

NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 2 NOVEMBER 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, J A Stockwood, Mrs M Stockwood (substitute for Councillor M M Champion) and D G Wheeler

ALSO IN ATTENDANCE:

Mr G Warren Managing Director, Glendale Golf
Mrs D Parkes General Manager, Glendale Golf

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
C Taylor Cultural Services Manager

APOLOGIES FOR ABSENCE:

Councillor M M Champion

20. **Declarations of Interest**

There were none declared.

21. **Notes of the Previous Meeting**

The notes of the meeting held on Tuesday 24 August 2010 were accepted as a true record.

Councillor J A Stockwood queried if the Board's request, regarding energy efficiency grants, had been actioned by the Cabinet Portfolio holder. Officers stated that a letter had been sent to the Government.

The Board considered the actions from the meeting and were informed that all actions had been completed. With reference to actions from previous meetings Members were informed that the website procurement was on track and a supplier had been chosen, that the capital works for the Edwalton Golf Club were to be undertaken during winter when little or no disruption to services would occur and that unfortunately there was still no data from the Department for Environment, Food and Rural Affairs regarding NI 186.

22. **Cabinet Member Questions**

There were none received.

23. **Edwalton Golf Courses – Annual Report of Contract by Glendale Golf**

The Leisure Contracts Manager presented a report regarding the contract with Glendale Golf. He stated that the contact had been commenced in December 2002 and was for ten years, with a possible extension of five years. He informed Members that the performance for the last year had been very good and the annual survey results reinforced this. Also as part of this year's survey Glendale had tried to identify where users were from. It was pleasing to note that the majority of users were from the Rushcliffe area, however widespread marketing was attracting people from other areas.

The Board were informed that the team had worked very hard to attract young people and to increase other usage. A grant application had been made to the English Golf Foundation to provide a sustainable junior programme.

Mrs Parkes presented Glendale's Annual Review and explained that the last year had been very successful and although some clubs had seen a decline in usage Edwalton Golf Courses had maintained its usage. She explained that the on line bookings system was working well and that the company had introduced a voucher system, which was proving popular. She stated that the Club was working towards Golf Mark accreditation and that the Nottinghamshire Golf Union was very supportive.

In respect of junior golfing Members were informed that the winners of last year's Tiger competition had been progressing well with support from the Club's professionals and the Club would have a junior team in the league in 2011. For beginners a Trigolf session had been held and Edwalton was included as part of a Nottinghamshire Trigolf Festival. Work was also being undertaken with universities and South Nottinghamshire College on coaching sessions for students, especially those with a disability.

Regarding the senior section Mrs Parkes stated that this was going well and their eldest member had just celebrated her 90th birthday.

Members were informed that social activities were increasing and the Club supported voluntary organisations such as the Scouts, Boys Brigade and Neighbourhood Watch.

Mrs Parkes summarised that the year had been very successful that all staff had worked very hard to maintain the public's confidence and that the Club was thriving and welcomed people of all ages.

The Board felt that there had been continual improvement and congratulated Glendale Golf on their performance. It was noted that from last year's report work was needed on the tees, bunkers and the toilets and from this year's survey cleanliness now appeared to be less satisfactory. The Leisure Contracts Manager explained that as part of the capital works the Council had decided to replace the carpet and furniture in the bar area, the bar fittings were being replaced with a similar fitting from Bingham Leisure Centre. He also stated that the work on the toilets and changing facilities was being considered by the Clerk of Works. With regards to the cleanliness the facilities were dated and this had an impact on people's perception of how clean the pavilion was. Members were informed that work would commence in January. With regard

to the tees a price had been obtained for levelling, however work would now be delayed until a more appropriate time next year. Mrs Parkes stated that when asked about complaints regarding cleanliness, which mainly related to the toilet facilities, users responded that it was the actual facilities and not how well they were cleaned that was the problem.

Following a question Mrs Parkes informed the Board that the Club was working with schools in conjunction with the Nottinghamshire County Council's Sports Development Officer to encourage more young people; however it was vital that parents were also involved. The Club had been invited to attend school assemblies and signposted children to their nearest course. She took on board Members' suggestions to place more information on this aspect on the Club's website and to contact school governors as well as head teachers.

Councillor Khan supported the recommendation but felt that congratulations was not the most appropriate word. He felt that Glendale Golf had either not met, met or exceeded the contract specification.

The Chairman thanked Mrs Parkes and Mr Warren for attending the meeting and answering Members' questions. She also congratulated Glendale Golf on their performance.

It was AGREED that Glendale Golf be congratulated on continuing to deliver a successful contract on behalf of the Council.

24. Review of the Rushcliffe Play Strategy

The Cultural Services Manager informed Members that the play strategy 'Playing for Life in Rushcliffe' had been developed in 2006 mainly in response to the Big Lottery Fund. The strategy ensured that the Borough could access funding and had been included as a Strategic Task in the Council's Corporate Strategy. Research had been undertaken including focus groups and questionnaires to town and parish councils to assess the perception for and actual play needs. From this research five key objectives had been identified and 31 main issues had been agreed, which had then formed an action plan. He highlighted the successes of the Strategy.

In partnership with the Play Forum and Rural Community Action Nottinghamshire the delivery of actions had been assessed. 84% of the actions had progressed satisfactorily and five had been rated as little or no progress made. He informed Members that the majority of tasks not completed were aspirational and in the current economic climate were difficult to achieve as they were very resource intensive. He also informed the Board that relevant actions that had not been fully completed would be considered as part of the Leisure Facilities Strategy and Children and Young People's Action Plans to be produced in 2011.

Following a question the Cultural Services Manager explained that this was the final year for the Big Lottery revenue funding and that the Council had also received Playbuilder funding from the Department for Children, Schools and Families however, as part of the Comprehensive Spending Review the latest round of this money had been withdrawn. Although Playbuilder funding had been withdrawn in respect of projects in Granby and Ruddington the Council

had supported the parishes to secure alternative funding and these projects will both progress.

The Board was pleased to note that the Borough's play facilities had benefited from the funding and the quality of the schemes was reflected in the usage and popularity of the play areas.

With regard to task 5.1 – providing supervision to encourage children and young people to take part in play in the boroughs parks and open spaces – Members were informed that informal arrangements were in place with existing 'friends' groups however no new groups had been established and no formal supervisory roles had been introduced.

In respect of the Council's Section 17 responsibilities Members were informed that there had been some successful projects completed for teenagers. Members questioned whether the reduction in future funding would have a negative impact. Officers stated that they were optimistic that the existing facilities will be well used and that work was ongoing with the Youth Service and other partners to develop usage and activities for teenagers.

Members acknowledged that although external grant funding streams were greatly reduced, the Borough was still a popular area to live and any new developments would attract Section 106 funding, which included provision for play facilities.

The Board agreed that in the current economic climate these tasks were too resource intensive and should not be progressed. It was also agreed that any outstanding issues should be included in the Leisure Facilities Strategy and the Children and Young People's Action Plan. These actions would complete Strategic Task 13.

It was AGREED that the Performance Management Board

- a. Noted progress made to date towards the delivery of the strategy
- b. Acknowledged that within the current economic climate that (with the exception of action 5.5 as presented in section 10 of this report) the remaining 4 actions assessed as 'red' will not be progressed.
- c. Supported the inclusion of children's play within the emerging Rushcliffe Borough Council Leisure Facilities Strategy and the Rushcliffe Borough Council Children and Young People Plan, rather than the production of an updated stand-alone Play Strategy.

25. Performance Monitoring - Update on the National Picture

The Performance and Reputation Manager gave a presentation outlining the impact of the abolition of the national indicator set and the removal of the Local Area Agreement targets.

In respect of the Local Area Agreement local authorities were now free to amend, or remove, any of the targets; there was no requirement to produce a new Agreement in April 2011 and performance would not be monitored, or reported, centrally by Government. However, there would also be no payment of the Performance Reward Grant for the 2008-11 targets. The Performance and Reputation Manager explained that the information had only been received recently and no discussion had taken place within the Nottinghamshire Performance Group. However, it was noted that Rushcliffe's performance was generally above those already set.

With regard to the National Indicators Set this would be replaced with a single list of central government data requirements, which would become operational in April 2011. Local Authority performance would become accountable to local people and would have to be communicated in an appropriate way. Members were informed that officers were working on posters in order that the information could be displayed in an innovative way. The Performance and Reputation Manager explained that this highlighted a need to review all the performance indicators and these could be linked to the new Corporate Strategy. The Deputy Chief Executive (SG) explained that there were implications for the Authority regarding how it looked at performance. However, the Senior Management Team believed that it was essential that the Council monitored performance in order that services did not suffer in these challenging times.

Following a question the Performance and Reputation Manager stated that there were five criteria to determine performance indicators and that most of the targets would be quantitative. Members felt that it was crucial that targets should be measurable as this would assist in demonstrating to residents how well the Council performed.

With regard to the National Indicator 181 - Time taken to process housing benefit/ council tax new claims and change events – Councillor J A Stockwood noted that at the last meeting Members had been informed that no data was available either from the Department of Works and Pensions or from the other Nottinghamshire Districts; he requested that a local indicator should be included in the Corporate Scorecard. The Performance and Reputation Manager informed the Board that the Council was introducing a new benefits system that would be able to measure performance and this would be provided for Members.

Councillor J A Stockwood was also concerned that neither NI 186 - Per capita reduction in CO2 emissions in the LA area – or NI 187 - Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating – which helped to measure the Climate Change Action Plan and no indicators measuring anti-social behaviour had been included. The Performance and Reputation Manager explained that the numbers of anti-social behaviour as previously measured in the Borough were relatively small and officers were considering how this could be better reported. She also stated that there was an agenda item regarding Climate Change on the Board's work programme.

Councillor J A Stockwood stated that in respect of housing there was duplication between the information contained within Members' Monthly and

the performance indicators. Officers understood that there was some duplication however the publication of Members Monthly and how Members received information was part of a wider discussion.

With regard to communicating the information to the public he felt that there should be a standardised format to allow people to be able to view it in their own way. He pointed out that there were applications being designed that would allow people to compare data. He also understood that local authorities had to publicise all payments made over £500. The Performance and Reputation Manager explained that all transactions over £500 were published on the Council's website. She also stated that the Council would be publishing its data in a variety of ways.

26. Performance Monitoring – Quarter 2 2010/11

The Performance and Reputation Manager presented the performance data for quarter two. She informed Members that the three crime indicators were still lower than anticipated but that these had been very ambitious targets. These targets had been set by the South Nottinghamshire Community Safety Partnership and did not accurately reflect crime trends which were down 5.1% since the beginning of the year. She explained that the schedule for Equality Impact Assessments had been revised to focus on customer facing services. Following a question the Performance and Reputation Manager explained that there was an error in respect of Edwalton Golf Course usage and that the figure stated had been usage in one month.

In respect of housing benefit claims Members were informed that the time taken to deal with claims was a highlight. The Head of Revenues & ICT Services was not confident that this would continue during the implementation of the new system. However, several processes had been put into place to ensure that the disruption to residents was minimal.

Members queried the progress made on Strategic Task 6 and whether the services would be extended to the remote sites. The Deputy Chief Executive (SG) explained that at present officers were concentrating on the refurbishment of the Police Station into the Community Contact Centre. Following the completion of this part of the project it was the intention that officers would then consider the contact points. She stated that the work that was currently being undertaken, which included HR issues, would set the foundation for the contact points. She informed Members that the Nottinghamshire Police were considering reducing the number of stations they owned and officers had asked for an early warning if any of the contact points would be affected. She assured Members that the rural contact points were an important part of the Strategy. Councillor J A Stockwood stated that Bingham Town Council would welcome extended services to the contact point based at their offices.

Following a question regarding Strategic Task 7 and in particular the Perkin's Academy the Deputy Chief Executive (SG) agreed to provide a briefing note for Members.

Councillor J A Stockwood raised an issue in respect of the crime figures. He stated that at the meeting on 29 April 2008 the figures had been unusually

high and it had been verbally reported that the figures had been incorrect. At the meetings held on 30 June 2009 and 25 August 2009 Members had been informed that the electronic records would be updated but the incorrect data was still being presented. He felt that it was important for the correct information to be presented in order that Members could gauge the trend. The Performance and Reputation Manager stated that she had checked with the police figures and the higher data was still on the Police's system and therefore she could not validate the lower performance. The Deputy Chief Executive (SG) stated that the Police analyst worked for the Strategic Board of the South Nottinghamshire Community Safety Partnership and officers would ask her to investigate. She also informed Members that the issue of data collection had been considered by the Partnership and the Police now had a clear focus and were more analytical.

With regard to corporate sickness Members were informed that this year long term sickness had decreased but short term had increased. Officers stated that a new management system was being put into place and that the Head of Corporate Services would attend the next meeting. Members noted that sickness was an issue for the public sector and this could be linked to the current economic climate.

It was AGREED that the Performance Management Board consider the identified exceptions.

27. Rolling Two Year Work Programme

The Board considered its work programme. The Chairman reminded Members that an extra meeting on 24 November had been arranged for the Board to consider the report of the Constitution Review Member Panel.

Following a discussion the Board agreed that the review of the performance of the Civil Parking Enforcement should be moved from the February to the April meeting.

The Performance Management Board AGREED the proposed rolling work programme for 2010/11 and 2011/12.

28. Call Ins

There had been no Call Ins from the Cabinet meeting held on 12 October 2010.

The meeting closed at 9.05 pm.

Action Sheet
PERFORMANCE MANAGEMENT BOARD - TUESDAY 2 NOVEMBER
2010

Minute Number	Actions	Officer Responsible
10 Performance Monitoring – Quarter 2 2010/11	The Deputy Chief Executive (SG) agreed to provide a briefing note for Members regarding Strategic Task 7 and in particular the Perkin’s Academy	Deputy Chief Executive (SG)
11. Rolling Two Year Work Programme	The review of the performance of the Civil Parking Enforcement agenda item be moved from the February to the April meeting.	Performance and Reputation Manager