



### **3. LEGAL SERVICES SHARED SERVICE UPDATE**

Jeff Lustig provided an update on the LB Barnet and LB Harrow shared legal service.

Directors Group were informed that the inter authority agreement with LB Harrow had now been signed and the shared service would be operational from 3 September 2012. Existing managers / teams would remain in place for three to four months, and during this time managers and clients would develop Service Level Agreements (SLAs). Existing legal support arrangements would remain the same until SLAs had been agreed.

Nick Walkley welcomed the finalisation of the inter-authority agreement and the move to a shared service. He emphasised the importance of ongoing communication with transferred staff to ensure that they were aware of developments and key issues at Barnet.

### **4. QUARTER 1 2012/13 PERFORMANCE REPORT**

Directors Group considered the Quarter 1 2012/13 Performance Report.

Recent performance improvements in the following areas were noted: Adult Social Care and Health (rehabilitation services and personal budgets); council tax collection rates; reduction in the number of NEETs; and response times to FOI requests. Current performance issues were identified as: budget variances; children in care who were placed for adoption; deterioration in planning performance; recycling performance; and time spent in emergency accommodation.

Directors noted that London Council's benchmarking was indicating the Council were underperforming against our comparators in areas relating to supporting vulnerable groups.

In relation to customer services, performance in relation to answering calls within 20 seconds required improvement, particularly within back office services. Directors noted the requirement for additional spending against the 2e2 contract to enable call handling to be monitored. It was noted that there needed to be greater emphasis on resolving customer enquiries at the first point of contact.

The Group welcomed the work of the AD FOI Working Group which had assisted in driving up performance towards the 90% target. Chris Palmer advised the Group that published FOI

requests would soon be more prominently available on the website alongside relevant previous decisions.

Directors Group discussed the issue of redacted contracts which had been released under the FOI and whether as an authority we should move to publishing these by default.

AGREED that:-

1. reports on: a) the reduction in the number of children in care who are placed for adoption; and b) the planning service be presented to the next quarterly performance meeting. Julie Taylor
2. that the FOI Team meet with directors within two weeks to identify outstanding long-term cases, with these cases being resolved within six weeks. Jeff Lustig / All
3. Jeff Lustig, Pam Wharfe and Lesley Meeks to meet and agree an outline procedure for publishing redacted contracts for discussion with the external auditor. Jeff Lustig / Pam Wharfe / Lesley Meeks
4. Jeff Lustig to commence a review of the Council's Publication. Jeff Lustig

**5. COMPLAINTS PERFORMANCE REPORT FOR CORPORATE COMPLAINTS AND CHILDREN'S AND ADULTS' STATUTORY COMPLAINTS**

The Group noted that whilst there had been an overall improvement in complaints handling, the speed of resolving complaints remained an issue.

AGREED that complaints performance should be discussed at the next AD Performance Group meeting to raise the profile of this issue. Julie Taylor

**6. INFORMATION GOVERNANCE**

The Group considered the Quarter 1 Information Governance report which detailed the number of FOI requests received by the Council.

Nick Walkley expressed concern at the risk that the Council may receive formal notification from the ICO due to: delays in responding to FOI requests; FOI complaints; and performing below 85% for responding to FOI requests. Jeff Lustig / All

## 7. CORPORATE RISK REGISTER

The Group considered the Corporate Risk Register which had been updated following a Director workshop on 24 July 2012. It was noted that some of the new risks (such as Financial Resilience and Treasury) could not be directly influenced by the council.

AGREED that:

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| 1. the Corporate Risk Register be included reported to the next One Barnet Programme Board meeting on 18 September 2012.               | Andrew Travers                   |
| 2. the Corporate Risk Register be appended to the Quarter 1 Performance Report for reporting to CRC on 27 September 2012.              | Andrew Travers<br>/ Julie Taylor |
| 3. the risk relating to citizen participation to be revised to better reflect the strategic objective contained in the Corporate Plan. | Julie Taylor                     |
| 4. the Corporate Risk Register to be reported quarterly with Performance Report  | Andrew Travers<br>/ Julie Taylor |