



**NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 27 APRIL 2010**

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

PRESENT:

Councillors S Bennett (Chairman), M M Champion, Mrs C E M Jeffreys (substitute for Councillor Combellack), R M Jones (substitute for Councillor Khan), A MacInnes, Mrs J M Marshall, B A Nicholls (substitute for Councillor Buschman), J A Stockwood and D G Wheeler

ALSO IN ATTENDANCE:

Councillor Evans

OFFICERS PRESENT:

C Caven-Atack Performance and Reputation Manager
S Griffiths Deputy Chief Executive (SG)
V Nightingale Senior Member Support Officer

APOLOGIES FOR ABSENCE:

Councillors B Buschman, T Combellack and K A Khan

37. Declarations of Interest

There were none declared.

38. Cabinet Member Questions

There were none received.

39. Notes of the Previous Meeting

The notes of the meeting held on Monday 22 February 2010 were accepted as a true record.

Minute Number	Actions	Officer Responsible	Action Taken
31	Notes of the previous meeting	Members wished to be kept updated on the Capital Improvements to the Edwalton Golf Course	Leisure Contracts Manager on going
33	Civil Parking Enforcement Contract Financial Update	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 on going

Minute Number	Actions	Officer Responsible	Action Taken
34 Performance Monitoring – Quarter 3 – 2009/10	Information on the number of the workforce from an ethnic minority background to be circulated to Members	Member Services	Information emailed
35. Work Programme	Officers agreed to provide an update on the procurement of the Council's new website	Deputy Chief Executive (SG)	Item on this agenda

40. **Update on the Website Project**

The Performance and Reputation Manager gave a presentation outlining the current website and how the Council was in partnership to procure a new content management system to improve it. She explained that the Council's first website had been launched in 1999 and in 2004 the current website was launched. It was acknowledged that as technology had progressed the website's functionality was now limited, that the site did not meet minimum accessibility standards and that user satisfaction was falling.

Members were informed that the Council was working in partnership with Gedling Borough and Newark & Sherwood District Councils and it was proposed that the website would go live by the end of 2010. It was noted that Gedling Borough Council was the lead authority on procuring the software. With regard to the software Members were informed that although the three councils would be using the same software each site would be unique. The partnership had received funding of £120,000 from the Nottinghamshire Improvement and Efficiency Group. Following a question Members were informed that the funding would cease in April 2011. Members queried the role of the Nottinghamshire Improvement and Efficiency Group and asked for this to be included on the list of partners that was considered by the Partnership Delivery Group.

The Performance and Reputation Manager explained that the new website would be more customer orientated, focussing on what the customers wanted to do or know and in a language that customers understood. She then outlined the work that was being undertaken by officers, which included assessing the existing pages, finding out who visited the Council's website and why, and identifying good practice. Work was also being carried out on developing category names, top tasks, live events information, personalisation and branding, and key search terms including predictive text. Once the content management scheme had been installed then the existing content could be transferred, new content developed and key pages designed. The new website would be tested by a variety of groups before its launch. With regard to Member Involvement, Councillors were asked to give their feedback on the current site and to consider what they would like to see on the Members' extranet, as well as helping to test the site. Workshops would be arranged to involve Members in key aspects of structure, functionality and design.

Following several questions the Performance and Reputation Manager explained that the Council did not have sufficient skills or resources to build an in house system, that the contractor would be responsible for future maintenance of the system and that any best practice, or future development, would be shared at forums organised by the contractor. It was felt that the Council should enable people to access information via their preferred method, in person, via the telephone or via the website, which would be compatible with mobile phones. Officers assured Members that the contractor would be required to ensure that the system was able to react to future developments.

Members were concerned that the project timescale was not on target. It stated that this was also of concern to officers and that the Nottinghamshire Improvement and Efficiency Group were also contacting Gedling Borough Council to ensure that the project was delivered on time. Members asked to be kept informed if there were any problems.

Officers explained that as part of the new website there would be a secure extranet for Members and Members were asked to consider what their requirements would be and that these would be discussed as part of the Member workshops that were to be arranged.

41. Annual Report of Work Programme 2009/10

The Chairman presented the Annual Report that provided a review of the work undertaken by the Performance Management Board in 2009/10. Members were informed that reports from all four scrutiny groups would be presented to Council on 24 June 2010.

Members discussed how the four scrutiny groups interacted with each other and how many topics could fall under the remit of more than one group. The Deputy Chief Executive (SG) briefly explained the roles of each group and how their work programmes were populated. The Chairman reminded Members that the Board's remit was to consider performance and request further information on areas that were under performing.

42. Rolling 2 Year Work Programme

The Board considered its Work Programme. It was agreed to:

- reschedule the October meeting to 2 November 2010 to allow for the performance data to be produced.
- Include a review of the Civil Parking Enforcement Contract's financial position to the Board's February 2011 agenda

The Board discussed the issue of children and young people, the play strategy and leisure contracts and how these were scrutinised and by which group. It was felt that there was some duplication. The Deputy Chief Executive (SG) agreed that this should be clarified, it was noted that Children and Young People was a corporate priority and should therefore be scrutinised by the Performance Management Board, however it was acknowledged that this was a large topic and some related issues could fall under the remit of other groups. With regard to the Parkwood Leisure and the Glendale Golf contracts

Members were informed that the Parkwood contract was scrutinised by the Partnership Delivery Group as it was felt that there were issues surrounding the delivery of the partnership objectives; however the golf contract was more established and only the performance of the contract needed to be monitored. Members acknowledged that the Scrutiny Chairmen's Group considered the work programmes, however it was felt that it would be beneficial for all Members to have a copy of the scrutiny topic matrix.

Members queried the review of the Constitution as this had been raised at the Board's last meeting, and it had been felt that this issue would fall under the remit of the Standards Committee. Officers explained that this issue would be scrutinised and Members would be fully informed.

43. Call Ins

There had been no call ins from the Cabinet meeting held on 9 March 2010 and the meeting scheduled for 13 April 2010 had been cancelled.

44. Chairman's Remarks

As this was the last meeting of the Group in this Municipal Year, the Chairman thanked the Members and Officers for their commitment in supporting the work of the Board during the year.

The meeting closed at 8.25 pm.

Action Sheet

PERFORMANCE MANAGEMENT BOARD - TUESDAY 27 APRIL 2010

Minute Number	Actions	Officer Responsible
37. Notes of the Previous Meeting	<p>Officers to keep the Board informed on the progress of actions from the previous meeting especially</p> <ul style="list-style-type: none"> a) the Capital Improvements to the Edwalton Golf Course, and b) discussions with Nottinghamshire County Council over the backlog of proper signage and line marking especially those on Central Avenue regarding disabled parking restrictions 	Deputy Chief Executive (SG)
40. Update on the Website Project	<ul style="list-style-type: none"> a) Members queried the role of the Nottinghamshire Improvement and Efficiency Group and asked for this to be included on the list of partners that was considered by the Partnership Delivery Group. b) Workshops would be arranged to involve Members in key aspects of structure, functionality and design. c) Members asked to be kept informed if there were any problems, especially regarding the timescale 	<p>Performance and Reputation Manager</p> <p>Performance and Reputation Manager & Senior Member Support Officer</p> <p>Performance and Reputation Manager</p>
42. Rolling 2 Year Work Programme	<ul style="list-style-type: none"> a) Officers to provide all Members with a copy of the scrutiny topic matrix b) Officers to provide the Board with clarification on scrutiny items especially topics associated with Children and Young People and the Constitution Review 	<p>Senior Member Support Officer</p> <p>Deputy Chief Executive (SG)</p>