

Action List

Performance and Audit Committee, 29 September 2011, item 3

Topic and minute number	Action	By
<p>KPI 04 (Accuracy of processing – HB/CTB claims) and KPI 15 (Number of return visits to collect bins that have been missed on the first visit) (PA 20)</p>	<p>The chairman to report the committee’s concerns about underperformance to the next Cabinet meeting.</p> <p>The relevant minute of that Cabinet meeting states:</p> <p>The meeting of the Performance and Audit Committee on 18 August 2011 had highlighted two areas of concern with the quarter 1 performance indicators.</p> <p>The first indicator was accuracy of processing housing benefit/council tax benefit claims which had fallen below target. Councillor Chambers explained that there had been staffing issues within the section but this was now being addressed. The end of August figures had shown improvement and he was confident that the target would be met for the next quarter. He would write to the Chairman of the Performance and Audit Committee to explain the situation.</p> <p>The second indicator related to the number of missed bins. Councillor Barker said that she would investigate</p>	<p>Cllr Howell</p> <p>Cllr Chambers</p> <p>Cllr Barker</p>

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	<p>this and report back to Cabinet and to the Chairman of the Performance and Audit Committee.</p>	
<p>Quarterly monitoring of KPI 14 (Percentage of household waste sent for reuse, recycling and composting) (PA 20)</p>	<p>The committee requested officers to investigate the possibility of reporting unaudited data quarterly.</p> <p>Officers confirm this can be done. The committee now needs to decide whether this is to be a separate performance indicator (to be called PI 35) or whether it would prefer to replace the current annual audited KPI 14 with the quarterly unaudited data and have the end-of-year audited data reported when it is available.</p>	<p>Richard Auty</p> <p>All committee members</p>
<p>Revision of Corporate Risk Register (PA 21)</p>	<p>Corporate Risk Register to be revised in line with the Council's new Corporate Plan (approved by Cabinet in September), taking account of views expressed at August Performance and Audit Committee.</p> <p>New register to be brought to November Performance and Audit Committee.</p>	<p>Richard Auty</p> <p>Strategic Management Board</p>