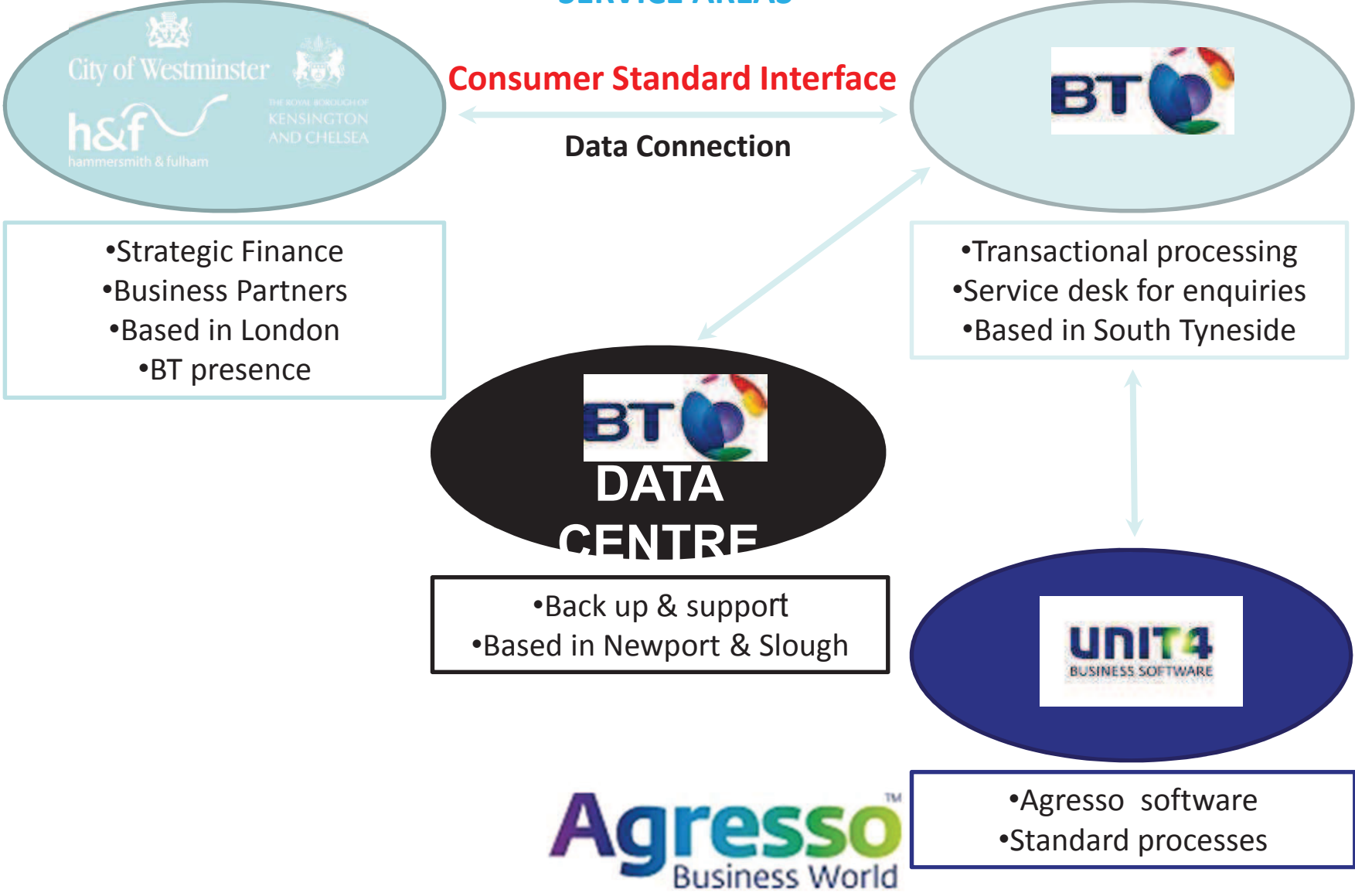


"I have a Business Manager who is having to manage three HR systems and three Finance systems...that's a challenge."
Senior Executive, Tri-borough Services

Working together to provide efficient, modern and streamlined support

The Lot 1 overview

SERVICE AREAS



Current Position (1)


- A confidence assurance meeting chaired by the WCC Senior Responsible officer was held on 12th December 2013 with senior triborough colleagues, PWC and BT.
- After a thorough examination of the current position, collective readiness of various scenarios, officers agreed to defer implementation from 1st April 2014. Key reasons included
 - poor results from systems testing
 - a lack of clarity from BT on how Managed Service would operate
 - an increasing number of manual workarounds required to hit the go live date
- Revised plan has been prepared with extension input from H&F led by a newly appointed Client Side Programme Director provided by H&F and RBKC.
- Significant impact of staffing (25) – all staff informed of the delay on 13th December 2014.

Current Position (2)

- Managed Services Programme has had 2 changes of SRO.
- BT, following deferral, changed their Programme Director and SRO.
- Tri Borough have appointed with effect from 6th Jan a Client Side Programme Director.

Revised Plan

- Cabinet Members for the three Boroughs have reviewed the plan and concluded on 3rd February that the revised go live date should be no later than 1st October 2014, although we are aiming to hit 1st September 2014.
- This will enable
 - A complete set of interfaces to be designed, built and tested
 - Sufficient time for system, user acceptance and operational testing
 - HR and Finance to manage Business as Usual in parallel with the delivery of this programme
 - Full scope of training

 <p>h&f the low tax borough</p>	<p>London Borough of Hammersmith & Fulham</p> <p>OVERVIEW AND SCRUTINY BOARD</p> <p>4th March 2014</p>
<p>MONITORING PERFORMANCE - QUARTER 3 2013/14</p>	
<p>Report of the Corporate Director</p>	
<p>Open Report</p>	
<p>Classification: For Scrutiny Review & Comment</p> <p>Key Decision: No</p>	
<p>Wards Affected: All</p>	
<p>Accountable Executive Director: Jane West Executive Director of Finance and Corporate Governance</p>	
<p>Report Author: Penny Richards Principal Performance and Information Officer</p>	<p>Contact Details: Tel: 020 753 1907 E-mail: penny.richards@lbhf.gov.uk</p>

1. EXECUTIVE SUMMARY

1.1. At the meeting on 21st September 2010, Overview and Scrutiny Board (OSB) agreed an updated set of performance indicators (PIs) comprising of key national and local performance indicators and asked that these be reported quarterly for monitoring by the Board, on an exception basis. This report includes the 3rd quarter status for:

- Financial, HR, Electoral Registration and Contact Centre PIs.

2. RECOMMENDATIONS

2.1 That OSB note the outturns and comments of the 3rd Quarter 2013/14 performance indicators.

Third Quarter Monitoring 2013/14: FCS and Corporate Pls

1. Background

- 1.1 Key performance indicators are monitored each quarter as part of the council's performance management system. This report contains the key corporate and financial indicators as agreed by OSB.

2. Third Quarter Monitoring Report

- 2.1 The attached tables in the Appendices are for the third quarter (October to December 2013).
- 2.2 The report uses traffic light colour coding to indicate performance. Green signifies at or above targets, amber is below target but within a reasonable tolerance level (e.g. above last year's performance) and red is outside the tolerance level. The report structure focuses on monitoring indicators by exception (i.e. red/amber, where performance is below target). This applies to all areas of the report excluding sickness absence and the corporate totals, which are provided in full.
- 2.3 The report uses year to date (YTD) actual performance compared to the target set for the year. The trend will show 'improving', 'declining' or 'static' based on year to date (YTD) actual compared with the performance for the same period in the previous financial year.

3. Financial Indicators

- 3.1 The attached Finance Performance Indicators (Exceptions) Report identifies those indicators that are below target and which are marked as red or amber. The report will also show where information on an indicator is not available. The text below provides greater detail on causes and corrective actions.

H&F Direct

- 3.2 NI 181a Days to Process HB and Council Tax, New Claims – for 2013/14 Qtr 3, the approved YTD results from DWP have yet to be released but the provisional result is 29 days. This is the same as the DWP confirmed performance at Qtr 2 (29 days) but just above the target of 28 days.
- 3.3 NI 181 b Days to Process HB and Council Tax, Change of Circumstances – For 2013/14 Qtr 3, the approved YTD results from DWP have yet to be released but the provisional result is 26 days. This is an improvement from last quarter's YTD DWP outturn (30 days) but misses the 2013/14 target (25 days).
- 3.4 Performance for all other measures is exceeding set targets.

4. Sickness Monitoring

- 4.1 Corporately, the position on (BV 12) sickness absence including school based staff in this quarter is 6.3 days lost per member of staff. This is better than target (7.8) and an improvement on last quarter (6.9). All departments are performing better than target. When considering current employees, the corporate outturn is 5.1 days, which is the same as the previous quarter's performance. All departments are performing better than target (6.5).
- 4.2 Adult Social Care –The level of sickness in the rolling year to December has continued to improve with a further significant fall to 4.6 days (from 5.0 in September) and is better than target (7.8 days). When considering current employees only, the level of sickness absence had also significantly decreased to 4.2 days from the position in September (4.7) and also is better than target (6.5).
- 4.3 Children's Services (including school based staff) – Sickness absence has slightly improved to 6.7 days (7.1 in September) and is better than target (7.8). When considering current employees only, the level of 5.4 days and is slightly higher than the 5.3 in September but remains better than target (6.5 days).
- 4.4 To provide continuity with previously reported performance the BV 12 report includes schools as part of the CHS absence figures. Other published BV 12 data reporting, excludes school based staff but is retained in this format for consistency.
- 4.5 Environment, Leisure & Resident Services – Sickness absence shows continued good performance this quarter at 5.3 days (5.4 days in September). Performance remains significantly better than the target (7.8 days). For current employees, the level was 4 days, lower than last quarter (4.4 days) and remains significantly better than target (6.5 days).
- 4.6 Finance & Corporate Services – Overall sickness absence levels have significantly improved to 4.2 days (from 4.8 days in September), this continues to be better than target (7.8 days). When considering current employees only, performance was improved at 4 days (from 4.5 days in September), and remains significantly better than target (6.5 days).
- 4.7 Housing & Regeneration - Sickness absence improved to 7.3 days from 8.1 days in September and is now exceeds the target of 7.8 days. When considering current staff only, the sickness absence level was lower at 4.9 days this quarter, an increase from the 4.2 days in September. However, HRD performance remains significantly better than the target (6.5 days).
- 4.8 Transport & Technical Services – Sickness absence has marginally improved to 7.3 days from 7.4 days (as it was in September) which is still better than target (7.8 days). For current employees, the sickness absence increased slightly to 5.7 days (from September 6.4 days) and remains better than the current employee target (6.5 days).

5 Electoral Registration - supporting local democracy:

- 5.1 As the usual elector canvass has been suspended (nationally) to start on 3rd October 2013 (instead of in September), and a new electoral register to be published later than usual (on 17th February 2014 instead of December 2013) the performance figures presented here are not directly comparable to previously reported figures.
- 5.2 FCS 165a – Annual voter registration canvass (households registered by 1st December). The target setting for Electoral Services' performance indicators was ambitious to reflect the importance attached to maximising voter registration. The target is to ensure that 95% of the eligible population are registered to vote by the date that the new electoral register is published (in February 2014, and not in December).
- 5.3 At the end of December 2013, performance was at 87.86%, less than the target of 95%, but with 7 weeks left to the actual date of publication.
- 5.4 FCS 165b - Annual Voter Registration Canvass: Households Registered By 1 September 2014). As the canvass has been suspended (to start in October) and rolling registrations have continued through this period, the base for this indicator has effectively been reset. Since the beginning of the canvass to the end of December performance was at 87.86%, the same level as FCS 165a (see 5.3 above). The measures will show the same level of performance until the new register is published in February, at which point rolling registrations will continue and performance will begin to diverge.
- 5.5 FCS 165c - Rolling registration of home movers, this works towards achieving an 85% registration by September each year of all the home movers. The third quarter performance of 80.1% is short of the 85% target (21,498 responses to 25,064 forms sent out). The December out-turn is depressed because 1,654 forms were sent out in mid-December and have been impacted by the Christmas holidays.

6 Contact Centre Performance

- 6.1 To provide a more comprehensive view of performance across its service areas and automate the reporting process; a new 'H&F Direct Calls Answered' report has been produced. This shows volumes and percentages of calls answered within 25 seconds for its five service areas (accessible transport, assessments, business rates, direct debit and permits). As the service focus is to resolve enquiries at first point of contact, no H&F Direct targets have been set for answering within 25 seconds.
- 6.2 The performances on the contact centre table for the overall total (82.5%) and the Switchboard (91.3%) met the 80% target, which is the contractual target of the supplier. There were shortfalls with the other call centres. The

performances of these were; Cleaner Greener (74.5%), Electoral Services (75.3%), Environment (71.7%), and Others (79.4%).

6.3 The contract with Agilisys was renegotiated for 2011/12 realising a substantial saving, which resulted in a reduction of staff in the Contact Centre. Whilst individual lines may be under the 80% target, the Contact Centre total performance is used as the measure of overall performance.

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	Performance Monitoring data	Penny Richards Ext. 1907	Performance and Information Team, FD 2 nd flr, Town Hall extension
2.	CorVu Performance System	Penny Richards Ext. 1907	Performance and Information Team, FD 2 nd flr, Town Hall extension

LIST OF APPENDICES:

- Performance report
- Financial Indicator Summary
- Financial Indicator Exception table.
- Sickness Absence (BV12) table.
- Sickness Absence (Current Employees) table.
- Electoral Registration performance table.
- Contact Centre performance table.

Finance Performance Indicators (Exceptions)

December, 2013/14

Green = Target met
 Amber = within tolerance
 Red = outside tolerance

Trend is compared with previous financial year
 unless PI accumulates (marked *)
 then trend is with same period last year

PI Code	Description	Actual 12/13	Oct 13	Nov 13	Dec 13	YTD Actual	Unit	Target	Target Met?	Trend	Comments
H&F Direct											
H&F Direct											
NI181a	NI181a New claims	27				29	days	28	N	Declining	Provisional outturn pending confirmation by DWP, which is marginally higher than target
NI181b	NI181b Change in circumstances	34				26	days	25	N	Improving	Provisional outturn pending confirmation by DWP, which is marginally higher than target

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BV012 Sickness (Overview & Scrutiny Board - Includes School Based Staff)

Dec 2013

Green = Target met
 Amber = Less than 10% off target
 Red = More than 10% off target

Trend is against last year .

Department/Area	Actual 12/13	Oct 13	Nov 13	Dec 13	Unit	Target	Target Met?	Trend	Comments
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Sickness Monitoring (rolling year)

Adult Social Care (H&F only)	8	5.1	4.9	4.6	days lost	7.8	Y	Improving	
Children's Services	7.4	6.7	6.8	6.7	days lost	7.8	Y	Improving	
Environment, Leisure & Resid	4.9	5.4	5.2	5.3	days lost	7.8	Y	Declining	
Finance & Corporate Services	5.9	4.5	4.3	4.2	days lost	7.8	Y	Improving	
Housing & Regeneration	9.2	7.9	7.7	7.3	days lost	7.8	Y	Improving	
Transport & Technical Serv	7.3	7.2	7.3	7.3	days lost	7.8	Y	Unchanged	
Corporate	7.5	6.5	6.5	6.3	days lost	7.8	Y	Improving	

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The headcount used in the calculation is being based on the mean average over the period, which will avoid the fluctuations seen in departmental results relating to transfers of staff. The corporate figure remains a direct comparison with BV012.

Data retrieved on Friday 31 January 2014 16:08:14

Current Employees Sickness (Overview & Scrutiny Board)

Dec 2013

Trend is against last year .

Green = Target met

Amber = Less than 10% off target

Red = More than 10% off target

Department/Area	Actual 12/13	Oct 13	Nov 13	Dec 13	Unit	Target	Target Met?	Trend	Comments
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Sickness Monitoring (rolling year)

Adult Social Care (H&F only)	7.3	4.8	4.6	4.2	days lost	6.5	Y	Improving	
Children's Services	5.9	5.1	5.3	5.4	days lost	6.5	Y	Improving	
Environment, Leisure & Resid	5	4.6	4.2	4	days lost	6.5	Y	Improving	
Finance & Corporate Services	5.1	3.8	3.9	4	days lost	6.5	Y	Improving	
Housing & Regeneration	8.2	4.5	4.5	4.9	days lost	6.5	Y	Improving	
Transport & Technical Serv	5.9	5.4	5.7	5.7	days lost	6.5	Y	Improving	
Corporate	6	4.9	5.1	5.1	days lost	6.5	Y	Improving	

The headcount used in the calculation is being based on the mean average over the period, which will avoid the fluctuations seen in departmental results relating to transfers of staff. The corporate figure remains a direct comparison with BV012.

Electoral Services Performance Indicators (Overview & Scrutiny Board)

December, 2013/14

Green = Target met
Amber = within tolerance
Red = outside tolerance

Trend is compared with previous financial year
unless PI accumulates (marked *)
then trend is with same period last year

Description	Actual 12/13	Oct 13	Nov 13	Dec 13	YTD Actual	Unit	Target	Target Met?	Trend	Comments
Finance & Corporate Services										
Legal & Democratic Services										
FCS165a Annual Voter Registration Canvass: Households Registered By 1 December - %	97.2	61.7	81.55	87.86	87.86	%	95	N	Declining	Canvass started on 3 October (statutory requirement for 2013)
FCS165b Annual Voter Registration Canvass: Households Registered By 1 September - %	97.49	61.7	81.55	87.86	87.86	%	98	N	Declining	Canvass started on 3 October (statutory requirement for 2013)
FCS165c Rolling Registration: Homemovers Registered by 1 September - %	25.6	88.62	83.6	80.1	80.1	%	85	N	Improving	21,498 responses to 26,836 forms sent. Response depressed by 1,654 forms sent 17 December and impact of the Christmas holidays.

Contact Centre - Calls answered within 25 seconds Dec 2013

YTD = Year to date

Green = Target met
Amber = Within tolerance
Red = Outside tolerance

Department	Oct 13 %	Nov 13 %	Dec 13 %	Target	YTD Value	Unit	Oct 13 calls	Nov 13 calls	Dec 13 calls	Comments
Calls answered										
Cleaner Greener	73.7	78.3	88.4	80	74.5	%	1836	1734	1558	
Electoral Services	77.9	77.2	85.4	80	75.3	%	431	342	216	
Environment	72.6	78.5	86.2	80	71.7	%	2989	2751	2345	
Others (FIS, NCS and Registrars)	78.4	82.4	91.6	80	79.4	%	1759	1191	974	
Switchboard	91.2	92.4	97.6	80	91.3	%	8556	6975	5844	
Total	82.9	85.7	92.8	80	82.5	%	15571	12993	10937	The contract with Agilisys was renegotiated for 2011/12 realising a substantial saving, which resulted in a reduction of staff in the Contact Centre. Whilst individual lines may be under the 80% target, the Contact Centre total performance is used as the measure of overall performance.

H&F Direct - Calls answered Dec 2013


Green = Target met
Amber = Within tolerance
Red = Outside tolerance

YTD = Year to date

	Oct 13 %	Nov 13 %	Dec 13 %	Target	YTD Value	Unit	Oct 13 calls	Nov 13 calls	Dec 13 calls	Comments
Calls answered										
Accessible Transport	97.4	97.1	99		97.4	%	680	560	408	
Assessments	54.7	61.2	67.4		64.4	%	11316	9686	7562	From July2013 onwards, Direct Debits included in the Assessment figure.
Business Rates	94.1	97.5	98.2		91	%	1045	897	301	
Direct Debit	0	0	0		0	%	0	0	0	From July2013 onwards, Direct Debits no longer collected separately. Now included in the Assessment figure.
Permits (Pay & Park)	92.8	94.9	94.6		92.5	%	3188	2533	2356	
Total	63.1	68.4	74.2		72	%	16229	13676	10627	

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Agenda Item 8

	London Borough of Hammersmith & Fulham OVERVIEW AND SCRUTINY BOARD 4th March 2014
WORK PROGRAMME	
Report of the Head of Governance & Scrutiny	
Report Status; Open	
For Scrutiny Review & Comment Key Decision: No	
Wards Affected: All	
Accountable Executive Director: Jane West, Executive Director of Finance and Corporate Services	
Report Author: Craig Bowdery, Scrutiny Manager	Contact Details: Tel: 0208 753 2278 E-mail: craig.bowdery@lbhf.gov.uk

1. Executive Summary

- 1.1 The Board is asked to review its work programme for the current municipal year. Details of forthcoming Key Decisions which are due to be taken by the Cabinet are provided in order to enable the Board to identify those items where it may wish to request reports.

2. Recommendation

- 2.1 That the Board reviews and agrees its work programme, subject to update at subsequent meetings.

3. Work Programme

- 3.1 The Board's work programme for the current municipal year is set out at Appendix 1. The list of items has been drawn up in consultation with the Chairman, having regard to previous decisions of this Committee, relevant items within the Key Decisions List (previously entitled the Forward Plan) and actions and suggestions arising from previous meetings.
- 3.2 The Board is requested to consider the items within the work programme and suggest any amendments or additional topics to be included in the future, whether for a brief report to Committee or as the

subject of a time limited Task Group review or single issue 'spotlight' meeting. Members might also like to consider whether it would be appropriate to invite residents, service users, partners or other relevant stakeholders to give evidence to the Board in respect of any of the proposed reports.

4. Future Key Decisions

4.1 Attached at Appendix 2 to this report is an extract of the Key Decision List showing the decisions to be taken by the Executive at the Cabinet, including Key Decisions within the relevant Cabinet Members portfolio areas which will be open to scrutiny by the Board should Members wish to include them within the work programme. Items within the Board's remit are italicised.

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
	None		

Overview & Scrutiny Work Programme 2013/14

As at 18/02/2014

Tuesday 24th September 2013		
Courtyard Room, Hammersmith Town Hall. 7:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
Update on the Tri-Borough Managed Services framework agreement	Elise Lewis	Following the Board's initial consideration of this subject in March 2013, to monitor and review the transition and implementation of BT supplying a range of finance and HR transactional services
Evaluation of Tri-Borough working so far	Martin Nottage	To review the achievements of Tri-Borough working so far and to consider what lessons can be learned for the future
Annual Complaints Performance Report 2012-13	Lyn Anthony	To review the Hammersmith & Fulham Customer Complaints report and to note issues of concern
The revenue budget	Jade Cheung	To review and identify any issues of concern in the Corporate Revenue Monitor outturn report for 2012/13
The capital budget	Gary Ironmonger	To review and identify any issues of concern in the High Level Capital Budget monitoring report for Quarter 4 of 2012/13 and Quarter 1 of 2013/14
The Pupil Premium Scrutiny Task Group	Craig Bowdery	To receive and approve the Final Report of the Task Group and its recommendations to Cabinet
Performance monitoring	Dave Wilsher	To receive and monitor Council performance against an agreed set of indicators covering the first quarter of 2013/14

Tuesday 26th November 2013
Courtyard Room, Hammersmith Town Hall. 7:00pm.

ITEM	LEAD OFFICER	REPORT BRIEF
Team White City	Simon Jones	To receive a presentation on the progress developing Team White City, a Neighbourhood Community Budget pilot giving local people greater control over local resources and services
The Community Strategy 2014-22	Simon Jones	To contribute to the development of the Council's new Community Strategy and to assess the Council's performance against the identified priorities: <ul style="list-style-type: none"> • Providing a top quality education for all • Regenerating the most deprived areas of the borough • Providing better housing opportunities • Delivering high quality, value for money public services • Providing a cleaner, greener borough • Tackling crime and antisocial behaviour • Setting the framework for a healthier borough
The performance of the Hammersmith & Fulham Bridge Partnership (HFBP) and the ICT Strategy	Jackie Hudson	To receive the Board's annual HFBP performance and ICT Strategy action update
Staff sickness targets	John O'Rourke	To monitor the performance against staff sickness targets
Filming and recording at Council meetings	Tasnim Shawkat	To discuss what rules and procedures, if any, should be implemented for recording and filming at Hammersmith & Fulham
The capital budget	Jade Cheung	To review and identify any issues of concern in the Q1 Capital Budget Monitoring Report.

Tuesday 28th January 2014
Courtyard Room, Hammersmith Town Hall. 7:00pm.

ITEM	LEAD OFFICER	REPORT BRIEF
The draft Council Budget 2014/15	Andrew Lord	To consider the draft Budget proposals for 2014/15 and make any comments or recommendations to Cabinet or Council
Electoral Registration	Steve Miller	To review measures taken to promote electoral registration
Sickness absence monitoring	John O'Rourke	To receive a report on the Council's performance reducing staff sickness absence and the approach to monitoring absence levels
The revenue and capital budget 2013/14	Jade Cheung and Gary Ironmonger	To review and identify any issues of concern in the High Level Revenue and Capital Budget Monitoring Report for the second quarter report for 2013/14

Tuesday 4th March 2014

Courtyard Room, Hammersmith Town Hall. 7:00pm.

ITEM	LEAD OFFICER	REPORT BRIEF
Results from the Annual Residents Survey	Simon Jones	To review the results of the latest Annual Residents Survey in order to identify issues of concern for residents and to consider how scrutiny can contribute to addressing these concerns
Update on the Tri-Borough Managed Services framework agreement	Hitesh Jolapara	Following the Board's initial consideration of this subject in March 2013 and then in September 2013, to monitor and review the transition and implementation of BT supplying a range of finance and HR transactional services
Performance monitoring	Simon Jones	To receive and monitor Council performance against an agreed set of indicators covering the third quarter of 2013/14

Tuesday 8th April 2014

Committee Room 1, Hammersmith Town Hall. 7:00pm.

ITEM	LEAD OFFICER	REPORT BRIEF
Sickness absence monitoring	Debbie Morris and John O'Rourke	To review the levels of staff sickness in the Council and to identify whether there are any underlying causes for absence that could be addressed
Update on the Tri-Borough ICT Programme	Ed Garcez	To receive an update on the development of Tri-Borough ICT provision
Complaints and Compliments	Lyn Anthony	Following the Board's consideration of the Annual Complaints report in September 2013, to receive an update on the key areas of concern
The revenue and capital budget 2013/14	Jade Cheung and Gary Ironmonger	To review and identify any issues of concern in the High Level Revenue and Capital Budget Monitoring Report for the third quarter report for 2013/14
Final Report of the Business Rates Task Group	Craig Bowdery	To receive and approve the Final Report of the Business Rates Task Group and its recommendations to Cabinet
The Scrutiny Annual Report 2013/14	Craig Bowdery	To approve the Scrutiny Annual Report to be presented to Full Council at its Annual Meeting
Review of Scrutiny in 2013/14 and planning for 2014/15	Craig Bowdery	To review the performance of the scrutiny function during the preceding year and to consider suggestions for topics or improvements in 2014/15

NOTICE OF CONSIDERATION OF A KEY DECISION

In accordance with paragraph 9 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the Cabinet hereby gives notice of Key Decisions which it intends to consider at its next meeting and at future meetings. The list may change between the date of publication of this list and the date of future Cabinet meetings.

NOTICE OF THE INTENTION TO CONDUCT BUSINESS IN PRIVATE

The Cabinet also hereby gives notice in accordance with paragraph 5 of the above Regulations that it intends to meet in private after its public meeting to consider Key Decisions which may contain confidential or exempt information. The private meeting of the Cabinet is open only to Members of the Cabinet, other Councillors and Council officers.

Reports relating to key decisions which the Cabinet will take at its private meeting are indicated in the list of Key Decisions below, with the reasons for the decision being made in private. Any person is able to make representations to the Cabinet if he/she believes the decision should instead be made in the public Cabinet meeting. If you want to make such representations, please e-mail Katia Richardson on katia.richardson@lbhf.gov.uk. You will then be sent a response in reply to your representations. Both your representations and the Executive's response will be published on the Council's website at least 5 working days before the Cabinet meeting.

KEY DECISIONS PROPOSED TO BE MADE BY CABINET ON 3 MARCH 2014 AND AT FUTURE CABINET MEETINGS UNTIL JUNE 2014

The following is a list of Key Decisions which the Authority proposes to take at the above Cabinet meeting and future meetings. The list may change over the next few weeks. A further notice will be published no less than 5 working days before the date of the Cabinet meeting showing the final list of Key Decisions to be considered at that meeting.

KEY DECISIONS are those which are likely to result in one or more of the following:

- Any expenditure or savings which are significant (ie. in excess of £100,000) in relation to the Council's budget for the service function to which the decision relates;
- Anything affecting communities living or working in an area comprising two or more wards in the borough;
- Anything significantly affecting communities within one ward (where practicable);
- Anything affecting the budget and policy framework set by the Council.

The Key Decisions List will be updated and published on the Council's website on a monthly basis.

NB: Key Decisions will generally be taken by the Executive at the Cabinet.

*If you have any queries on this Key Decisions List, please contact
Katia Richardson on 020 8753 2368 or by e-mail to katia.richardson@lbhf.gov.uk*

Access to Cabinet reports and other relevant documents

Reports and documents relevant to matters to be considered at the Cabinet's public meeting will be available on the Council's website (www.lbhf.org.uk) a minimum of 5 working days before the meeting. Further information, and other relevant documents as they become available, can be obtained from the contact officer shown in column 4 of the list below.

Decisions

All decisions taken by Cabinet may be implemented 5 working days after the relevant Cabinet meeting, unless called in by Councillors.

Making your Views Heard

You can comment on any of the items in this list by contacting the officer shown in column 4. You can also submit a deputation to the Cabinet. Full details of how to do this (and the date by which a deputation must be submitted) will be shown in the Cabinet agenda.

LONDON BOROUGH OF HAMMERSMITH & FULHAM: CABINET 2013/14

Leader (+ Regeneration, Asset Management and IT):	Councillor Nicholas Botterill
Deputy Leader (+ Residents Services):	Councillor Greg Smith
Cabinet Member for Children's Services:	Councillor Helen Binmore
Cabinet member for Communications:	Councillor Mark Loveday
Cabinet Member for Community Care:	Councillor Marcus Ginn
Cabinet Member for Housing:	Councillor Andrew Johnson
Cabinet Member for Transport and Technical Services:	Councillor Victoria Brocklebank-Fowler
Cabinet Member for Education:	Councillor Georgie Cooney

Key Decisions List No. 17 (published 31 January 2014)

KEY DECISIONS LIST - CABINET ON 3 MARCH 2014

The list also includes decisions proposed to be made by future Cabinet meetings

Where column 3 shows a report as EXEMPT, the report for this proposed decision will be considered at the private Cabinet meeting. Anybody may make representations to the Cabinet to the effect that the report should be considered at the open Cabinet meeting (see above).

* All these decisions may be called in by Councillors; If a decision is called in, it will not be capable of implementation until a final decision is made.

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet <i>(other relevant documents may be submitted)</i>
March 2014				
Cabinet	3 Mar 2014	Economic Development priorities This report seeks Members' approval for future economic development priorities which respond to the borough's longer term economic growth and regeneration vision and makes recommendations on use of Section 106 funds to achieve key outcomes.	Leader of the Council (+Regeneration, Asset Management and IT)	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000		Ward(s): All Wards	
Contact officer: Kim Dero Tel: 020 8753 6320 kim.dero@lbhf.gov.uk				
Cabinet	3 Mar 2014	Schools Organisation Strategy To approve the updated Schools Organisation Strategy.	Cabinet Member for Education	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Affects 2 or more wards		Ward(s): All Wards	
Contact officer: Ian Heggs Tel: 020 7745 6458 ian.heggs@lbhf.gov.uk				
Cabinet	3 Mar 2014	High Level Capital Budget Monitoring Report, 2013/14 Quarter 3 Quarterly capital monitor.	Leader of the Council (+Regeneration, Asset Management and IT)	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background
	Reason: Expenditure more than £100,000		Ward(s): All Wards	
PART OPEN PART PRIVATE Part of this report is exempt from disclosure on the grounds that it	Contact officer: Jane West Tel: 0208 753 1900			

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet (<i>other relevant documents may be submitted</i>)
		contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.	jane.west@lbhf.gov.uk	papers to be considered.
Cabinet	3 Mar 2014 Reason: Expenditure more than £100,000	Tri-borough ICT strategy programme management Approval for funding of the continuation of the tri-borough ICT strategy programme management	Leader of the Council (+Regeneration, Asset Management and IT) Ward(s): All Wards Contact officer: Jackie Hudson Tel: 020 8753 2946 Jackie.Hudson@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
Cabinet	3 Mar 2014 Reason: Expenditure more than £100,000	Procurement of non half hourly quarterly electricity supplies (NHHQ) Procurement Via Framework PART OPEN PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.	Cabinet Member for Transport and Technical Services Ward(s): All Wards Contact officer: Vassia Paloumbi Tel: 020 8753 3912 Vassia.Paloumbi@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet <i>(other relevant documents may be submitted)</i>
Cabinet	3 Mar 2014	Procurement of a Contractor for the Springvale New Build Scheme	Cabinet Member for Housing	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000	Procurement of a building contractor through a competitive tendering exercise to deliver the new build housing scheme on the Springvale estate.	Ward(s): Avonmore and Brook Green Contact officer: Matin Miah Tel: 0208753 3480 matin.miah@lbhf.gov.uk	
Cabinet	3 Mar 2014	Corporate Planned Maintenance 2014/2015 Programme	Leader of the Council (+Regeneration, Asset Management and IT)	
	Reason: Expenditure more than £100,000	To provide proposals and gain approval for the 2014/2015 Corporate Planned Maintenance Programme.	Ward(s): All Wards Contact officer: Mike Cosgrave Tel: 020 8753 4849 mike.cosgrave@lbhf.gov.uk	
Cabinet	3 Mar 2014	Enhanced Revenue Collection Contract	Leader of the Council (+Regeneration, Asset Management and IT)	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000	This report seeks agreement from Cabinet to take the necessary steps to expand the scope of the Enhanced Revenue Collection Contract with Agilisys to include Council Tax, national non domestic rate and Council rents debts. PART OPEN PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption	Ward(s): All Wards Contact officer: Jane West Tel: 0208 753 1900 jane.west@lbhf.gov.uk	

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet (<i>other relevant documents may be submitted</i>)
		outweighs the public interest in disclosing the information.		
Cabinet	3 Mar 2014	Furthering the Borough of Opportunity: A Shared Vision for Hammersmith and Fulham 2014-22 A new draft Community Strategy for H&F has been the subject of recent public consultation. A revised draft now needs to be agreed for publication by the Council and its key partners.	Leader of the Council (+Regeneration, Asset Management and IT)	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Affects 2 or more wards		Ward(s): All Wards Contact officer: Simon Jones Tel: 020 8753 2086 simon.jones@lbhf.gov.uk	
Cabinet	3 Mar 2014	Right to Buy Part and Tenants Reward and Purchase Scheme To promote home ownership buy introducing an opportunity for an existing tenant to buy a part-share of their home as well as a reward for an exemplary tenancy record in the form of a payment to assist with the purchase of a home in the private sector.	Cabinet Member for Housing	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Affects 2 or more wards		Ward(s): All Wards Contact officer: Mike England Tel: 020 8753 5344 mike.england@lbhf.gov.uk	
Cabinet	3 Mar 2014	Appointment of Service Provider to deliver the Impact Project In March 2013 the Council, in conjunction with Shepherds Bush Housing Group and ADVANCE made an application to the LCPF for funds to deliver the Impact Project. The project's key outcomes are to reduce re-offending, increase conviction rates, reduce the total number of cases being lost or failing at court and increase the number of cases taken forward even where the victim is afraid to give evidence. This report asks for agreement of the appointment of SBHG and ADVANCE to deliver the Impact Project in Hammersmith & Fulham from 2013/14 to 2016/17 at a year one cost of £188k (£752k over 4	Deputy Leader (+ Residents Services)	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Affects 2 or more wards		Ward(s): All Wards Contact officer: Lyn Carpenter lyn.carpenter@lbhf.gov.uk	

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet <i>(other relevant documents may be submitted)</i>
		years), all of which is to be funded from external sources.		
Cabinet	3 Mar 2014 Reason: Expenditure more than £100,000	Approval to award a temporary stationery contract for a nine month period (1st April 2014 to 31st December 2014) plus a possible extension up to 3 months A temporary arrangement for the supply of stationery (business as usual)	Leader of the Council (+Regeneration, Asset Management and IT) Ward(s): All Wards Contact officer: Jane West, Joanna Angelides, Mark Cottis Tel: 0208 753 1900, Tel: 020 8753 2586, Tel: 020 8753 2757 jane.west@lbhf.gov.uk, Joanna.Angelides@lbhf.gov.uk, Mark.Cottis@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
Cabinet	3 Mar 2014 Reason: Expenditure more than £100,000	Carnwath Road Industrial Estate - Sale to Thames Water To seek Cabinet approval to enter into a conditional contract to dispose to Carnwath Road Industrial Estate to Thames Water only on the condition that Thames Water secures a Development Consent order (DCO) for the Super Sewer and is granted powers to acquire the site site under CPO. This does not affect the Council's right to object to the Thames Water application, but supports the Council's fiduciary duty in obtaining best consideration for the land. PART OPEN PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption	Leader of the Council (+Regeneration, Asset Management and IT) Ward(s): Sands End Contact officer: Maureen McDonald-Khan maureen.mcdonald-khan@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet <i>(other relevant documents may be submitted)</i>
		outweighs the public interest in disclosing the information.		
April 2014				
Cabinet	7 Apr 2014	Special Guardianship Allowance Policy To agree a revised policy for allowances to carers.	Cabinet Member for Children's Services Ward(s): All Wards Contact officer: Andrew Christie Tel: 020 7361 2300 andrew.christie@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000			
Cabinet	7 Apr 2014	Proposed Outsourcing of Commercial Property Management Function Lot 1 of New Property Contract.	Leader of the Council (+Regeneration, Asset Management and IT) Ward(s): All Wards Contact officer: Miles Hooton Tel: 020 8753 2835 Miles.Hooton@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000	PART OPEN PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.		
Cabinet	7 Apr 2014	Dementia Day Services - contract award To approve the award of a contract for Dementia Day and Outreach services in LBHF.	Cabinet Member for Community Care Ward(s): All Wards Contact officer: Martin Waddington Tel: 020 8753 6235 martin.waddington@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000	PART OPEN PART PRIVATE Part of this report is exempt from disclosure on the grounds that it		

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet (<i>other relevant documents may be submitted</i>)
		contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.		considered.
Cabinet	7 Apr 2014 Reason: Expenditure more than £100,000	<p>Hammersmith Park</p> <p>Refurbishment of the existing Quadron Welfare Block for occupation by the Quadron and Serco Grounds Maintenance Teams.</p> <p>PART OPEN</p> <p>PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.</p>	<p>Leader of the Council (+Regeneration, Asset Management and IT)</p> <p>Ward(s): Shepherds Bush Green</p> <p>Contact officer: Mike Cosgrave Tel: 020 8753 4849 mike.cosgrave@lbhf.gov.uk</p>	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
Cabinet	7 Apr 2014 Reason: Expenditure more than £100,000	<p>Highways Maintenance Programme 2014/15</p> <p>Report on carriageway and footway maintenance programme for 2014/2015.</p>	<p>Cabinet Member for Transport and Technical Services</p> <p>Ward(s): All Wards</p> <p>Contact officer: Ian Hawthorn Tel: 020 8753 3058 ian.hawthorn@lbhf.gov.uk</p>	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet (<i>other relevant documents may be submitted</i>)
Cabinet	7 Apr 2014	Business Intelligence Business case setting out the recommended option to establish a Tri-borough business intelligence service.	Deputy Leader (+ Residents Services), Leader of the Council (+Regeneration, Asset Management and IT)	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000	PART OPEN PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.	Ward(s): All Wards Contact officer: Jane West Tel: 0208 753 1900 jane.west@lbhf.gov.uk	
Cabinet	7 Apr 2014	Revenue budget 2013/14 - month 10 amendments Report on the projected outturn for both the General Fund and the Housing Revenue Account for 2013_14.	Leader of the Council (+Regeneration, Asset Management and IT)	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Affects 2 or more wards		Ward(s): All Wards Contact officer: Jane West Tel: 0208 753 1900 jane.west@lbhf.gov.uk	
Cabinet	7 Apr 2014	Bi-Borough procurement of a parking management information system Seeking authority to go out to tender under OJEU rules for a shared Parking Management Information System between RBKC and H&F.	Cabinet Member for Transport and Technical Services	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000	PART OPEN PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the	Ward(s): All Wards Contact officer: Matt Caswell Tel: 020 8753 2708 Matt.Caswell@lbhf.gov.uk	

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet (<i>other relevant documents may be submitted</i>)
		financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.		
Cabinet	7 Apr 2014 Reason: Expenditure more than £100,000	<p>Procurement of Home Care Services</p> <p>The Procurement of a Home Care Service for Eligible Adults in Adult Social Care Across the Tri-Borough of London Borough of Hammersmith and Fulham (LBHF); Royal Borough of Kensington and Chelsea (RBKC) and Westminster City Council (WCC).</p> <p>PART OPEN</p> <p>PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.</p>	<p>Cabinet Member for Community Care</p> <hr/> <p>Ward(s): All Wards</p> <hr/> <p>Contact officer: Martin Waddington, Tim Lothian Tel: 020 8753 6235, Tel: 020 8753 5377 martin.waddington@lbhf.gov.uk, tim.lothian@lbhf.gov.uk</p>	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
Cabinet	7 Apr 2014 Reason: Affects 2 or more wards	<p>Housing Asbestos Surveys</p> <p>Re-tender of contract for Housing Asbestos Surveys, Sampling & Monitoring.</p> <p>PART OPEN</p> <p>PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a</p>	<p>Cabinet Member for Housing</p> <hr/> <p>Ward(s): All Wards</p> <hr/> <p>Contact officer: Stephen Kirrage Tel: 020 8753 6374 stephen.kirrage@lbhf.gov.uk</p>	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet (<i>other relevant documents may be submitted</i>)
		particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.		
Cabinet	7 Apr 2014 Reason: Affects 2 or more wards	HRA Housing Capital Programme 2014/15 to 2016/17 This report provides specific details of the proposed 2014/15 housing capital programme and proposes budget envelopes for the following two years	Cabinet Member for Housing Ward(s): All Wards Contact officer: Stephen Kirrage Tel: 020 8753 6374 stephen.kirrage@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
Cabinet	7 Apr 2014 Reason: Expenditure more than £100,000	Cash in Transit and Cash Processing Services contract review Contract for cash and valuables in transit services for specified sites within and outside of the borough. The Contractor will also be required to process and deposit the cash collected and act as a transit service between the Council and their bankers for the deposit of cheques and postal orders. PART OPEN PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in	Leader of the Council (+Regeneration, Asset Management and IT) Ward(s): All Wards Contact officer: Sue Evans Tel: 020 8753 1852 Sue.Evans@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet (<i>other relevant documents may be submitted</i>)
		disclosing the information.		
Cabinet	7 Apr 2014	Better Care Fund 2014-2016 Final Plan Submission The Council is required to submit to the Department of Health a plan for the use of Better Care Funding for integration of health and social care for the period 2014 - 2016.	Cabinet Member for Community Care Ward(s): All Wards Contact officer: Cath Attlee, David Evans Cath.Attlee@inwl.nhs.uk, david.evans@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000			
Cabinet	7 Apr 2014	Street Lighting Policy Programme Seeking approval for the 2014/15 planned capital street light column replacement programme, and maintenance work on highway assets	Cabinet Member for Transport and Technical Services Ward(s): All Wards Contact officer: Ian Hawthorn Tel: 020 8753 3058 ian.hawthorn@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000			
Cabinet	7 Apr 2014	Tri-borough Corporate Services review A proposal and business case for a re-organisation of Tri-borough Corporate Services to drive efficiency savings and simplify corporate support arrangements for Tri, Bi and Single Borough services.	Leader of the Council (+Regeneration, Asset Management and IT) Ward(s): All Wards Contact officer: Jane West, Andrew Richards Tel: 0208 753 1900, Tel: 020 8753 5989 jane.west@lbhf.gov.uk, andrew.richards@lbhf.gov.uk	A detailed report for this item will be available at least five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.
	Reason: Expenditure more than £100,000			
June (date to be confirmed)				
Cabinet	Jun 2014	Future of Coverdale Road Residential Care Home	Cabinet Member for Community Care	A detailed report for this item will be available at least

Decision to be Made by (Cabinet or Council)	Date of Decision-Making Meeting and Reason	Proposed Key Decision Most decisions are made in public unless indicated below, with the reasons for the decision being made in private.	Lead Executive Councillor(s), Wards Affected, and officer to contact for further information or relevant documents	Documents to be submitted to Cabinet (other relevant documents may be submitted)
	Reason: Expenditure more than £100,000	<p>The report will make recommendations and share outcomes regarding the consultation on the future of Coverdale Road - which is an H&F run residential care home for people with learning disabilities in Shepherds Bush.</p> <p>PART OPEN</p> <p>PART PRIVATE Part of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.</p>	<p>Ward(s): All Wards</p> <hr/> <p>Contact officer: Christine Baker Tel: 020 8753 1447 Christine.Baker@lbhf.gov.uk</p>	five working days before the date of the meeting and will include details of any supporting documentation and / or background papers to be considered.