



**NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
MONDAY 22 FEBRUARY 2010**

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

PRESENT:

Councillors D G Wheeler (Chairman in the Chair), B Buschman, C M Combellack, R M Jones (substitute for Councillor S Bennett), K A Khan, A MacInnes and J A Stockwood.

ALSO IN ATTENDANCE:

Councillor S J Boote.

OFFICERS PRESENT:

C Caven-Atack	Performance and Reputation Manager
S Griffiths	Deputy Chief Executive (SG)
B Knowles	Leisure Contracts Manager
V Nightingale	Senior Member Support Officer
D Swaine	Head of Corporate Services

APOLOGIES FOR ABSENCE:

Councillor S Bennett

29. Declarations of Interest

There were none declared.

30. Cabinet Member Questions

There were none received.

31. Notes of the Previous Meeting

The notes of the meeting held on Wednesday 6 January 2010 were accepted as a true record.

Following a question from Councillor Stockwood the Leisure Contracts Manager explained that officers had been in discussion with Glendale Golf regarding improvements to the bar/servery area of the Golf Pavilion. He explained that improvements to the toilets and showers was part of the Capital Programme and was being progressed by the Property and Design section.

Members wanted to be kept up to date with these improvements.

32. Change of Membership

Members were informed that, at the request of the Conservative Group, Councillor Combellack would replace Councillor Hemsley as a member of the Board.

33. **Civil Parking Enforcement Contract Financial Update**

The Leisure Contracts Manager explained that the contract had been running for 20 months and that the financial information had been calculated in proportionate to the model. He explained that there was a significant difference to the model in both income and expenditure. Factors affecting the model were:

- incorrect signage and line markings – this was due to the fact that Nottinghamshire County Council had a backlog of work
- reactive patterns to the civil enforcement officers work – continual improvement so that resources are used effectively
- outstanding parking charge notices – the County Council had only just appointed the bailiffs. It was expected that there would be positive results in the next few months.

Members were concerned about the high level of outstanding charges and requested a further update later in the year to see if the deficit was becoming less or greater. Officers explained that the amount changed daily and that they had been disappointed about the delay in appointing the bailiffs as they were vital to the operation. Officers agreed to report again in 2010/11 when it was expected that there would be a more settled position. Members requested that if the difference from the model significantly increased that this information be presented to the Board at the earliest opportunity.

Following a question, officers explained that the bailiffs fees were recouped from the debtor and would not affect the financial position.

Members queried the variation of the civil enforcement officers routes. Officers explained that regular meetings were held between officers and representatives from NSL to review the parking charge notice information, and local information to ensure that the routes were effectively reducing anti-social parking.

With regard to parking on Central Avenue Members were concerned that the notices stating that there was an extra requirement for disabled parking were not proper signs. Officers agreed to raise this issue with Nottinghamshire County Council. Some Members were concerned about the traffic on Central Avenue; officers explained that the regulation of moving traffic was not part of the task.

Councillor MacInnes stated that, in his opinion, the task had been vague and he had felt that the issue of residents parking had been included. However, he stated that the County Council was now progressing this issue. Officers stated that the task had focussed on issues that the Council could deliver and was part of its scope.

The Board was concerned that, if the Council approved its increase in parking charges and extended hours in the West Bridgford car parks, the savings made would be decreased by the need to have more enforcement. Officers explained that the Authority had a set number of hours allotted and that these would be redefined to encompass the extra hours.

It was AGREED that a further report on the financial performance of the Civil Car Parking Enforcement Contract be presented to the Performance Management Board in 12 months.

34. Performance Monitoring – Quarter 3 – 2009/10

The Board considered the Quarter 3 performance figures and were pleased to note that of the 13 Strategic Tasks 6 were on target, 3 needed corrective action and 4 were now completed; of the 73 indicators 3 had been identified as exceptions and 11 as highlights. Members agreed the explanations for the 3 exceptions.

Concern was expressed over the safety of the car park at Rushcliffe Leisure Centre even though some improvements had been made. Officers explained that at a recent meeting of the Partnership Delivery Group Chief Superintendent Bussitil had explained that although crime incidents were more than at other leisure centres they were not disproportionate. Work had been undertaken to define the car park and to build out any unexposed areas, the lighting of the car park was being assessed to see how it could be improved. With regard to CCTV the Chief Superintendent had not felt that this was vital. Members were still concerned that they had received differing statistics for the area. Officers assured Members that work was on going to endeavour to bring it up to the Safer Car Park standard.

With regard to the Community Hub officers stated that although it would be presented to the Board as part of the strategic tasks it had previously been discussed by the Partnership Delivery Group, which was felt to be the most appropriate group. It was noted that, because of the County Council's decision to pull out of the project, it would now not meet the timescale envisaged. However, as part of the Corporate Strategy refresh these timescales would be revised.

The Head of Corporate Services gave a presentation regarding the Council's corporate sickness levels. Although it would exceed the annual target it was still lower than the national average. He explained how the Council monitored sickness and supported its staff to ensure that any problems were addressed. Unfortunately there was a few cases of long term sickness that were exacerbating the figures. In response to a question he stated that there were no incidents of stress related illness and that this was monitored along with physical illness.

Councillor MacInnes raised issues regarding Member Training and how the statistics for this item were collated. Officers explained that this was attendance at Council proposed training and that any other issues regarding training should be raised through the Member Development Group.

With regard to the percentage of workforce from an ethnic minority Members felt that without knowing the number of the workforce this did not give an accurate picture. Officers agreed to circulate this information.

35. **Work Programme**

Members considered the work programme and it was felt that the Board could consider other items for its meeting in April. It was suggested that the Monitoring Officer could inform Members of the scrutiny matrix that had been introduced through the Chairmen & Vice Chairmen's meeting.

Members also discussed other issues including

- Consideration of a review of the constitution, although it was felt by some Members that this task would be undertaken by the Standards Committee
- The progress of reviewing scrutiny
- Process for witness treatment
- Transparency of Members' allowances, although officers did state that this was already published on the Council's website
- Further report on the progress of the Council's new website, officers agreed to provide an update on the procurement

36. **Call Ins**

There had been no call ins from the Cabinet meetings held on 12 January and 9 February 2010.

Councillor Jones requested that the following be minuted.

A call in was submitted by 5 Councillors on the relocation of the Customer Services Centre and that it was rejected on a decision that a substantial number of Members did not agree with.

The meeting closed at 8.10 pm.

Action Sheet
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2010

Minute Number	Actions	Officer Responsible
31 Notes of the previous meeting	Members wished to be kept updated on the Capital Improvements to the Edwalton Golf Course	Leisure Contracts Manager
33 Civil Parking Enforcement Contract Financial Updat	Officers to liase with Nottinghamshire County Council over the backlog of proper signage and line marking especially those on Central Avenue regarding disabled parking restrictions	Leisure Contracts Manager
34 Performance Monitoring – Quarter 3 – 2009/10	Information on the the number of the workforce from an ethnic minority background to be circulated to Members	Member Services
35. Work Programme	Officers agreed to provide an update on the procurement of the Council’s new website	Deputy Chief Executive (SG)