

NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 16 AUGUST 2011

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

PRESENT:

Councillors D G Wheeler (Chairman) Mrs S P Bailey, B Buschman, B G Dale,
R M Jones, A MacInnes, S J Robinson, D V Smith, J A Stockwood

OFFICERS PRESENT:

S Griffiths	Deputy Chief Executive (SG)
D Mitchell	Head of Partnerships and Performance
V Nightingale	Senior Member Support Officer

APOLOGIES FOR ABSENCE:

There were no apologies for absence

10. Declarations of Interest

There were none declared.

11. Chairman's Remarks

The Chairman welcomed Councillor D Smith to his first meeting of the Board.

12. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 14 June 2011 were accepted as a true record.

Councillor Jones was disappointed that, following a request at the last meeting to include a performance indicator to monitor Air Quality, the Board had been informed via a briefing note that this would not be included. He felt that the Board should have received an explanation why this could not be monitored, especially as it monitored noxious substances that had an effect on people's health. The Head of Partnerships and Performance explained that the National Indicator NI 194 had not been measured last year and that it had also been removed from the national indicators. It was felt that this was an extremely difficult indicator to find a measure which would be useful and which could be comparable with other authorities. He had spoken with officers in Environment and Waste Management and they had agreed to report back any more detailed monitoring results in Members Matters. He also reminded the Board that Cabinet considered the Air Quality Plan annually and that it would be on the agenda for the Cabinet meeting in September and there is also a Nottingham Air Quality website which included data from Rushcliffe. Members of the Board accepted the explanation and recognised that Rushcliffe had a large rural area which could skew any figures if a borough wide single performance indicator comparison was taken.

With regards to Child Poverty the Head of Partnerships and Performance stated that the briefing note had contained a definition of the indicator but had not set out which wards were affected. The Deputy Chief Executive (SG) informed Members that these figures had been contained within the Cabinet report in July 2011, together with the Council' response on how to tackle this issue.

13. Cabinet Member Questions

There were none received.

14. Review of Customer Feedback 2010/11

The Head of Partnerships and Performance presented a report outlining the complaints and compliments that had been received during 2010/11. He stated that the number of complaints had increased from the previous year whereas the number of compliments had remained broadly the same. He outlined the three stage process and how the Council had increased the public's awareness of the process. Members were informed that officers were considering whether to remove one of the stages to streamline the process, however officers consider the system was working well and the feedback from complaints was used to improve services.

Councillor Wheeler raised an issue regarding large planning applications and how the Council consulted with residents and objectors. It was noted that the necessary requirements were met, however it was often felt that this consultation was not wide enough. Other Members felt that people were not notified if the plans changed. The Head of Partnerships and Performance explained that all objections received an acknowledgement letter which now signposted them to the Council website where more information could be found about the application, including the decision, how the decision would be made, etc. He also said that the Head of Planning and Place Shaping was considering options on how to further improve the service, however the budgetary implications would also have to be taken into account.

Following a question regarding the involvement of Ward Members in the complaints procedure the Deputy Chief Executive (SG) stated that this was not considered to be best practice and due to data protection the complainant would have to give the Council permission to do so. It was felt that many of the issues were highly sensitive. Members asked if they could be informed of the number of complaints within their wards and if the complaint was referred to the Ombudsman. The Deputy Chief Executive (SG) agreed to consider this further.

15. Ombudsman's Annual Letter 2010/11

The Head of Partnerships and Performance presented a report regarding the Ombudsman's annual letter to the Council. He was pleased to inform the Board that the Ombudsman had found no maladministration and that the Council was in the top percentage of authorities for responding in the target time. The letter outlined the number of complaints that had been considered and the actions taken.

The Board noted the positive comments of the Ombudsman.

16. Performance Monitoring – Quarter 1 – 2011/12

The Board considered the report outlining the performance in quarter one against the new framework of indicators. The Head of Partnerships and Performance explained that from the 13 Key Tasks from the Corporate Strategy only four were still ongoing, and that two of these were on target. Of the remaining two Members were aware that officers had recently undertaken a large consultation exercise as part of the Local Development Framework and with regard to the 'hub and spoke' model for customer services the new Customer Contact Centre had opened in April 2011. He explained that there was an issue with the 'spokes' as the Police were looking at consolidating their assets and were consulting with the public at present. Officers were considering the development of the rural sites.

Of the 67 indicators measured 11 were considered a highlight and only 5 were considered to be an exception. Members noted the explanations given for the exceptions.

Following a question the Head of Partnerships and Performance stated that of the 46,000 properties in the Borough 40,000 of which had green bins. The introduction of charging has seen a around 24,700 already signed up to the new scheme with new customers joining every week.

Members queried the number of new affordable homes as the figure was below target. It was acknowledged that this indicator would not perform equally in each quarter but it was felt that more information was required. Officers agreed to seek further clarification.

With regard to the format of the report Members felt that it might be beneficial to have the previous year's quarter one figures to compare against. Officers stated that this had been done in the past however as not all information could be contained within the table a trend line had been devised and this had worked well.

Concern was raised regarding the use of photovoltaics on Council buildings not being considered until after the Leisure Review had been completed. Officers explained that this did not apply to all Council owned buildings and that a report was being presented to Cabinet in September regarding the use of photovoltaics and the Council's assets.

With regard to the increase in temporary accommodation stays officers agreed to seek clarification on how the new Choice Based Lettings scheme had had an impact on the situation.

17. Rolling 2 Year Work Programme

The Board considered its two year rolling programme. It was noted that the item on the Local Area Agreement scheduled for June 2012 would be deleted as the Local Area Agreement had been dissolved.

In respect of the next meeting Members were informed that Parkwood Leisure and Glendale Golf would be presenting their annual reports. It was noted that both companies had the same parent company. The Head of Partnerships and Performance explained that the Glendale Golf contract would end in December 2012, however officers were considering if the contract could be extended. Parkwood Leisure had previously presented their annual report to the Partnership Delivery Group and to provide some background officers agreed to circulate information from the last annual report and any issues that had been discussed at the previous meetings. Following a question regarding the company's role in community cohesion it was agreed to circulate the contract's community objectives.

With regard to work at Edwalton Golf Courses Members were informed that work had been carried out on the clubhouse at the end of the last financial year and that work on the bar area and internal and external painting was being considered this year.

It was agreed that Members should consider any issues they wished to raise with either Parkwood Leisure or Glendale Golf and send these to the Head of Partnerships and Performance before 30 September to enable the companies to provide Members with the information at the next meeting.

The meeting closed at 8.00 pm.

Action Sheet

PERFORMANCE MANAGEMENT BOARD - TUESDAY 16 AUGUST 2011

Minute Number	Actions	Officer Responsible
12. Notes of the Previous meeting	Air Quality – officers to provide information in Members Matters.	Environment and Waste Management
14. Review of Customer Feedback 2010/11	To provide information to members on numbers of complaints within their wards and those that have gone to the Ombudsman	Deputy Chief Executive (SG)
16. Performance Monitoring – Quarter 1 – 2011/12	<ul style="list-style-type: none"> a) Officers to provide further information on the number of affordable homes built and expected to be built this year b) further information to be provided on the impact of Choice Based Lettings on the length of stays in temporary accommodation c) provide the Head of Partnerships and Performance with any issues/concerns they wish to raise with either Parkwood Leisure or Glendale Golf before 30 September 2011. 	Head of Partnerships and Performance Head of Partnerships and Performance All Board Members
17. Rolling 2 Year Work Programme	Officers to provide background information regarding Parkwood Leisure and Glendale Golf	Head of Policy and Performance