

**NOTES  
OF THE MEETING OF THE  
PERFORMANCE MANAGEMENT BOARD  
MONDAY 21 FEBRUARY 2011**

Held at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford

**PRESENT:**

Councillors S Bennett (Chairman), Mrs S P Bailey, B Buschman,  
M M Champion, K A Khan, A MacInnes, Mrs J M Marshall, J A Stockwood,  
D G Wheeler

**ALSO IN ATTENDANCE:**

Mr D Curtis East Leake Leisure Centre Manager  
Mr J Burwell General Manager, Carillion

**OFFICERS PRESENT:**

S Griffiths Deputy Chief Executive (SG)  
B Knowles Leisure Contracts Manager  
K Marriott Community Engagement Manager  
D Mitchell Head of Partnerships and Performance  
V Nightingale Senior Member Support Officer  
P Phillips Environmental Sustainability Officer

**APOLOGIES FOR ABSENCE:**

There were no apologies

**32. Declarations of Interest**

There were none declared.

**33. Notes of the Meetings held on Tuesday 2 November 2010 and Wednesday 24 November 2010**

The notes of the meetings held on Tuesday 2 November 2010 and Wednesday 24 November 2010 were accepted as a true record.

Following a question regarding the website development the Head of Partnerships and Performance explained that the website was being developed in conjunction with Gedling and Broxtowe Borough Councils. The project had received external funding from the Nottinghamshire Improvement and Efficiency Group. Unfortunately progress had been slow however the contract had just been awarded and it was anticipated that the system would go live in June 2011, with a Members' extranet following shortly after. In respect of information and how this was received by Members the Deputy Chief Executive (SG) explained that this was a wider issue and was being considered by the Member Development Group.

With regard to NI 186 the Environmental Sustainability Officer explained that this was a national indicator, which was unlikely to continue to be collected by

the government. He also stated that the data was produced three years in arrears.

With regard to the actions from the meeting on 2 November Members were informed that the Civil Parking Enforcement item had been transferred to the April agenda and that a briefing note had been prepared regarding the Perkin's Academy.

**34. Cabinet Member Questions**

There were none received.

**35. East Leake Leisure Centre – Annual Report**

The Leisure Contracts Manager presented a report updating Members on the contract with Carillion, who managed the PFI contract at East Leake. He stated that the targets that had been set had been delivered due to the lively and keen staff who were increasing the usage of the centre and thus increasing the income. He informed Members that governance arrangements were in place with quarterly meetings with the Cabinet portfolio holder and monthly meetings between officers. With regard to the facilities it was noted that as this was a new site it did not have some of the problems associated with some of the other centres owned by the Council. Unfortunately due to a protracted delay due to the complex PFI contractual arrangements in signing a four year extension agreement energy saving capital works had not yet been completed. It is, however, anticipated that this agreement would be finalised shortly.

Mr Curtis, the Leisure Centre Manager, gave a presentation outlining the use of the centre, its relationship with the Harry Carlton School as a joint use centre and the varied activities that were delivered. He explained that the swimming pool was well used for lessons, by swimming clubs, school use and it was also used by tri-athletes. He highlighted the recently refurbished fitness suite which was very popular and was also used by the school. He informed the Board that in relation to the 2009 figures usage was up by 6% and finance by 5%. With regard to customer satisfaction the feedback was excellent with a 98% satisfaction level, far in excess of the 75% target.

Members were concerned about the problems associated with being a joint use site and asked how the staff had resolved these issues. Mr Curtis explained that the leisure centre staff and the school staff, especially the PE department, had a very good working relationship. Quarterly meetings had been set up to discuss any issues and also the fitness suite had been opened to the school during set times. Other users of the facility were informed when young people would be using the suite to avoid any problems.

Councillor Khan noted that the Centre had a 98% satisfaction rate and stated that other centres had issues due to the temperature of the pool. Mr Curtis explained that for a leisure pool the water temperature should be about 31° whereas for a training type pool it should be lower, approximately 29°. He stated that it was a balancing act. Mr Burwell informed the Board that the water was controlled by the Building Management System.

Following a question regarding the main complaints and how these were addressed Mr Curtis stated that cleanliness, especially poolside, was the main issue and that any complaints were shared with the school. The problem was that there were approximately 580 children using the site per week in a very small time constraint.

The Board questioned the PFI contractual arrangements and how these caused delays. Officers explained that there were 4 contracts within the agreement including Rushcliffe Borough Council, Nottinghamshire County Council, Carillion and the bank (provider of the finance); and that it was a lengthy process to ensure that all parties, especially the bank, were in agreement to proposals.

Members felt that it would be beneficial if feedback from all six centres was consistent. Officers explained that all the feedback forms were consistent across all centres and that comparisons were made between the five centres managed by Parkwood and East Leake managed by Carillion. Many of the issues, for example cleanliness, were the same however the East Leake site was a new purpose built building whereas the other centres, especially Bingham and Rushcliffe Leisure Centres were older and consequently had some design flaws.

In respect of training Members were informed that staff undertook National Vocational Qualifications and there was also technical support and input and advice from the Leisure Contracts Manager. It was noted that there was a very good working relationship between staff from Carillion and Rushcliffe Borough Council.

With regard to the area served by the Centre Mr Curtis stated that the majority of customers were from the Rushcliffe area.

The Chairman thanked Mr Burwell and Mr Curtis for attending the meeting and answering Members' questions.

### **36. Update on Climate Change Action Plan**

The Community Engagement Manager explained that Strategic Task 3 – to develop the climate change action plan – had been developed by officers and a Member Panel and agreed by Cabinet in February 2010. She informed Members of the updated plan outlining progress to date, including highlights of:

- a strong strategic approach was now in place
- there was support from the Marches Energy Agency Low Carbon Community project following the success in Kinoulton
- there was Local Area Agreement funding for the community food project
- the Rushcliffe Solar project where 225 property owners given advice
- a draft Carbon Management Plan had been produced – to reduce energy usage by Rushcliffe Borough Council by 15% by 2015. This included a review and audit of Council properties and fleet.
- there was a stronger relationship with Registered Social Landlords to work on improving social properties.

Members were informed of the outstanding actions, including

- work to develop a Climate Change Adaptation Plan
- agree and implement the Carbon Management Plan, following scrutiny by the Community Development Group
- targeting fuel poverty effectively, as part of a project with the Rushcliffe Community Partnership

Following a question the Environmental Sustainability Officer explained that there was a scheme coming in 2013 to help provide finances for insulation and renewable energy products, which was repaid as people saved money on their energy. He stated that the specifics of the scheme were not known at present, however, British Gas were considering how the scheme could be run. It was envisaged that this scheme would help people with solid walls.

With regard to the Action Plan it was noted that originally the plan was to be measured through consideration of NIs (National Indicator) 186 and 187 which were no longer being produced. Members asked how officers would determine if the Plan was successful. Officers stated that in respect of NI 186 the energy companies would not supply local authorities with the information so it was unclear at present how the Council could measure the community's carbon emissions. However, in respect of the Council's emissions, which had been reported annually as NI 185, this data would continue to be collated in a slightly different format as part of the Carbon Management Plan, which was a subset of the Action Plan. The Community Engagement Manager stated that the East Midlands Climate Change Group, which the Borough Council was a member, was anticipating that there would be further guidance from Central Government. The Deputy Chief Executive (SG) agreed that, at present, with the dismantling of National Indicators there was a gap but it was envisaged that either a local indicator or a different national indicator would be developed.

Officers explained that fuel poverty was a major issue that affected not only the environment but welfare and health. Members were informed that officers from the Housing Team were working with the Registered Social Landlords to consider how the Green Deal scheme could help reduce fuel poverty. Work was also being undertaken with GP's and Health Visitors to identify people who were in fuel poverty.

It was noted that at the Community Development Group meeting Members had requested that the Action Plan should be included on the Council's website and that it should be dynamically updated. Officers agreed that an annual summary and report would be produced and that this could be placed on the website.

Members acknowledged that some of the actions were difficult to quantify and measure. However, they were impressed with the initiatives undertaken, the progress made and the improvements that had been made by the hard work of the staff involved.

The Head of Partnerships and Performance stated that a possible course of action would be to concentrate on the money that the Council saved on energy costs and the number of houses taken out of fuel poverty.

**37. Performance Monitoring – Quarter 3 – 2010/11**

The Head of Partnerships and Performance presented the performance for quarter 3 of 2010/11. There were three exceptions and seven highlights. All strategic tasks were on target except ST02 – Approve the Local Development Framework, which was progressing towards a completion date of December 2012. In respect of sickness levels it was acknowledged that this was above target, however there was a reduction in the sickness levels when compared to the 2009/10 figures.

The Board was informed that there had been a reduction in the number of National Indicators that had to be reported on now and that the Council had decided to focus on indicators that measured customer outcomes or value for money. Following a question Members were informed that the Council's management framework system, Covalent, identified milestones and highlighted areas that were not meeting targets.

Members stated that they had recently received three different reports with information provided by Covalent, although it was acknowledged that the information was very useful Members felt that there should be a standard format used for presentation. Members felt that Officers agreed to look at the level of detail provided and consider changing the format.

**38. Rolling 2 Year Work Programme**

The Board considered the work programme and it was felt that it would be helpful if an item on the Corporate Scorecard was included on the agenda for the meeting in June 2011.

The Deputy Chief Executive (SG) explained that there were issues regarding the item concerning the Local Area Agreement scheduled for June 2011. She explained that officers were in discussion with Nottinghamshire County Council regarding the distribution of information. .

The meeting closed at 8.30 pm.

**Action Sheet**  
**PERFORMANCE MANAGEMENT BOARD - MONDAY 21 FEBRUARY**  
**2011**

<b>Minute Number</b>	<b>Actions</b>	<b>Officer Responsible</b>
36 Update on Climate Change Action Plan	Officers to place the Climate Change Action Plan's annual summary and report on the website	Environmental Sustainability Officer