

Extract from the minutes of the Scrutiny Panel meeting on 8 December 2015

40. Half-Yearly Performance Report including progress on Strategic Plan Action Plan

Matthew Sterling, Assistant Chief Executive, introduced the Half-Yearly Performance Report including progress on Strategic Plan Action Plan. The report requests the Panel to review and comment on the report ahead of the Cabinet meeting on 27 January 2016.

Matthew Sterling stated that the report is brought to the Scrutiny Panel every six months, and includes the Key Performance indicators for the Council. The current report states that there have been no red indicators over the past six months; this includes the indicator on staff sickness which on previous occasions has been categorised as red.

The following issues were raised by Councillors;

- Councillor Moore – Queried the statement that there had been an improvement on street cleaning, as there has been a build-up of leaves in both Colchester and West Mersea.
- Councillor Harrington – When are the Town Centre Improvements streetscape improvements expected to be implemented?
- Councillor Pearson – Questioned how much tourism in Colchester was based on first time visits and how many were repeat visits? Also requested that Ward Councillors be kept informed of any developments on the Community Development Strategy.
- Councillor Hardy – Are more people employed over the autumn to aid leaf clearance to help the Zone Wardens?
- Councillor Moore – Requested that the document be made more accessible for members of the public by reducing the amount of Local Government jargon within the reports.

The following responses were provided by the Portfolio Holder and Matthew Sterling;

- Matthew Sterling stated that the information provided in the report gave a snapshot of the improvement of street cleaning across the Borough, with a particular focus on waste such as dropped litter and dog fouling rather than natural detritus.
- Matthew Sterling stated that the report refers to previous plans for the Town Centre, including improvements for links to the Town Centre from the Train Station, as well as to alleyways. With regard to the Borough Investment for All projects, the Portfolio Holder stated that the improvements are on track to be implemented over the next few months.
- In response to Councillor Pearson the Portfolio Holder stated that information can be provided regarding visitors can be provided after the meeting. The Borough Council's Strategic Plan includes aims to further

develop Colchester as a tourist destination through marketing and aim for an increasing number of overnight stays. Matthew Sterling stated that the Community Enabling Strategy was developed earlier in the year along with an implementation plan. Senior Management is scheduled to review the strategy shortly and a reminder for the community teams to inform Councillors of any developments in their area can be included.

- In response to Councillor Hardy, Matthew Sterling stated that leaf clearance is largely conducted within the resource of the Zones Team. Waste and Zones team may have to utilise casual labour to make up their contingent, particularly when there are staff shortages. If additional staffing is required it is likely that this will then become the natural staffing levels rather than using casual labour.

RESOLVED that the Half Yearly Performance Report including progress on Strategic Plan Action Plan be noted.