

When telephoning, please ask for: Viv Nightingale
Direct dial 0115 914 8481
Email vnightingale@rushcliffe.gov.uk

Our reference:
Your reference:
Date: 06 June 2011

To all Members of the Performance Management Board

Dear Councillor

A meeting of the PERFORMANCE MANAGEMENT BOARD will be held on Tuesday 14 June 2011 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely

Head of Corporate Services

AGENDA

1. Apologies for absence
2. Declarations of Interest
3. Notes of the Meeting held on Tuesday 26 April 2011 (pages 1 - 3)
4. Cabinet Member Questions
5. Role and Remit

The Head of Partnerships and Performance will give a presentation.

6. Nottinghamshire Local Area Agreement 2008-2011

The report of the Head of Partnerships and Performance is attached (pages 4 - 6).

7. Performance Management Framework – 2011/12

The report of the Head of Partnerships and Performance is attached (pages 7 - 14).

8. Performance Monitoring – Outturn - 2010/11

The report of the Head of Partnerships and Performance is to follow.

9. Rolling 2 Year Work Programme

The report of the Head of Partnerships and Performance is attached (pages 15 - 16).

Membership

Chairman: Councillor D G Wheeler,
Vice-Chairman: Councillor R M Jones
Councillors Mrs S P Bailey, B Buschman, B G Dale, A MacInnes,
S J Robinson, J A Stockwood

Meeting Room Guidance

Fire Alarm - Evacuation - in the event of an alarm sounding you should evacuate the building using the nearest fire exit, normally through the Council Chamber. You should assemble in the Nottingham Forest car park adjacent to the main gates.

Toilets - Facilities, including those for the disabled, are located opposite Committee Room 2.

Mobile Phones – For the benefit of other users please ensure that your mobile phone is switched off whilst you are in the meeting.

Microphones - When you are invited to speak please press the button on your microphone, a red light will appear on the stem. Please ensure that you switch this off after you have spoken.

**NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 26 APRIL 2011**

Held at 7.00 pm in the Members' Room, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors S Bennett (Chairman), Mrs S P Bailey, K A Khan, A MacInnes, Mrs J M Marshall, J A Stockwood, D G Wheeler

OFFICERS PRESENT:

S Griffiths	Deputy Chief Executive (SG)
B Knowles	Leisure Contracts Manager
V Nightingale	Senior Member Support Officer

APOLOGIES FOR ABSENCE:

There were no apologies.

39. Councillor P W Smith

The Board observed a minutes silence in memory of Councillor P W Smith who had died.

40. Declarations of Interest

There were none declared.

41. Notes of the Previous Meeting

The notes of the meeting held on Monday 21 February 2011 were accepted as a true record.

With regard to the Climate Change Action Plan Members were informed that this was on the Council's website. The Leisure Contracts Manager agreed to ensure that the annual summary had been published.

42. Cabinet Member Questions

There were none received.

43. Civil Parking Enforcement Contract Update

The Leisure Contracts Manager presented the second Annual report of the contract. He stated that the last twelve months had been very positive and that the contract's deficit had significantly reduced. It was noted that in the current financial year there was a surplus on both the on and off street accounts. He explained that the issue rate had improved over the last three months and that this could be attributed to settled staffing levels. With regard to outstanding penalty charge notices there was a similar number compared to

the previous year however, the bailiffs had recovered £24,000 and it was anticipated that the recovery rate would improve. He stated that the contract was on course to break even by March 2012.

Following a question the Leisure Contracts Manager stated that the contract's objective was to break even and that the contract ended on 31 March 2012. With regard to the model it was felt that it was unreliable as the figures significantly differed from it year on year.

In respect of charges Members were informed that the banking charges were negotiated by the Central Processing Unit annually and that the Traffic Penalty Tribunal charges had increased to £7 per case.

Councillor MacInnes stated that he believed that any surplus would be used on traffic management initiatives including a scheme for Central Avenue West Bridgford. He was informed that the contract model was to break even and that any initiatives would fall under the County Council's remit.

Members were informed that officers from all district councils, the County Council and NSL, who managed the scheme, held regular meetings to exchange best practice, experience and expertise to ensure that there was a common approach across the County.

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

44. Annual Report of Work Programme 2010/11

The Chairman explained that this was the second annual report of scrutiny that would be presented to Council. She felt that it gave other Members an insight into the working of the Board and the enormous amount of work carried out. There had been two Call Ins and a Member Panel constituted to review the Council's constitution. Following the inclusion of the discussions of this meeting the report, along with those of the other scrutiny groups, would be presented to the Council meeting in June.

The Performance Management Board AGREED the report and forwarded it on to Council for consideration.

45. Rolling 2 Year Work Programme

The Board considered its rolling work programme. With regard to the Local Area Agreement the Deputy Chief Executive (SG) explained that it had been abolished and that further information was expected from Nottinghamshire County Council; it was anticipated that this could be presented in June 2011. However this issue would be removed from the work programme for June 2012.

In respect of the Civil Parking Enforcement Contract the next annual report would be presented in June 2012.

Members had previously decided that only one external company would be invited to a meeting and therefore it was agreed to move the annual report by Parkwood Leisure Ltd to the Board's meeting on 21 February 2012 and again in February 2013.

In respect of Carillion it was felt that it would be beneficial to have a report in June 2012 rather than February 2013.

The Board AGREED the work programme following the amendments.

46. **Call Ins**

There had been no call ins from the Cabinet meetings scheduled for 8 March and 12 April.

47. **Chairman's Remarks**

The Chairman thanked all the Members of the Board and the officers for their hard work and assistance. She stated that it had been a pleasure to chair the Board's meeting. It was agreed that everyone had been treated with respect and that for any external people it had been a very positive experience.

The Vice Chairman, on behalf of the Board, wished the Chairman a long and happy retirement.

The meeting closed at 7.35 pm.



PERFORMANCE MANAGEMENT BOARD

14 JUNE 2011

NOTTINGHAMSHIRE LOCAL AREA AGREEMENT
2008-2011

6

REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

Summary

Rushcliffe Borough Council contributes towards performance in eleven areas. Performance has improved in 4 of the 6 measures where data is available.

Recommendation

It is RECOMMENDED that the Performance Management Board recognise the excellent contribution Rushcliffe has made to the county-wide Local Area Agreement.

Details

1. As Members are aware the Nottinghamshire Local Area Agreement (LAA) consists of ten priorities that have been negotiated between the Nottinghamshire Partnership and the Government. The ten priorities are monitored by 36 national performance indicators and three local indicators.
2. Rushcliffe Borough Council's contribution to the Local Area Agreement targets is presented in **Appendix One**. A final report by Nottinghamshire County Council showing overall LAA performance is now unlikely to be produced given the removal of the reward grant, as set out below, and the recent dissolution of the Nottinghamshire Partnership.
3. Rushcliffe received LAA Reward Grant of £349,000, split into 50% capital (£174,500) and 50% revenue (£174,500) for progress toward targets in 2009/10. Based on information from the director of Local Government Finance, we anticipated grant for 2010/11 of £340,000 to be cut by 50% to £170,000. However following a government announcement in October no further reward grants were payable to local authorities.
4. Members may wish to note that the reward money received for Rushcliffe is being administered through the Rushcliffe Partnership with final accountability resting with the Board.

Financial Comments

There are no direct financial issues arising from this report

Section 17 Crime and Disorder Act












There are no direct crime and disorder implications arising from this report.

Diversity




There are no direct diversity implications arising from this report.

Background Papers Available for Inspection: Nil

Appendix One

	Good performance	LAA Target	LAA Performance	Rushcliffe Performance	
NI 1 – Percentage of people who believe people from different backgrounds get on well together in their local area	High	3% above baseline of 77.1%	No report from Nottinghamshire Partnership	86.6% (08/09)	
NI 4 – Percentage of people who felt they can influence decisions in their locality	High	4% above baseline of 28.4%		35% (08/09)	
N1 16 – Serious acquisitive crime	Low	18.51 per 1000		11.3 per 1000	
N1 17 – Perceptions of anti-social behaviours	Low	5.75% below baseline of 21.5%		7.8% (08/09)	
N1 20 – Assault with injury	Low	15.5% reduction on 08/09 baseline		2.67	
N1 154 – Net additional homes provided	High	7,051 over 3 years		227 (09/10)	
N1 186 – Per Capita CO ₂ emissions in the LA area	Low	6.57 tonnes per capita		6.9 tonnes (08/09)	
N1 187 – Tackling Fuel Poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating	Low	4.0%		7.1%	
N1 187 – Tackling Fuel Poverty - % of people receiving income based benefits living in homes with a high energy efficiency rating	High	34%		30%	
N1 192 – % of household waste sent for reuse, recycling and composting	High	43.9%		53.45%	
N1 196 – Improved street and environmental cleanliness – fly tipping	Effective/Very Effective	Effective	Very Effective		

Note - NI 1, 4, and 17 were reported once only within the Place Survey, cancelled in 2010 following government review.

 Target Achieved
  Target nearly met; no target set; no current data
  Target Missed

REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

Summary

The Rushcliffe performance management framework was written in 2003 and amended over time. As a result of major national change (removal of the national indicator set, reduction in grant funding, localism) the basket of indicators has been updated.

Recommendation

It is RECOMMENDED that the Performance Management Board consider the changes to the indicator set, and agree the set for monitoring.

Details

1. The key elements that have guided the performance management framework since 2003 have been; outcomes, processes, customers, peoples and learning. It is proposed that elements are refreshed within the member environment and proposed values are, customers/outcomes and processes/activity levels.
2. **Appendix 1** outlines the new indicator set within the recommended groups.

Financial Comments

There are no direct financial issues arising from this report

Section 17 Crime and Disorder Act

There are no direct crime and disorder implications arising from this report.

Diversity

There are no direct diversity implications arising from this report.

Background Papers Available for Inspection: Nil

Processes and Activity Levels

		Ref	2008/09 Out-turn	2009/10 Out-turn	2010/11 Out-turn	2011/12 Quarter 1	Trend	Target 2011/12	Target 2012/13
PLANNING AND PLACE SHAPING									
Priority 6	Total standard searches received	LIPPS06a	983	1,036	1,178			N/A	N/A
Priority 6	Number of planning applications received	LIPPS07	1,321	1,257	1,242			N/A	N/A
Priority 6	Number of Full Plans and Building Notices	LIPPS22a	-	839	939			N/A	N/A
ENVIRONMENT AND WASTE									
Priority 1	Cost of waste collection per household	LIEWM10	£59.18	£58.49	£62.77			-	-
Priority 6	Percentage of planned high risk food safety interventions completed	LIEWM14	99.2%	100%	100%			100%	100%
PARTNERSHIPS AND PERFORMANCE									
Priority 6	Number of visits to the website	LIPP19	648,439	544,961	532,545			580,000	620,000
Priority 6	Number of leisure centre users – public (used to include schools)	LIPP22	1,280,555	1,348,881	1,318,178			1,330,000	1,332,000
Priority 6	Number of Edwalton Golf Course users	LIPP23	73,011	71,873	74,306			74,000	75,000
Priority 6	Number of e-forms completed online	LIPP33	New 2009/10	3,639	5,014			7,000	9,000
Priority 6	Number of parking contravention notices served	LIPP49	New 2009/10	7,291	8,603			8,750	8,750
COMMUNITY SHAPING									
Priority 6	Adult participation in sport and active recreation	NI 8	-	27.9%	Not due			28%	Not due

		Ref	2008/09 Out-turn	2009/10 Out-turn	2010/11 Out-turn	2011/12 Quarter 1	Trend	Target 2011/12	Target 2012/13
Priority 6	Average length of stay of all households in hostel accommodation	LICSH28	15 wks	12.5 wks	6.4 wks			8 wks	8 wks
Priority 6	Number of successful homeless preventions undertaken	LICSH31	121	193	240			175	175
Priority 4	Number of town and parish councils attending forums	LICSH47	-	-	New 2011/12			35	40
Priority 6	Number of bidders for choice based lettings as a percentage of active applicants	LICSH50	-	-	New 2011/12			-	-
CORPORATE SERVICES									
Priority 1,6	Net additional homes provided	NI 154	251	227	Data later 2011/12		-	No Target	No Target
Priority 1,6	Supply of ready to develop housing sites	NI 159	120%	39.8%	Dec 2011			-	-
Priority 6	Corporate sickness	LICS23	7.54	10.25	9.28			8.0	8.0
Priority 6	Corporate Sickness – short term	LICS23a	5.83	5.41	5.54			-	-
Priority 6	Corporate Sickness – long term	LICS23b	1.71	4.82	3.74			-	-
REVENUES AND ICT SERVICES									
Priority 6	Rent Collection and Tenancy Management. Percentage of sundry debtor rent invoices fully paid within 90 days.	LIRICT07	97.8%	91.6%	96.4%			94%	94%
Priority 6	Percentage of occupancy levels of industrial units	LIRICT08	88%	95.56%	98.44%			93%	93%
Priority 6	Percentage of council tax collected	LIRICT11	99.0%	99.1%	98.9%			99.0%	99.1%

		Ref	2008/09 Out-turn	2009/10 Out-turn	2010/11 Out-turn	2011/12 Quarter 1	Trend	Target 2011/12	Target 2012/13
Priority 6	Percentage of Business rates collected	LIRICT12	98.70%	98.4%	97.8%			98.2%	98.5%
FINANCIAL SERVICES									
Priority 6	Return on council's investments actual and budgeted	LIFS03	5.11%	1.92%	1.10%			1.0%	-
Priority 6	Financial Reporting - accounts as submitted for audit after Council review are presented fairly and contained only a small number of trivial errors	LIFS04	Yes	Yes	Yes			Yes	Yes
Priority 6	Achieve unqualified opinion on statement of accounts	LIFS06	Yes	Yes	Due Sept			Yes	Yes

Customers and Outcomes

		Ref	2008/09 Out-turn	2009/10 Out-turn	2010/11 Out-turn	2011/12 Quarter 1	Trend	Target 2011/12	Target 2012/13
PLANNING AND PLACE SHAPING									
Priority 6,1	Processing of planning applications as measured against target for major application types (includes 10 or more houses)	NI 157a	52.63%	75.00%	62.96%			60%	60%
Priority 6,1	Processing of planning applications as measured against target for minor application types (includes 1-9 houses)	NI 157b	78.77%	84.91%	79.66%			65%	65%
Priority 6,1	Processing of planning applications as measured against target for other application types (includes house extensions)	NI 157c	91.98%	93.27%	86.90%			85%	85%
Priority 6	Percentage of planning applicants satisfied with the service received	LIPPS01	-	91.3%	-			90%	90%
Priority 6,1	Average number of working days to complete standard land charges	LIPPS06	2.3 days	2.3 days	2.8 days			3.0 days	3.0 days
Priority 6	Percentage of Building Control customers satisfied with the service provided	LIPPS18	100%	100%	100%			97%	97%
Priority 1,6	Percentage of building regulation applications processed within target times	LIPPS19	99.5%	98.2%	93.1%			90%	90%
ENVIRONMENT AND WASTE									
Priority 1	Residual waste per household kg per household	NI 191	470	463	453			475	473
Priority 1	Household waste recycled and composted	NI 192	53.6%	52.5%	53.3%			43%	44%
Priority 1	Improved street and environmental cleanliness (levels of litter)	NI 195a	2.8%	2.3%	1.6%			4%	4%
Priority 1	Improved street and environmental cleanliness (levels of detritus)	NI 195b	5.2%	2.1%	1.3%			6%	6%
Priority 1	Improved street and environmental cleanliness (levels of graffiti)	NI 195c	1.3%	1.6%	0.8%			3%	3%

		Ref	2008/09 Out-turn	2009/10 Out-turn	2010/11 Out-turn	2011/12 Quarter 1	Trend	Target 2011/12	Target 2012/13
Priority 1	Improved street and environmental cleanliness (levels of dog fouling)	NI 195d	-	-	New 2011/12			-	-
Priority 6	Percentage of environmental health service users who are satisfied with the service	LIEWM04	96.0%	92.9%	95.9%			85%	90%
Priority 1	Number of household waste collections missed per 100,000 properties	LIEWM07	41.0	35.0	36.0			35	34
PARTNERSHIPS AND PERFORMANCE									
Priority 6	Percentage of leisure centre users satisfied or very satisfied with the service	LIPP04	80%	83.5%	82%			75%	75%
Priority 6	Percentage of residents satisfied with Rushcliffe Reports	LIPP08	94.1%	-	Survey due			96%	96%
Priority 6	Percentage of visitors satisfied by their website visit	LIPP09	80.0%	-	Survey after new website			80%	85%
Priority 6	Percentage of users satisfied with the service received from RCCC	LIPP10	96.1%	98.6%	99.2%			92%	94%
Priority 6	Percentage of phone calls answered in 30 seconds	LIPP28	71.5%	72.8%	72.1%			73%	74%
Priority 6	Number of complaints received by the council at initial stage	LIPP38	New 2009/10	56	93			95	95
Priority 6	Number of compliments received by the Council	LIPP41a	New 2009/10	210	185			200	200
COMMUNITY SHAPING									
Priority 3	Serious Acquisitive Crime Rate per 1,000 population	NI 16	15.53	13.17	11.03			8.72	7.92
Priority 3	Assault with injury crime rate	NI 20	3.8	3.6	2.67			No target	No target
Priority 5	Percentage of children living in poverty for wards which are above the 10% national child poverty target	NI 116	-	-	New 2011/12			7.75%	7.63%

		Ref	2008/09 Out-turn	2009/10 Out-turn	2010/11 Out-turn	2011/12 Quarter 1	Trend	Target 2011/12	Target 2012/13
Priority 1	Number of affordable homes delivered	NI 155	73	67	27			50	50
Priority 6	Number of households living in temporary accommodation	NI 156	13	11	9			30	30
Priority 1	CO2 reduction from local authority operations	NI 185	-	6.0%	Being calculated			To be set	To be set
Priority 3	Number of burglaries per 1,000 households	LICSH07	14.08	11.70	8.93			8.36	7.1
Priority 3	Number of robberies per 1,000 population	LICSH09	0.79	0.68	0.66			0.47	0.32
Priority 3	Number of vehicle crimes per 1,000 population	LICSH10	9.17	7.61	6.68			4.93	4.8
Priority 6	Number of pavilion, community hall and playing field users	LICSH18	139,377	129,460	145,937			150,000	154,000
CORPORATE SERVICES									
Priority 6	Percentage of members attending training events	LICS38	359	49.0%	48.0%			50%	50%
Priority 6	Percentage turnout for General Election	LICS43	-	-	73.8%			-	-
Priority 6	Percentage turnout for Local Elections	LICS44	-	-	-			40%	-
REVENUES AND ICT SERVICES									
Priority 6	Percentage of Revenues Services customers surveyed that were satisfied with the level of	LIRICT04	95%	94.3%	98%			95%	95%
Priority 6	Speed of processing: Average time for processing new claims	LIRICT14	17.19 days	13.44 days	13.97 days			15 days	15 days
Priority 6	Speed of processing: average time for processing changes in circumstance	LIRICT14 a	-	New 2010/11	6 days			7 days	7 days

		Ref	2008/09 Out-turn	2009/10 Out-turn	2010/11 Out-turn	2011/12 Quarter 1	Trend	Target 2011/12	Target 2012/13
Priority 6	Accuracy of processing claim forms	LIRICT15	99.6%	99.2%	99.1%			98.5%	98.5%
FINANCIAL SERVICES									
Priority 6	Percentage of invoices paid within terms (10 days)	LIFS07	99.6%	99.25%	99.50%			99%	99%

REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

Summary

The two year rolling work programme is a standing item for discussion at each meeting of the Performance Management Board. This report presents the draft programme for 2011-2013.

Recommendation

It is RECOMMENDED that the Performance Management Board agrees the proposed rolling work programme for 2011/12 and 2012/13.

Work Programme

1. The work programme for the Performance Management Board is developed around the corporate priorities that fall within its remit and takes into account the timing of the Group's business in the previous municipal year and any emerging issues and key policy developments that may arise.
2. The Chairman and Vice-Chairman of all four scrutiny groups meet quarterly to review and co-ordinate the overall scrutiny programme and this may result in amendments to the individual scrutiny group's programme.
3. As this is the first meeting of the new municipal year, it is also an opportunity to raise any items which Members would like to consider for scrutiny at future meetings.
4. The following table sets out the Board's proposed 2 year rolling work programme.

Date of Meeting	Item
14 June 2011	<ul style="list-style-type: none"> • Role and Remit of the Performance Management Board • Annual review of the performance of the Local Area Agreement • Review of the Performance Management Framework • Performance Monitoring – Quarter 4 2010/11 • Approval of the 2011/2012 work programme and the 2 year rolling work programme
16 August 2011	<ul style="list-style-type: none"> • Review of Complaints and complaints process 2010/11 • Ombudsman Letter 2010/11 • Performance Monitoring – Quarter 1 2011/12 • 2 year rolling work programme

Date of Meeting	Item
15 November 2011	<ul style="list-style-type: none"> • Performance Monitoring – Quarter 2 2011/12 • Annual Report Glendale Golf • 2 year rolling work programme
21 February 2012	<ul style="list-style-type: none"> • Annual Report Parkwood Leisure contract • Performance Monitoring – Quarter 3 2011/12 • 2 year rolling work programme
June 2012	<ul style="list-style-type: none"> • Annual review of the Civil Parking Enforcement Contract • Annual Report – Carillon Leisure • Performance Monitoring – Quarter 4 2011/12 • 2 year rolling work programme
August 2012	<ul style="list-style-type: none"> • Review of Complaints and Ombudsman Letter 2010/11 • Performance Monitoring – Quarter 1 2012/13 • 2 year rolling work programme
November 2012	<ul style="list-style-type: none"> • Annual Report – Glendale Golf • Performance Monitoring – Quarter 2 2012/13 • 2 year rolling work programme
February 2013	<ul style="list-style-type: none"> • Annual review of the Civil Parking Enforcement Contract • Performance Monitoring – Quarter 3 2012/13 • 2 year rolling work programme
April 2013	<ul style="list-style-type: none"> • Annual review of scrutiny • Civil parking enforcement update • 2 year rolling work programme

Financial Comments

No direct financial implications arise from the proposed work programme

Section 17 Crime and Disorder Act

In the delivery of its work programme the Group supports delivery of the Council's Section 17 responsibilities particularly in relation to the performance of the Council.

Diversity

The review of performance role of the Group ensures that its proposed work programme supports delivery of Council's Corporate priority 6 'Meeting the Diverse needs of the Community'.

Background Papers Available for Inspection: Nil