**Mansfield District Council**

**Overview & Scrutiny Committee (Corporate Resources) Minutes**

**Date: Tuesday 15 February 2022 Time: 6:00 PM Place: Civic Centre**

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| **Present:** | **Councillor Stephen Bodle, Councillor Robert Elliman, Councillor Mark Fretwell, Councillor Brian Lohan, Councillor Ann Norman, Councillor Andy Sissons, Councillor David M Smith, Councillor Stuart Wallace** |
| **In Attendance:** | **S. Allman, K. Barke, J. Biddlestone, D. Evans, J. Finnessey, M. Pemberton, C. Tinsley and S. Troman** |

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|  | **APOLOGIES FOR ABSENCE** |
|  | None |
| **22/04** | **DECLARATIONS OF INTEREST** |
|  | None |
| **22/05** | **ADVANCE QUESTIONS FROM MEMBERS OF THE PUBLIC** |
|  | There were no advance questions |
| **22/06** | **MINUTES OF THE LAST MEETING** |
|  | It was proposed by Councillor Lohan and seconded by Councillor Norman that the minutes of the meeting of the Committee held on 6 January 2022, be confirmed as a correct record.  On the minutes being put to the vote, the Chair announced that the minutes had been approved unanimously.  RESOLVED - That the minutes be confirmed as a correct record. |
| **22/07** | **REVENUE AND CAPITAL FORECAST YEAR-END POSITION, AT QUARTER 3** |
|  | The Head of Finance submitted a report which forecast both the General Fund and Housing Revenue Account Revenue outturn for 2021/22 as at the end of 31 December 2021. Members were advised that surpluses were still projected for the year based on current and known estimates.  RESOLVED -  (i) That the General Fund and Housing Revenue Account Revenue forecasted outturn position for the 2021/22 financial year, at quarter 3 be noted.  (ii) That the General Fund and Housing Revenue Account Capital forecasted outturn position for the 2021/22 financial year, at quarter 3 be noted. |
| **22/08** | SERVICE PLAN PERFORMANCE INDICATORS – THIRD QUARTER 2021/22 |
|  | The Committee received details of service plan indicator performance for the third quarter of the 2021/22 financial year. These figures revealed that of the 129 quarterly indicators, 47 were above, on or within 1% of the target set, 10 were within the tolerance level, 15 were under target and 57 were for monitoring purposes only and had no target.  Intervention plans were submitted for members' information which were also presented by the relevant officers, for those indicators that were outside of the tolerance level, which aimed to bring the indicators back on target.  With regard to Average Number of Calendar Days to Complete Repairs and Average Time to re-let time for Standard voids, members were advised that all aspects of the voids process had been investigated to identify the cause of delays. Members were also advised that the stockpiling of materials had reduced disruption due to material shortages but that there had been some material cost increases. Additional capacity was also being provided by agency operatives.  In respect of percentage of rent lost through vacant dwellings there had been a slight increase since the second quarter due to historic voids being included in the system.  Following a discussion about housing repair programmes and the stock condition survey, the Committee requested that consideration be given as to how future repair plans would be communicated to members.  Members were advised that the average days lost to sickness had now been calculated and at 7.1 days/FTE was above the target. It was reported that long term absence was main cause of absence and that an increase in the number of employees being booked in for operations was contributing to this.  Members were advised that the absence levels were in line with other authorities and that this data would be circulated to the Committee for information. A review of absence management would be undertaken to identify what practices were working well, those that weren't, together with best practice.  In respect of the drop in the percentage of occupational health referrals against target in the third quarter, the service provider had identified the main causes of the drop and members' were advised of the interventions put in place to improve performance.  Members were advised that issues with recruiting were impacting on the levels of litter and detritus in sample streets, together with the effects. Currently there were four vacancies in the and that authority had recently been given to recruit agency staff. Members were also advised of the outcome of a recent recruitment event with the Department of Work and Pension to secure entry level staff.  The Committee was advised that the Council's Corporate Complaints Policy had been re-launched in March and members' received details of the process and performance. Members were now able to register constituents service requests and complaints, as well as constituents themselves via the Jadu system and it was agreed that members receive training on this.  RESOLVED -  (i) That the reports performance and intervention plans be noted.  (ii) That training be arranged for members on the Jadu and complaints process.  (iii) That absence information from other authorities be circulated to the Committee  (iii) That consideration be given how to advise members on forthcoming housing repair programmes. |

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