



**NOTES  
OF THE MEETING OF THE  
PERFORMANCE MANAGEMENT BOARD  
TUESDAY 24 AUGUST 2010**

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, K A Khan, A MacInnes, Mrs J M Marshall, P Smith (substitute for Councillor J A Stockwood), P W Smith (substitute for Councillor M M Champion) and D G Wheeler

**OFFICERS PRESENT:**

C Caven-Atack	Performance and Reputation Manager
S Griffiths	Deputy Chief Executive (SG)
S Harley	Head of Planning and Place Shaping
K Marriott	Head of Community Shaping
V Nightingale	Senior Member Support Officer

**APOLOGIES FOR ABSENCE:**

Councillors M M Champion and J A Stockwood

**9. Declarations of Interest**

There were none declared.

**10. Notes of the Previous Meeting**

The notes of the meeting held on Tuesday 29 June 2010 were accepted as a true record.

Following a request it was agreed that all action points would be included in the notes until the action had been undertaken.

**11. Cabinet Member Questions**

There were none received.

**12. Fuel Poverty – National Indicator 187**

Following a request for further information as the Authority had not met the target for 2009/10 the Head of Community Shaping presented a report detailing how the indicator was set, how it was measured and outlining the work undertaken by the Council to reduce fuel poverty in Rushcliffe. She explained that fuel poverty was defined as households that have to pay more than 10% of their household income on fuel to keep their home in a 'satisfactory' condition. Although Rushcliffe was an affluent area there was a high proportion of single occupancy households and hard to insulate homes, ie single brick, also the indicator was measured on the number of people in receipt of an income based benefit.

One of the issues related to the indicator was that the information was gathered using an annual random sample of 2,500 questionnaires, therefore each year the data was not comparing the same households. Also in 2010 there were 702 returned questionnaires and only 499 of these could be analysed.

To tackle fuel poverty it was recognised that the best method was to increase energy efficiency and the Head of Community Shaping highlighted many of the initiatives undertaken, including information on grants, advice on insulation and lighting, an external cladding project in East Leake, a vulnerable older people project in partnership with health agencies and National Energy Action to investigate, and reduce, winter deaths.

Members supported the work undertaken but felt that fuel poverty could affect all residents and not just those on benefits. The Board felt that the Government should be requested to widen their grant schemes to everyone, especially those with solid walls, and not just concentrate on people in receipt of income based benefits. Members were concerned that a lack of available funding and any changes to winter fuel payments could have an adverse affect on people, especially the elderly. Officers explained that the allocation of grants was part of the Comprehensive Spending Review. It was agreed that the Cabinet Portfolio holder for the Environment should be asked to endorse a letter to the Government.

Members were informed that 144 households, from the indicator survey, had requested further information and details of the Energy Savings Trust, who worked in partnership with local authorities. Members asked if any of these households had subsequently undertaken any energy efficiency measures. The Head of Community Shaping agreed to find out and report back to the Board.

Following a question the Head of Community Shaping explained that the number of national indicators was being assessed and that if this national indicator was removed then data for a local indicator could be reported.

It was AGREED that Members

- a) noted the complexity of measuring NI187 and the potential shortcomings with collecting and analysing the data
- b) acknowledged that the issue of fuel poverty was wider than that captured by the NI187 data
- c) requested that the Cabinet Portfolio Holder for the Environment endorsed a letter to the Government to assist people with solid wall housing.

### 13. **Children and Young People**

The Board considered the report of the Head of Community Shaping regarding the Council's Strategic Task 12 to *“work with partners to develop opportunities for children and young people to help them discover and achieve their*

*potential over the next four years.”* Members were informed that there were approximately 25,000 young people between the ages of 0 - 19 in the Borough and that 75% were of school age, this equated to 24% of the Borough's population.

The Head of Community Shaping explained that the Community Development Group had considered this Task on 26 July 2010. Members were informed that Rushcliffe Borough Council was part of the Local Strategic Partnership, who had produced an Action Plan for children and young people and that it was a member of the Nottinghamshire Children's Trust. Members had been informed that Rushcliffe's performance with regard to the number of young people voting in school elections was below the national average; the Head of Community Shaping clarified this and stated that the national average was 42.5% and that Rushcliffe was 47.8%; although the national leader was 66%.

The Board was informed of the many initiatives undertaken by the Borough Council and its partners, which including sporting activities, health initiatives and protecting the vulnerable. The Head of Community Shaping explained that the Community Development Group had supported the proposal to develop a Rushcliffe Borough Council Children and Young People's Action Plan. It was anticipated that this work would be undertaken in 2011 following the development of the new Nottinghamshire Children's Trust's Strategy and further information as to Government objectives.

Members supported the work undertaken and felt that there was more success when communities were involved. The Board also supported the Council's initiative to promote and provide apprenticeships.

It was AGREED that the Performance Management Board

- a. endorsed the work undertaken towards the achievement of Strategic Task 12
- b. supported the proposal to develop a Rushcliffe Borough Council 'Children and Young People's Action Plan', by the Community Development Scrutiny Group.

**14. Ombudsman's Annual Letter 2009/10**

The Performance and Reputation Manager presented the Ombudsman's Annual Letter for 2009/10. Members were pleased to see that it was recognised that the Council received very few complaints, with only six enquires being investigated. In total seven investigations were completed with three being dealt with by local settlement, three were found to have no mal administration and one was terminated through lack of evidence. Following a question the Performance and Reputation Manager explained that often cases were not completed in the year they were referred.

**15. Review of Customer Feedback 2009/10**

The Performance and Reputation Manager presented a report outlining the Council's new customer feedback system. She explained that instead of only recording customer complaints, the system also collated customers' comments

and compliments. Complaints were also now investigated using a three stage process, which gave the Council the best possibility of putting right what had gone wrong. The complaint would originally be investigated by a Lead Specialist, it could then be forwarded to a Head of Service and lastly could be addressed by a Deputy Chief Executive. Members were pleased to note that 210 compliments had been received in comparison to 58 complaints. The Board felt that this was now a more robust system.

It was AGREED that the Board notes the customer feedback received and the action taken and compliments the staff on the initiative.

#### **16. Performance Management – Corporate Scorecard**

The Performance and Reputation Manager explained that, following national changes, it was now felt to be an appropriate time to review the indicators that were considered by the Performance Management Board. It was felt that as some of the national indicators had been removed due to the cancellation of the Place Survey the Council could now consider services that were more customer focussed rather than internal processes.

Members considered and agreed the four options proposed. However, it was felt that NI181- time taken to process housing benefit/council tax benefit new claims and change events – should be included. Officers explained that there would be no data available from the Department of Works and Pension and that there was no comparable data across the county. Members were informed that officers did collect data but the definition was slightly different to that of the national indicator but a local indicator could be included on the Corporate Scorecard.

Members also requested that the annual cost of waste collection should also be included in the indicators.

Following a discussion Members agreed that it was imperative that the Council monitored its homelessness provision. It was recognised that the use of Bed & Breakfast accommodation was mainly used for anyone who should not be housed at the lodges and that these could be difficult cases in regard to re-housing and therefore the figures could be skewed.

With regard to the number of Freedom of Information requests Members were informed that these had increased and could be resource intensive.

The Deputy Chief Executive (SG) explained that following further guidance a further update on the national indicators would be presented at the Board's meeting in November.

The Performance Management Board AGREED the changes to the Corporate Scorecard and agreed the new set of indicators for monitoring.

#### **17. Performance Monitoring – Quarter 1 – 2010/11**

The Performance and Reputation Manager presented the Quarter 1 performance figures. She reported that of the eight Strategic Tasks only one was not on target; this was Strategic Task 02 – Approve the Local

Development Framework. This was due to national changes that had an impact on this process. She also stated that there were seven highlights and six exceptions; that sickness levels were high, the finances were on target and that the Equality Impact Assessments were progressing. Following on from the previous item officers agreed to include all Quarter 1 data in the Quarter 2 performance report for the new indicators.

Following a question, officers stated that the Police Authority would be meeting on 8 September to discuss all the details of the Customer Service Centre provision at the West Bridgford Police Centre. It could also have to be presented to the full Police Authority on 29 September. Information would be presented to the Member Panel.

With regard to the indicators relating to burglary some Members felt that information on detection rates would be beneficial. It was recognised that the Authority only had influence over partnership working with the community to educate people on making property more secure. Officers agreed to investigate if the police detection rates were publicly available.

Members discussed the two exceptions relating to planning and were informed that although the performance had fallen in Quarter 1 it had now improved. The Head of Planning and Place Shaping explained that officers had been in discussion with developers on several large planning applications which had either been received or were expected to be submitted in the near future.

#### **18. Rolling Two Year Work Programme**

The Board considered its work programme and discussed the possibility of having an extra meeting to consider the Constitution Review Member Panel's final report. Members also discussed the Board's meeting in April 2011 and its proximity to the Borough elections. It was agreed that an extra meeting should be held if necessary but that the April 2011 meeting should stand.

#### **19. Call Ins**

There had been no call ins from the Cabinet meeting held on 6 July 2010 and the meeting due to take place on 3 August 2010 was cancelled.

The meeting closed at 9.05 pm.

## Action Sheet

### PERFORMANCE MANAGEMENT BOARD - TUESDAY 24 AUGUST 2010

Minute Number	Actions	Officer Responsible
12. Fuel Poverty – National Indicator 187	The Head of Community Shaping agreed to find out and report back to the Board if any households had subsequently undertaken any energy efficiency measures.	Head of Community Shaping
16. Performance Management – Corporate Scorecard	Officers to include NI181- time taken to process housing benefit/council tax benefit new claims and change events – and the annual cost of waste collection be included in the Corporate Scorecard.	Performance and Reputation Manager
17. Performance Monitoring – Quarter 1 – 2010/11	Officers to include all Quarter 1 data in the Quarter 2 performance report for the new indicators.  Officers to investigate if the police detection rates were publically available	Performance and Reputation Manager  Deputy Chief Executive (SG)

#### Actions On-Going from Previous Meetings

Minute Number	Actions	Officer Responsible	
29 June 2010 5 - Nottinghamshire Local Area Agreement 2008 - 2011	Officers to ensure that the data on NI186 be available for the Board's meeting in August 2010	Performance and Reputation Manager	Not available until September
27 April 2010 40 - Update on the Website Project	Members asked to be kept informed if there were any problems, especially regarding the timescale	Performance and Reputation Manager	Website procurement still ongoing
22 February 2010 33 - Civil Parking Enforcement Contract Financial Update	Officers to liaise 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	Negotiations ongoing
20 October 2009 22 - Edwalton Golf Courses – Annual Review of Contract by Glendale Golf	Officers to investigate potential capital improvements to the EGP pavilion.	Leisure Contracts Manager	Work to be undertaken during the winter
25 August 2009 12 – Review of Civil Parking Enforcement	Officers to liaise with the Central Processing Unit to discuss ways of combating the misuse of the blue badge scheme.	Head of Planning and Place Shaping – now referred to the Leisure Contracts Manager	Negotiations ongoing
30 June 2009 3 - Notes of the Previous Meeting	the Head of Partnerships and Performance to facilitate access to the dummy website to Members when available, although this was not expected until late 2009/10.	Head of Partnerships and Performance	Website procurement still ongoing