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Our reference:
Your reference:
Date: 11 February 2011

To all Members of the Performance Management Board

Dear Councillor

A meeting of the PERFORMANCE MANAGEMENT BOARD will be held on Monday 21 February 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 Meetings held on Tuesday 2 November 2010 and Wednesday 24 November 2010 (pages 1 – 8 and 9 - 15)
4. Cabinet Member Questions
5. East Leake Leisure Centre – Annual Report
The report of the Leisure Contracts Manager is attached (pages 16 - 17).
6. Update on Climate Change Action Plan
The report of the Head of Community Shaping is attached (pages 18 - 27).
7. Performance Monitoring – Quarter 3 – 2010/11
The report of the Head of Partnerships and Performance is attached (pages 28 - 49).
8. Rolling 2 Year Work Programme
The report of the Head of Partnerships and Performance is attached (pages 50 - 51).

Membership

Chairman: Councillor S Bennett

Vice-Chairman: Councillor D G Wheeler

Councillors Mrs S P Bailey, B Buschman, M M Champion, K A Khan,
A MacInnes, Mrs J M Marshall and 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 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

NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
WEDNESDAY 24 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, C J Evans (substitute for Councillor K A Khan), A MacInnes, Mrs J M Marshall, J A Stockwood, Mrs M Stockwood (substitute for Councillor M M Champion), D G Wheeler

ALSO IN ATTENDANCE:

Councillors J A Cranswick, J E Fearon R M Jones and G R Mallender

OFFICERS PRESENT:

C Bullett	Deputy Chief Executive (CB)
D Mitchell	Head of Partnerships and Performance
V Nightingale	Senior Member Support Officer
L Reid Jones	Democratic Services Manager
D Swaine	Head of Corporate Services

APOLOGIES FOR ABSENCE:

Councillors M M Champion and K A Khan

29. **Declarations of Interest**

There were none declared.

30. **Cabinet Call In – Establishment of a Non Profit Distributing Arrangement for the Leisure Management Contract with Parkwood Leisure Ltd**

Councillor Jones, as lead signatory, referred to the reasons for the call-in as set out on the call-in request form, as follows:

‘The Cabinet recommendation proposes a significant change to Rushcliffe’s Leisure Management Contract with Parkwood without adequate or proportionate Member Scrutiny. The proposals contained within the Cabinet item have not been considered by the Member Working Group on Leisure Centres which is reviewing short and long term options and that scrutiny should occur as extensions to the Parkwood Contract could have a significant impact on long term plans for Leisure Strategy in Rushcliffe.’

He went onto to provide a detailed submission giving justification for the call-in referring expressly to four areas of concern as follows:

- An inadequacy of scrutiny by Councillors prior to the decision being made

- That the significant affect of the extension to the contract on the long term leisure strategy for the Council had not been adequately considered
- The proposals and the decision did not address Parkwood's commitment to improving services to match the increased funds that the extended contract provided and;
- The report considered previously by Cabinet and its decision lacked care and attention to the impact of the proposals on former Council staff employed at the leisure centres

Commenting further Councillor Jones stated that he believed strongly that the proposals did not address in detail, Parkwood's commitment to improving the services its provides in proportion to the increased funds available from the extended contract, Furthermore he was concerned that the report and the decision did not appear to provide, or have taken account of, details regarding consultation and the impact on former Council employees still under TUPE terms and conditions.'

As part of his submission Councillor Jones, emphasised that he and the other signatories recognised the importance of the saving to the Council arising from the Cabinet decision. He also recognised that it was important that Leisure Centres provided fair and accessible services. However, the Cabinet's decision had been called in primarily because there had not been adequate scrutiny by Members before the decision had been made. Councillor Jones stated that such scrutiny would have helped to ensure a more transparent and accountable process and he believed strongly that greater scrutiny was required.

Referring to the report considered by Cabinet, Councillor Jones stated that the proposed significant changes to the provision of leisure in the Borough and the contract extension should have been considered by a Member Panel. He explained that immediately before the Cabinet meeting the Leisure Facilities Strategy Member Panel had met and that Members of this Panel had not been notified of the impending Cabinet decision. He then went onto to state that on 3 November the Partnership Delivery Group had received an annual report from Parkwood Leisure and the forthcoming decision to be made by Cabinet had not been raised and therefore it could not be scrutinised by Members.

Commenting further Councillor Jones stated that he felt that the extension to the contract could have a significant impact on the Council's long term strategic plans for leisure and that the report upon which Cabinet made its decision, did not adequately explain these implications. He added that the justification given for the decision appeared to be that the arrangement provided significant value for money, security and savings associated with not having to undertake a further procurement exercise in 2017. However he believed that this limited the options for the renewal of the contract. Furthermore the report did not explain how variations to the contract could be accommodated within the 15 year timeframe and it did not describe the base costs for the five year extension, both of which were important issues and should have been fully scrutinised.

Councillor Jones stated that Parkwood Leisure had already applied the model to two other contracts it held and therefore their conversion costs were likely to

be low. Furthermore the report did not state if Parkwood Leisure had, or were required to, give any undertakings to use the savings for improving the services for residents. He felt that the Council should receive guarantees that the money would be used to improve services within the Borough.

By way of conclusion Councillor Jones stated that the report and the decision did not consider the impact of the proposals on former Council staff. He felt that the report was unclear regarding the terms and conditions for former Borough Council staff, that it did not refer to the impact on pay and pensions and that there was no reference to consultation with affected staff. For these reasons he felt that the decision should be referred back to Cabinet and that Cabinet should be requested to refer the matter to the Leisure Facilities Strategy Member Panel to consider the impacts and potential risks.

Councillor Fearon, Cabinet portfolio holder for Community, responded to the lead signatory's points as follows. Addressing the final point made by Councillor Jones first he explained that from the original 150 employees that had previously transferred to Parkwood Leisure only six were now employed in the same capacity. He stated that there would be no changes to their terms and conditions whilst they remained in the same employment.

Commenting on the Council's future leisure strategy, Councillor Fearon stated that the decision would have no impact on this and the Member Panel's views would be welcomed on the future of leisure provision in the Borough. To this end he confirmed that Parkwood Leisure would be invited to a meeting of the Member Panel in 2011 to provide evidence in relation to the future strategy. He reminded Members that when the Leisure Centre management contract was originally let, a Non Profit Distributing Organisation arrangement had been agreed as an acceptable model for the provider, however at that time contractors offering this model were unsuccessful. In respect of the savings these had been included previously in the budget workshop discussions by Councillors with the saving having been identified in the Council's agreed budget.

Councillor Fearon went on to explain that the original contract had a five year extension clause built in and that officers, being mindful of the changing expectations and demands of leisure, believed that this was a good deal. He felt that changing from Parkwood Leisure Ltd to Parkwood Community Leisure Ltd was merely a technical change.

Councillor Cranswick, Cabinet portfolio holder for Finance and Asset Management, stated that the issue had formed part of the budget decision made by Council earlier in the year and that Cabinet's decision was merely taking forward that arrangement. He added the Council's agreed budget had been acceptable for both Councillor Jones and Evans, and therefore they should both be well aware that the arrangement was just delivery of the Council's agreed budget.

Commenting on the issue of the effect of the decision on future leisure provision he stated that the Council could still add or remove leisure centres if it wished. He informed Members that increasing the contract and sharing in

the NNDR¹ savings equated to significant savings for the Council over the fifteen years.

Following questions from Members of the Board regarding the potential risks associated with the eligibility for relief and the various organisations involved the Head of Partnerships and Performance explained that as far as Nottinghamshire County Council were concerned there was no change to the contract. He explained that officers had been investigating the possibilities for approximately 12 months and had taken advice from other local authorities who had taken a similar approach. Furthermore additional internal and external legal advice had been sought on the matter. Following further questions regarding the operation of NNDR, the Chairman explained that this issue had not been included in the original call- in request and was therefore not a matter for consideration or discussion.

Councillor Evans queried whether budget workshops were now to be considered as part of scrutiny and he queried why Cabinet had not referred the changes and extension to the contract to the Leisure Facilities Strategy Member Panel. He felt that as the contract now ran until 2022 it was a significant commitment and greater scrutiny would have helped to ensure greater transparency and accountability.

At this point in the meeting Councillor Cranswick stated that there was no change to the contract except that the proposed extension had been introduced in order to facilitate the savings. He also stated that the consideration of contracts was not part of the Leisure Facilities Strategy Member Panel's remit. Councillor Fearon concurred with this statement and added that the contract was flexible enough to allow for variations in the delivery of leisure in future.

Members of the Board queried the references in the report to the terms and conditions for staff and the Head of Partnerships and Performance explained that Parkwood Leisure and Parkwood Community Leisure were harmonising the terms and conditions over all contracts. He assured Members that nothing had changed for the six staff who had originally transferred from the Council. Regarding the £20,000 costs to the Council for the enhanced conditions the Head of Partnerships and Performance stated that due to promotions and staff leaving Parkwood had recognised that this was no longer required.

When asked for clarification if the Cabinet's decision could be referred to Council for consideration the Monitoring Officer set out the options available to the Board when determining the call-in. He added that it was not possible to refer the decision to Council as this could only be the case if there was evidence to substantiate that the decision was outside the agreed budget and policy framework. . The Deputy Chief Executive (CB) reminded Members that the budget had been approved by the Council in March 2010 and it had included this saving and therefore the decision could not be referred to Council as it was within the approved budget and policy framework.

¹ NNDR = National Non Domestic Rates

Following a question regarding the negotiations concerning legal and admin costs Members were informed that these had been established at £10,000 each.

Members of the Board queried whether Parkwood Community Leisure would achieve the reduction in liability for NNDR. In response Officers stated that a legal opinion had been sought and the Council's policy had been checked. However, it was Parkwood's responsibility to submit a claim.

In summing up Councillor Jones, as lead signatory, stated that the debate had shown that greater scrutiny prior to Cabinet's decision had been required. He welcomed the assurances regarding the TUPE arrangements for former staff, however he did not feel that a line in a budget report equated to a proposal on a contract. He went onto to question the flexibility of the contract and the need to agree to the extra five years.

Councillor Jones stated that in 2007 when the original contract had been tendered Parkwood had scored highly in competitiveness however he was concerned that with this new arrangement other providers might have been able to offer more savings. Furthermore he did not feel that the issue of how Parkwood would use the money for the benefit of Rushcliffe residents had been addressed and the Member Panel should have been consulted and Parkwood's invitation to attend a meeting in the new year was not sufficient.

Councillor Fearon stated that the Member Panel were looking at the Council's Leisure Strategy and not Cabinet's decision. He assured Members that Cabinet believed the decision was the right one and that it was proportionate and necessary, particularly as it provided much better value for the Council. He went on to state that negotiations were two way and officers had worked hard to get the best deal for the Council and its residents. Councillor Cranswick reiterated that Cabinet's decision was not in the remit of the Member Panel and that in making its decision Cabinet had considered all the relevant information.

Some Members of the Board felt that the decision should be referred back to the next of Cabinet but when put to the vote it was defeated.

It was then proposed to put to the vote to uphold the Cabinet's decision.

It was AGREED that Cabinet's decision be upheld.

31. Constitution Review

The Head of Corporate Services reported that the Constitution Review Member Panel had met on four occasions to undertake the review. At each meeting the Panel considered areas for revision and amendment under the headings of:

- Inclusion of new legal duties and revisions in line with further guidance
- Practical aspects that have caused difficulties in the past, clarity of wording and legal anomalies

In summary the key areas that the review focused on were:

- Revisions to the Council procedure rules including clarity regarding scope of questions and motions and submission deadlines
- The possible introduction of public questions at full Council meetings
- Revisions to the scrutiny call-in procedure
- The future role of the Employment Appeals Committee
- The need for a review of the Scheme of Delegation with this being presented to a future meeting of Cabinet and Council for agreement
- The format and content of the Forward Plan and Cabinet reports

The report set out the substantial areas of revision highlighted by the Member Panel and these were set out in the appendices of the report.

The Head of Corporate Services explained that the Panel had considered the introduction of a public questions facility at full Council meetings. However the Member Panel had been unable to reach an agreed view on this. As part of the review the Panel had also considered the Employment Appeals Committee and its terms of reference agreeing that these were very wide and far reaching. The Panel's Members had agreed that they still wished to have a role in this process. However, subject to Council's agreement, the Panel agreed that the committee's terms of reference and the Council's officer employment procedure rules should be reviewed.

Having considered the report of the Member Panel and the appendices outlining proposed revisions to the Constitution, Members asked a number of questions. In response to a query regarding the policy framework the Head of Corporate Services explained that for some strategies and policies it was discretionary as to whether there were reported to Council, whereas some others on the list no longer existed. Therefore the list had been updated to reflect this.

The Board queried why the revisions to the Constitution did not include references to the Council operating the Leader and Cabinet model. The Head of Corporate Services explained that this arrangement had been dealt with separately as it came about from legislative requirements, and not as a result of the Constitution review. He added that this matter would result in changes to the Constitution and that it would be reported to Cabinet and Council as and when necessary. .

With regard to Member Panels and Working Groups, Members were concerned that an agreement between group leaders regarding minority parties witnessing procedures had not been included. It was agreed that the agreement was still in place and would be referred to as a protocol within the Constitution.

The Board considered in detail the matter of introducing a public questions facility at full Council meetings. Following a question on the deliberations of the Member Panel the Chairman explained that some Members had felt that it was their role to ask questions on behalf of the community whereas others had felt it gave the public more engagement with the Council. Having considered this issue the Board agreed to recommend the introduction of public questions to Cabinet and requested this be reflected in the Cabinet report.

In conclusion the Chairman stated that following the review and Cabinet and Council's decisions further training was required in order that Councillors understood the Constitution. In line with this the Member Panel had requested that the Member Development Group considered its report and this was reflected in the recommendations.

Having considered the report of the Constitution Review Member Panel the Performance Management Board AGREED the following recommendations to Cabinet:

- A) the amendments to the Council's Constitution set out within the following draft documents:
Part 1 - Summary and explanation – **Appendix 1**
Part 2 - Articles 1 to 16 – **Appendix 2**
(Only Articles 1, 2, 3, 4, 5, 6, 9, 13, 14 and 15 have been amended. As there are no changes to Articles 7, 8, 10, 11, 12 and 16 these are not included in appendix 2)
Part 4 – Rules of Procedure – Council Procedure Rules only – **Appendix 3**
Part 4 – Rules of Procedure – Overview and Scrutiny Procedure Rules (from Paragraph 16 (Call-in) onwards only) – **Appendix 4**
(Note: The amended text is underlined within the text of each appendix but not in appendix 4 as this is replacement text)
Part 3 – Responsibility for functions recommendation C (ii) below sets out the proposal that a separate review of this to be undertaken.
Part 5 – Codes and Protocols and Part 6 – Members Allowances are not included as no changes have been proposed.
- B) the introduction of a public questions facility with the necessary text being added to the Constitution to reflect this
- C) that the Head of Corporate Services be requested to review (i) the terms of reference for the Employment Appeals Committee and the Officer Employment Procedure Rules, Part 4 – Rules of Procedure and (ii) Part 3 – Responsibility for functions and Article 12 – Officers; and report the findings of these reviews to the necessary Council Committees.
- D) that the Member Development Group be asked to consider the Member Panel's report in order to determine areas where training and development would assist in increasing awareness and understanding of the revised Constitution and its operation.

The meeting closed at 9.05 pm.

REPORT OF THE LEISURE CONTRACTS MANAGER

Summary

1. This is the first time that an annual report for the East Leake Leisure Centre has been brought to the Performance Management Board for consideration. This comes following agreement with the leisure operator, Carillion plc, to continue the operation of the Leisure Centre for a four year period up to September 2013.
2. The budget for the East Leake site includes the PFI unitary payment of £286,344, NNDR payment of £88,110, utilities at £100,920 and a management fee of £90,000. The performance measures have been drawn up since the new agreement was put in place which ensures that the Council's ambitions for leisure services across the Borough also apply to this contract. These performance measures include: minimum annual usage of 180,000; customer satisfaction surveys with a 70% satisfaction target; broad range of activities to include holiday activity programmes.
3. The governance arrangements and performance measures are monitored throughout the year by a Strategic Board chaired by Councillor Fearon (Cabinet Community Portfolio Holder). In addition to these quarterly meetings there are monthly meetings between the Leisure Centre Manager and the Council's Leisure Contracts Manager.

Leisure Contracts Manager Comments

4. Whilst East Leake Leisure Centre is costly to operate, in comparison with other leisure centres in Rushcliffe, the quality of service provided in this relatively new facility is excellent. There is a frustration that, as a stand alone site, staff may not always have the benefit of learning from others or taking part in larger promotional activities which may help further improve the operation and service to customers.
5. The management of utilities and consequent costs, are another area where it is felt that improvements can be made. Plans are in place to install a pool cover and equipment in the plant room that will have a direct impact on reducing energy consumption, but these items are not yet in place. This is due to delays in amending the complex PFI contractual arrangements requiring the agreement of several parties.

6. Carillion staff will make a presentation at the meeting detailing the performance of the Leisure Centre in 2010.

Recommendation

It is RECOMMENDED that the Board note the performance of the East Leake Leisure Centre in achieving the agreed improved usage targets.

Financial Comments

The budget for 2010/11 includes provision for the sums included in paragraph 2 and they are included as ongoing costs in the Financial Strategy for 2011/12 to 215/16.

Section 17 Crime and Disorder Act

No implications arising from this report

Diversity

No implications arising from this report

Background Papers Available for Inspection:

REPORT OF THE HEAD OF COMMUNITY SHAPING

Summary

1. Strategic Task 3 within the Corporate Strategy is to *“develop the climate change action plan by March 2008 and to deliver the tasks within the action plan by March 2020.”*
2. On 9 February 2010 Cabinet approved the Climate Change Action Plan and Strategy noting that further work be undertaken to prioritise the tasks within the action plan having regard to their impact and the resources required for delivery.
3. This report presents the updated Climate Change Action Plan to Members for their consideration and questions.

Recommendation

It is RECOMMENDED that the Performance Management Board endorses the work undertaken to implement the climate change action plan to date

Background

4. Strategic Task 3 within the Corporate Strategy is to *“develop the climate change action plan by March 2008 and to deliver the tasks within the action plan by March 2020”* which is part of the Council’s priority to help deliver a sustainable environment.
5. On 20 April 2009 the Place Shaping and Community Engagement Group agreed to set up a Member Panel to oversee the development and implementation of the Climate Change Strategy and Action Plan. The Member Panel met on four occasions to oversee the work of the officer group and Energy Saving Trust in developing the strategy and action plan. The strategy and action plan was then presented to the Community Development Group in January 2010 for their endorsement before being approved by Cabinet in February 2010.
6. The strategy set out the reasons why a strategy was needed, what the main contributors were, the Council’s key challenges, the Council’s successes so far and its approach to tackling climate change in the future. The action plan was clearly set out into four key areas of focus, these were:
 - Strategy (including strategic approach, resources and political/corporate support)

- Services (including business engagement, social housing, private sector housing, energy advice, planning policy and building regulations)
 - Community Leadership (including community planning, community and partnership engagement, schools and transport)
 - Own Estate (including procurement, own buildings and transport.)
7. With the agreement of the officer group each action had a designated responsible officer or group of officers, a timescale and a section on resources.
 8. Following on from Cabinet in February 2010 further work was undertaken to prioritise the action plan as requested by Members.

Climate Change Action Plan

9. In the last 12 months the officer group who lead on the implementation of the action plan have met on three occasions to update on progress. The action plan has now been uploaded onto Covalent, the Borough Council's Performance Management Framework and Members are asked to consider the action plan alongside this report.
10. At the end of January 2011 42% of all actions have been completed. For Member consideration the action plan clearly sets out actions completed, actions started and actions not yet started.
11. Key areas of work completed within the action plan include:
 - A strong strategic approach in place, including political and senior management support for the implementation of the action plan. Additionally officers meet frequently to progress the implementation of the action plan.
 - Following on from the successful rollout of the Greening Campaign in Kinoulton we have supported them on the Marches Energy Agency Low Carbon Community Project.
 - An energy monitor loan scheme, provided as part of the energy efficiency grant has been rolled out in libraries across Rushcliffe, this has proved to be very popular with residents.
 - The promotion of local food through farmers markets, a Community Farming initiative being developed at Screveton by Transition West Bridgford and most recently a community food grant launched in January 2011 with funding from the Rushcliffe Community Partnership.
 - Encouraging local communities to develop renewable schemes. Solar Rushcliffe have provided advice to 225 property owners to date.
 - In partnership with the Carbon Trust, we have developed a draft Carbon Management Plan. This sets out the Borough Council's approach to reducing our own carbon emissions, including actions already undertaken and actions to be considered for the future. The draft action plan sets a target to lower emissions by 15% by 2015. It is intended that Members will have the opportunity to scrutinise the Carbon Management Plan via the Community Development Group.

12. In addition to the above, work is underway to:

- Further develop the Carbon Management Plan, including setting challenging but realistic targets, whilst considering how best we can reduce our emissions in a realistic and cost effective way
- To consider producing our own renewable energy. We have recently received a report from Solar Rushcliffe on the potential to use photo voltaics panels on Council owned buildings and this is currently being considered by officers
- Further strengthen the partnership with registered social landlords, specifically Spirita as the main provider of affordable housing in our area, to meet SAP targets and ensure opportunistic energy work is undertaken as part of work programmes
- Secure external funding wherever possible to assist our communities. The Council has assisted communities in securing funding of £60,000, including £46,000 to fund Greening Campaigns across Rushcliffe, Broxtowe and Newark and Sherwood
- Investigate options to produce and use bio-fuels produced from waste for the Council fleet. A trial of bio-methane fuelled refuse trucks is currently underway

13. The action plan is due for completion by March 2020 and there are still actions to complete:

- To develop a Climate Change Adaptation Plan, we have received support from 'Climate Change East Midlands' and work is due to start next month
- To agree the Carbon Management Plan and proceed with implementation
- To introduce incentives for exemplar/zero energy developments
- To include a climate change impact assessment for all major project plans, business cases and committee reports
- To ensure that fuel poverty is effectively targeted, a project is currently in development with the Health Development Officer as part of a joint partnership approach through the Rushcliffe Community Partnership.

Conclusion

14. A good deal of work has already taken place to implement the Climate Change Action Plan and the action plan is on target for completion by March 2020.

Financial Comments

Officers have considered resource implications for each action within the plan, the majority of actions will be completed with no additional financial requirement.

Section 17 Crime and Disorder Act

No Section 17 implications.

Diversity

Diversity is taken into consideration in the relevant actions throughout the plan.

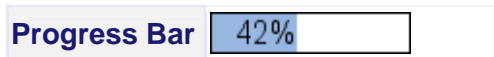
Background Papers Available for Inspection: Climate Change Action Plan

Update report for Climate Change Action Plan – Jan 2011














Generated on: 27 January 2011




























Action Code & Title	CCAP 2009-20 Climate Change Action Plan 2009 - 2020
Description	Climate Change Action Plan 2009 - 2020



















Actions Completed		
CC 1.01 Adopt a strategic approach that cuts across all aspects of estate management, service delivery and community leadership, with sustainable energy use recognised as a priority.	Climate Change Strategy and action plan adopted at Cabinet on 9 Feb 2010	
CC 1.03 Ensure that a cross-council system is in place for gathering data relating to sustainable energy	Council operations are monitored as part of NI 185; Housing stock data (plus travel and business) is produced by central government as part of NI186. Planning Application are monitored by the Environmental Sustainability Officer	
CC 1.05 Link up with the County Council and neighbouring districts to develop campaigns in partnership	The Nottinghamshire Climate Change Partnership provides this action	
CC 1.06 Establish a cross-service energy/climate change group	This is implemented by the climate change strategy officers group	
CC 1.08 Robustly champion energy issues with commitment by SMT and Cabinet Portfolio Holder.	Cllr D Mason is Cabinet Portfolio Holder for Environment. DCE for Community Shaping is responsible for the Climate Change Strategy. PMB has oversight for the climate change strategy.	
CC 1.09 Consider making a commitment to becoming a carbon neutral organisation	Not appropriate at this time - work to reduce carbon emissions has been planned through the Carbon Management Plan	
CC 1.14 Consider as part of the budget process that any savings made from investing in energy efficiency are reinvested in sustainable energy.	Only likely in the long term. Possibly as part of investment in any future property. No further action at this time	
CC 2.02 Investigate working with housing support providers to provide furniture / white goods reuse and recycling	Alternative collection providers are promoted on RBC website for items in good and or working condition. RBC Bulky waste collection service also provided	
CC 2.14 Ensure that staff follow the domestic energy efficiency advice code of practice.	Energy advice provided by EST	
CC 2.21 Ensure that planners, building control officers and developers are all working in partnership	A cross departmental group from Development Control, Building Control and Policy and Design meet regularly.	







CC 2.26 Consider introducing a specific programme for promoting sustainable energy to minority communities and signpost residents support services.	EST provide support services to all Rushcliffe residents	
CC 2.27 Consider doing a mailing to residents in Energy Saving Trust identified hotspot areas	Work carried out via NI187 work	
CC 3.01 Identify energy/climate change as a priority issue in the community plan and link to the Climate Change action plan.	Climate change is a priority in the revised community strategy and within the Environment action plan	
CC 3.02 Engage with other local authorities and regional bodies to promote sustainable energy.	RBC engages with other authorities through LAEP and Nottinghamshire Climate Change Partnership	
CC 3.03 Council officers should actively work in partnership with local community groups	This will remain ongoing	
CC 3.04 Key officers should join the Energy Saving Trust's community programme.	Paul Phillips and Sheila Hood are part of this scheme	
CC 3.05 Nominate a 'Low Carbon Community'	Kinoulton supported on MEA Low Carbon Community Project as part of Greening Campaign stage 2.	
CC 3.06 Promote smart meters and energy saving devices to residents and businesses	Energy Monitors provided as part of the Energy Efficiency Grant Energy monitor loan scheme in Rushcliffe libraries launched in July 09. Light bulb library available to compare bulbs – this has been demonstrated at events, stand by plugs available and distributed at events.	
CC 3.09 Promote local food	This will have ongoing actions Keyworth Farmers Market being established. A Community Farming initiative being developed at Screveton by Transition West Bridgford. A Community Food Grant has been launched in Jan 2011, through Rushcliffe Community Partnership	
CC 3.10 Consider obtaining heat maps / surveys for the district	Not likely to be taken forward at this time	
CC 3.11 Work with schools to help raise awareness of energy issues	This will have ongoing actions	
CC 3.12 Promote existing sustainability resources for schools	Part of ongoing work - no further action at this time	
CC 3.18 Work with schools and the County Council to develop school travel plans.	Eco-schools are promoted by RBC, this encourages school travel plans	




CC 3.14 Encourage the local community to develop community renewable schemes and/or energy services companies.	Ongoing action. Solar Rushcliffe have provided advice to 225 property owners to date. The Small Hydro Company Ltd have submitted a planning application for a hydro electric plant at Land North East Of Trent Wharf, Trent Lane, East Bridgford (Application: 10/00577/FUL) East Bridgford Community Energy IPS Ltd has been formed and is seeking to find land to erect a wind turbine (www.eastbridgfordwindturbine.org.uk)	
CC 4.01 Introduce procurement policies that ensure sustainable energy is maximised	The procurement strategy already covers this issue and sustainability is included on any large procurement. Existing contracts will not be reviewed, but sustainability will be included when contracts are renewed in line with the strategy.	
CC 4.02 Encourage sustainability amongst subcontractors	The procurement strategy already covers this issue and sustainability is included on any large procurement. Existing contracts will not be reviewed, but sustainability will be included when contracts are renewed in line with the strategy.	
CC 4.04 Spend 10% of the Council's total energy expenditure on sustainable energy.	All our electricity is from 'Green' tariffs. Continue to investigate sourcing of 'sustainable' gas – not currently available.	
CC 4.06 Ensure compliance with the EU Energy Performance of Buildings Directive	This is in place	
CC 4.09 Seek advice and support from the Carbon Trust.	Council has worked with Carbon Trust to produce a Carbon Management Plan.	
CC 4.10 Investigate taking part in the Carbon Trust's local authority carbon management programme.	Carbon Management Plan produced Jan 2011.	
Actions Started		
CC 1.02 Consider setting targets and a timescale for reducing energy consumption across its own estate service delivery and throughout the wider community.	Draft Target - Carbon reduction target of 15% by 2015 and a further 15% by 2020 (total 40% by 2020), from a 2009-2010 baseline, set through the Carbon Management Plan	
CC 1.04 Work with their local Energy Saving Trust advice centre and similar organisations to investigate how they can help meet targets	RBC continues to work with EST and with MEA through the LAEP Awareness raising has been carried out in Rushcliffe Reports and on the internet.	
CC 1.07 Appoint energy champions in each service area	PP to produce a brief for energy champions and seek volunteers from each section. Article to be put in staff matters	
CC 1.16 Undertake a staff training needs analysis and raise staff awareness.	Driver training already done. Energy champions and health champions could raise awareness.	
CC 2.01 Promote energy efficiency as a factor in business performance	Climate Change business engagement provided through LSP Business Partnership and Nottinghamshire Climate Change Partnership e.g. Carbon Clubs project	

CC 2.03 Investigate business recycling services	Separate business case detailing costs and service viability is being considered by SMT	
CC 2.04 Strengthen partnerships with RSLs to promote energy efficiency	Climate Change raised at the (Housing?) Strategic Development meeting held 11 Jan 2011. Following this meeting the Climate Change Strategy and Action Plan has been emailed to Paul Barratt (Assistant Asset Management Director - Spirita)	
CC 2.05 Encourage RSLs to specify integrated packages of improvement measures	This is already done in Spirita's case and should be expanded as required	
CC 2.06 Ensure opportunistic energy work is included in repair and maintenance programmes and void repairs.	This is already done in Spirita's case and should be expanded, to be part of any new agreements with RSLs	
CC 2.07 Monitor RSLs and record on a dedicated database	Consider data protection issues	
CC 2.08 Encourage RSLs to introduce minimum and average SAP targets and set targets to improve their stock.	Spirita well on the way to SAP targets, no info on other RSLs.	
CC 2.09 Encourage RSLs to introduce a programme of improving hard to treat properties to achieve SAP target.	There is funding through British Gas for solid wall insulation and Westville are trying to make contact with respect to this	
CC 2.10 Encourage RSLs to ensure that adequate energy efficiency advice and signposting is provided for their tenants.		
CC 2.11 Introduce a specific programme for tackling privately rented housing	Advice available via website. Environmental Health Enforcement Officers also provide advice.	
CC 2.12 Consider setting up a bulk discount, council tax rebate, grant or loan scheme to help persuade private sector householders to invest in sustainable energy	Insulation scheme for Nottinghamshire being developed by LEAP. Managing Agent to be recruited by tender.	
CC 2.13 Consider how it could target those dwellings considered to be 'hard to treat'	Have identified 34 households who are interested in solid wall insulation but do not receive state benefits. The Energy Efficiency grant which was increased to a max of £5000 to accommodate this type of measure is not now available as money has been withdrawn.	
CC 2.15 Secure external funding to improve sustainability and access support services.	Greening campaign funded through EM-IEP. EST support gained through the '1 to 1' programme. Funding can support work with RSL's, Parishes, community organisations etc MEA have 'banish inefficient community buildings' fund Carbon Trust Carbon Management programme funded through EM-IEP	
CC 2.16 Use the planning system to drive higher standards in existing dwellings.	Development Control negotiate higher standards with developers where ever possible. Sustainable developer guide available via website. Edwalton Development includes sustainable choices.	

CC 2.17 Encourage microgeneration on houses.	See also 2.16 Solar Rushcliffe Project promoting PV solar for households in Rushcliffe (a joint RBC / Transition West Bridgford project). 225 households provided with advice to date	
CC 2.18 Where council property or land is being released for development, the Council should consider requiring high standards for energy or carbon neutral development.	Planning Policy Documents still in development, to include energy standards / no council owned land being release at this time	
CC 2.19 Ensure the planning committee is trained on sustainable energy issues.	Ongoing training is provided to the planning committee, check if sustainable energy issues training received this year. Pick up with Dan Swaine	
CC 2.20 Use the planning system to reduce car dependency.	See also 2.16 Environmental Health promote travel plans within large developments as part of the AQMA action plan Edwalton development includes sustainable choices.	
CC 2.22 Ensure that planning officers are proactively disseminating information on energy efficiency and sustainable energy	See also 2.16	
CC 2.23 Ensure Part L assessment is fully integrated in enforcement activity.	Training for officers, plus agents and architects completed.	
CC 2.24 Officers should actively assist and guide clients in energy efficiency measures	Have appropriate guidance / publicity available and signpost to information (e.g. EST, Sustainable Developers Guide).	
CC 2.25 Building control officers should promote sustainable energy to all those applying for building control approval.	See 2.22 and 2.24	
CC 3.07 Consult with the community to inform the development of potential projects for community wide action.	Through Rushcliffe Environmental Partnership and ongoing LSP consultation and LDF process	
CC 3.08 Promote local tourism	Some tourism promotion ongoing. Could be developed to promote 'Holiday @ Home' opportunities	
CC 3.13 Work to reduce car dependency, increase car sharing, public transport, cycling and walking	NCC consulted on the LTP in the summer 2010. Environmental Health met with NCC in November 2010	
CC 4.03 Ensure adequate energy management is provided.	Asset management group assisting – data supplied by relevant service areas	

CC 4.05 Consider producing own renewable energy.	Part of Asset review and Carbon Management Programme Council passed motion to investigate opportunity for using assets to generate energy in Sept 2010. CHP at Leisure Centres to be considered. Consider if Methane from landfill near Arena suitable for use. NCC fitted woodchip boilers but this can have air quality issues. Survey of PV potential on assets produced by Solar Rushcliffe Dec 2010.	
CC 4.07 Introduce a SMART travel plan	Travel Plan needs updating and re-invigorating Secure bike shed, changing facilities, showers and lockers are already available - Introduce a wages deduction scheme for cycle and bus pass purchase	
CC 4.08 Support 'green fleet' initiatives	Trial of Bio-Methane fuelled Refuse Truck underway.	
CC 4.12 Use intelligent metering and feedback to energy users.	SMART meters are being installed at Civic Centre and Depot (capital cost £5k approx)	
CC 4.13 Encourage staff to use more efficient vehicles/ alternative travel for work	Wage deduction scheme being considered for cycle purchase and bus ticket purchasing. Mileage rate to be reviewed. Pool cars to be considered.	
CC 4.15 Investigate option to produce and use bio-fuels produced from waste for the council fleet	A trial of a Bio-Methane fuelled Refuse Truck is underway.	
Actions not yet started		
CC 1.10 Investigate starting most council meetings at 6pm to take advantage of daylight.	Paul Phillips to contact Dan Swaine	
CC 1.11 Develop a climate change adaptation plan	Support from 'Climate East Midlands' leading to work in this area is planned for February 2011	
CC 1.12 Investigate establishing a carbon offset scheme in Rushcliffe	Paul Phillips to investigate what may be possible.	
CC 1.13 Investigate options for improved branding and communication for tackling climate change in the Borough	Paul Phillips to contact Nicky Mee	
CC 1.15 Include a climate change impact assessment for all major project plans / business cases / committee reports.	To be investigated. Would assist with NI185 and NI 188	
CC 2.28 Introduce incentives for exemplar/zero energy developments.	May be possibility to develop flexibility on planning policy to provide exception scheme for zero carbon properties - to be discussed with Richard Mapletoft. A one year rebate on council tax could be provided for properties installing carbon reduction measures, to be discussed with Jane Wilson.	
CC 3.15 Consider providing a thermal camera service	EST have purchased a camera. Possibility they could provide this service if funding could be found	

CC 3.16 Consider establishing new woodland parks and a green burial site	Seek opportunities through development management	
CC 3.17 Work in partnership with the LSP to ensure fuel poverty is tackled	Project in development with health providers	
CC 3.19 Work with local businesses and residents to promote business / personal travel plans and greenfleet reviews.	High Priority for LSP theme group	
CC 3.20 Consider introducing fiscal and other measures to encourage reduced car use and cleaner car purchase	Members stated that measures should be positive incentives and should include education e.g. tax exempt vehicles (with appropriate exemption tax disk) could be exempt from parking charges. Could also provide electric car, charging point.	
CC 4.11 Assign energy costs to buildings, based on actual use with reduction targets set, monitored and published.	Requires SMART metering and get remote monitoring and targeting capability – see 4.12	
CC 4.14 Replace the official civic car with a low carbon or hybrid model.		

Action Status	
	Unassigned; Not Started; Check Progress
	Resuming; In Progress; Assigned
	Completed; No Further Progress

Abbreviations

AQMA	Air Quality Management Area
CAA	Comprehensive Area Assessment
CHP	Combined Heat and Power
DCE	Deputy Chief Executive
EMAS	Environmental Management and Audit System
EM-IEP	East Midlands – Improvement and Efficiency Partnership
EST	Energy Saving Trust
EU	European Union
LAA	Local Area Agreement
LDF	Local Development Framework
LAEP	Local Authorities Energy Partnership
LSP	Local Strategic Partnership
LTP	Local Transport Plan
MEA	Marches Energy Agency
NCC	Nottinghamshire County Council
NEP	Nottingham Energy Partnership
NI's	National Indicator's
NI185	National Indicator - CO2 reduction from Local Authority operations
NI186	National Indicator - Per capita CO2 emissions in the Local Authority area
NI187	National Indicator - Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating
NI188	National Indicator - Adapting to climate change
PV	Photo Voltaic
RBC	Rushcliffe Borough Council
RSL	Registered Social Landlord
SAP	Standard Assessment Procedure [for dwellings energy rating]
SMART	Specific, Measurable, Attainable, Realistic, Time bound
SMT	Senior Management Team



PERFORMANCE MANAGEMENT BOARD

21 FEBRUARY 2011

PERFORMANCE MONITORING – QUARTER 3 –
2010/11

7

REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

Corporate Scorecard

1. In line with the Council's Performance Management Framework, this report provides a summary of the Council's performance for quarter three 2010/11.
2. The corporate scorecard, **Appendix 1**, includes national and locally developed indicators, detailed progress reports for each of the 8 strategic tasks, summary revenue and capital monitoring, corporate performance in relation to sickness absence and a progress schedule for the Equality Impact Assessments. Members should note that the financial summaries are intended to provide an overview and to strengthen the link between performance and budgets. Responsibility for budget monitoring and financial scrutiny remains with the Corporate Governance Group.
3. Following the good practice established by the Performance Management Board, exceptions and highlights have been identified in the corporate scorecard and are supported by comments from the relevant Head of Service.

Recommendation

It is **RECOMMENDED** that the Performance Management Board consider the identified exceptions.

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

Corporate Performance Monitoring



Summary

Strategic Tasks

Of the 8 Strategic tasks:

- 7 are Green and on target to be completed within timescale
- 1 is Amber and with some corrective action should meet the target
- 0 are Red and will not meet target

Performance Indicators

Of the 53 Indicators on the corporate scorecard:

- 3 have been identified as exceptions and 7 have been identified as highlights
- 22 indicators have a positive trend or have met their target at this point of 2010/11

Sickness

The level of corporate sickness is 6.98 days compared to 7.45 days in quarter 3 2009/10, and 10.14 days at the end of 2009/10.

Finance

Revenue and Capital spending for Quarter 3 2010/11 is on track, expenditure is in line with budgets.

Equality Impact Assessments

The schedule of Equality Impact Assessments has been revised and adjusted to 30 assessments due this year; 14 assessments have been completed to date.


Strategic Tasks Summary


Strategic task on track		Strategic task is at risk of not delivering on time and/or the required level of outcomes		Strategic task is unlikely to deliver on time and/or the required level of outcomes without corrective action	
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Ref		W.I.P	Completed	Ref		W.I.P	Completed
02	Approve the Local Development Framework	☑		10	Deliver Area-based initiatives to reduce crime and antisocial behaviour	☑	
03	Deliver Climate Change Strategy and associated Action Plan	☑		11	Work more closely with Town and Parish Councils	☑	
06	Introduce a 'hub and spoke' approach to customer access across the borough	☑		12	Work with partners to develop opportunities for children and young people to help them discover and achieve their potential	☑	
07	Contribute to the development and achievement of the Nottinghamshire Local Area Agreement	☑		13	Deliver the Rushcliffe Play Strategy	☑	
TOTAL						8	0

Strategic Tasks


<i>ST 2 Project</i>	<i>Source / Issue</i>	<i>Success measurement</i>	<i>Lead officer</i>	<i>Target date</i>	
Approve the Local Development Framework (LDF)	It is a statutory requirement. There is a need for local policy to influence where development takes place and limit its environmental impact. Progressing the LDF in accordance with the timetable specified in the Local Development Scheme	Implement the Local Development Framework, including: A Council Local Development Core Strategy	Richard Mapletoft	July 2010 December 2012	
<i>Timeline</i>	<i>Progress</i>	<i>Priority</i>	<i>Reporting to</i>	<i>Referred to</i>	
<p>w/c 15th June 2009 - Issues and Options consultation</p> <p>w/c 15th February 2010 - 'Options for Consultation'</p> <p>Date to be confirmed – Pre-Submission draft for consultation</p> <p>Date to be confirmed - Submission of Core Strategy to the Secretary of State</p> <p>Date to be confirmed - Hearing Sessions</p> <p>Date to be confirmed - Inspector's Report received</p>	<p>Work on the Rushcliffe Core Strategy is presently focusing on:</p> <ul style="list-style-type: none"> - developing an approach to identifying housing need; and - preparing for the next version of the Core Strategy. <p>Work has been commissioned to undertake household projection modelling covering Nottinghamshire and Derbyshire in order to help establish new housing requirements for each district. The results are due early 2011. This work will help to inform the preparation of planning proposals for new housing growth.</p> <p>In progressing Rushcliffe's Core Strategy, it is planned that during the first half of 2011 there should be open public engagement in order to enable local communities to outline their general attitudes, aspirations and issues in relation to housing growth. After this, there would be more specific engagement on new housing/growth options late summer 2011, with publication of a final draft plan in early 2012.</p>	Sustainable Environment	Local Development Framework group	Cabinet/Council	


<i>ST 3 Project</i>	<i>Source / Issue</i>	<i>Success measurement</i>	<i>Lead officer</i>	<i>Target date</i>	
Deliver Climate Change Strategy and associated Action Plan	Rushcliffe residents playing their part in preserving the environment for future generations	Action Plan developed by March 2008 Action Plan delivered by March 2020	Charlotte McGraw	March 2020	
<i>Timeline</i>	<i>Progress</i>	<i>Priority</i>	<i>Reporting to</i>	<i>Referred to</i>	
March 2010 – Strategy and action plan are formulated	The Council is making good progress on this action and officers have been developing a carbon management plan for the Council's properties and fleet.	Sustainable Environment	Community Development	Cabinet	
February 2011 – PMB to monitor	This task will be scrutinised by the PMB in February, this is a separate report on the agenda.				

<i>ST 6 Project</i>	<i>Source / Issue</i>	<i>Success measurement</i>	<i>Lead officer</i>	<i>Target date</i>
Introduce a 'hub and spoke' approach to customer access across the borough	Better access to a larger range of public services in the communities where people live and work	<ul style="list-style-type: none"> West Bridgford Community Hub operational by January 2009 Local service access points in operation by March 2011 Increased satisfaction with the range of services on offer (baseline to be established) 	Dave Mitchell	March 2011 
<i>Timeline</i>	<i>Progress</i>	<i>Priority</i>	<i>Reporting to</i>	<i>Referred to</i>
<p>December 2010 - Introduce shared customer service centre in partnership with Police at WB Police Station</p> <p>March 2011 - Develop a full time rural customer access point in partnership with the Police</p>	<p>Rushcliffe Community Contact Centre</p> <p>In early December 2010, Bodill Construction, the main contractor, was six weeks into the fourteen week project when it went into administration. The partners worked with the administrator KPMG to work out the best way forward. The issue was promptly resolved and a new contractor, Hilton's, was appointed. Hilton's started working on site on 20 December 2010. Before this, it was envisaged that the joint venture would be open to the public in mid-February 2011, but the latest information suggests that construction will be completed on 11 March and the centre will open on 4 April 2011. To date, £173,000 has been spent against the capital budget and £22,000 of the revenue budget. Overall, the project is still on course for a £100,000 underspend.</p> <p>Three of the NIE¹G grant milestones have been met and £85,000 of the £100,000 has been claimed. HR aspects of the project are continuing to progress well. Uniforms have been approved and ordered. Rotas have been developed, consulted on and issued to staff. Key supporting partnership documents (data sharing, data processing and local manual) are being finalised. RBC staff are being trained on the Police services and systems. Communication has been in accordance with the Project Communications Strategy and will now start to increase during the lead up to the opening date.</p> <p>The Customer Service Centre Partnership Working Group met on 26 January 2011. The Group considered and supported the proposed revised opening date for the centre, the external signage, uniforms and general update on the project.</p> <p>£450,000 of the capital budget has been moved to 2011/12 to support the further delivery of rural customer access points.</p>	<p>Partnership Working</p> <p>High Quality Services</p>	<p>Partnership Delivery Group</p>	<p>Cabinet</p>

¹ NIEG = Nottinghamshire Improvement and Efficiency Group

<i>ST 7 Project</i>		<i>Source / Issue</i>	<i>Success measurement</i>	<i>Lead officer</i>	<i>Target date</i>
Contribute to the development and achievement of the Nottinghamshire Local Area Agreement (LAA)		High quality, value for money services delivered to residents	<ul style="list-style-type: none"> • New LAA published by June 2008 • Achievement of stretch targets by June 2011 	Charlotte McGraw	June 2011
<i>Timeline</i>	<i>Progress</i>		<i>Priority</i>	<i>Reporting to</i>	<i>Referred to</i>
	<p>The reward grant of £345,000 has been received for 2009/10. It is half capital and half revenue. We do not expect any further reward grant. Projects must benefit Rushcliffe and link in with the priorities of the Local Strategic Partnership as well as an overarching theme of tackling the recession.</p> <p>The targets in the LAA (Local Area Agreement) are being reviewed/revised following the change in central government administration to see which ones we will keep.</p> <p>A report on the final closure of the LAA is anticipated after March 2011.</p>		Partnership Working	Partnership Delivery Group	Cabinet

<i>ST 10 Project</i>	<i>Source / Issue</i>	<i>Success measurement</i>	<i>Lead officer</i>	<i>Target date</i>
Deliver Area-based initiatives to reduce crime and anti-social behaviour	Reduced crime leading to greater feelings of safety in the Borough	Targets for ASB, criminal damage, violent crime, acquisitive crime burglary and business crime met in agreed areas by March 2011	Charlotte McGraw	March 2011 
<i>Timeline</i>	<i>Progress</i>	<i>Priority</i>	<i>Reporting to</i>	<i>Referred to</i>
	<p>Trent Bridge week of action was held 13-17 December 2010. Highlights included Ken Clarke's visit and promoting awareness of house burglaries and car crime in the run up to Christmas.</p> <p>Police horses on the bridges across the River Trent to deter potential perpetrators.</p> <p>Trent Bridge has seen crime reductions in house burglaries since the introduction of operation cipher - high viz patrols on the bridges, Patrick Road, Henry Road and George Road.</p> <p>Community Safety team has done more awareness raising in Asda, Church Croft (Spirita) and given away more solar powered security lights.</p> <p>Cotgrave - week of action planned for 14-18 March 2011. There will be a plan put together for the week with all agencies taking part.</p> <p>The Community Safety Partnership was scrutinised by the Partnership Delivery Group on 13 January when Members praised the work of the partnership in light of the stretching targets set.</p>	<p>Partnership Working</p> <p>Crime and Anti-social Behaviour</p>	Partnership Delivery Group	Cabinet

<i>ST 11 Project</i>	<i>Source / Issue</i>	<i>Success measurement</i>	<i>Lead officer</i>	<i>Target date</i>
Work more closely with Town and Parish Councils	<ul style="list-style-type: none"> • Greater levels of engagement at the lowest levels of democracy • Better representation through Town and Parish Councils 	<ul style="list-style-type: none"> • Larger number of town and parish councils gaining 'Quality' status • Increase in the number of Parish Plans produced • Increase in the levels of satisfaction of Town and Parish Councils with their relationship with the Borough Council 	Charlotte McGraw	December 2011
				
<i>Timeline</i>	<i>Progress</i>	<i>Priority</i>	<i>Reporting to</i>	<i>Referred to</i>
January 2011 – End of consultation period	The last forum was held on 7 February on the subject of elections, neighbourhood planning and being a Councillor.	Partnership Working	Partnership Delivery Group	Cabinet
February 2011 – Parish forum	It is planned to hold the annual conference in June.	Community involvement		

<i>ST 12 Project</i>	<i>Source / Issue</i>	<i>Success measurement</i>	<i>Lead officer</i>	<i>Target date</i>
Work with partners to develop opportunities for children and young people to help them discover and achieve their potential	Increased development opportunities for children and young people	<ul style="list-style-type: none"> Action plan delivered by March 2011 Established measurable outcomes 	Charlotte McGraw	March 2011
<i>Timeline</i>	<i>Progress</i>	<i>Priority</i>	<i>Reporting to</i>	<i>Referred to</i>
	<p>The Sports Unlimited programme has seen 960 attendances during October and November in weekly coaching sessions in the following activities; street-dance, gymnastics, multi-sport, rugby, martial arts, lacrosse and squash. The programme is co-ordinated by the Sports Development Officer, but is delivered in partnership with the School Sports Partnership and local sports clubs. Future funding for the School Sports Partnerships is currently under review by the government and is likely to have a significant impact in the future on how programmes such as this can be delivered within the Borough.</p> <p>In partnership with the Rushcliffe Children and Young People Partnership an application for £25,000 has been submitted for Local Area Agreement Reward Grant funding to provide a wide range of low cost activities and educational workshops for children and young people over the next two years. The project is focused around the areas identified as suffering from the most child poverty in the Borough, in line with an emerging County wide Child Poverty Strategy. The outcome of the bid is expected in March 2011.</p> <p>A further application to Sport England is being developed for a wide range of sporting activities for young people aged 14-25 years as part of the Olympic legacy 'Sportivate' programme. There is currently no date set for submissions, but it is anticipated to be around April 2011, with (if successful) delivery to start by the summer.</p>	Partnership Working Community Involvement Children and Young People	Partnership Delivery Group	Cabinet

<i>ST 13 Project</i>	<i>Source / Issue</i>	<i>Success measurement</i>	<i>Lead officer</i>	<i>Target date</i>
Deliver the Rushcliffe Play Strategy	Appropriate play facilities and activities in the borough for children and young people	Percentage of tasks within the strategy delivered	Charlotte McGraw	December 2012
<i>Timeline</i>	<i>Progress</i>	<i>Priority</i>	<i>Reporting to</i>	<i>Referred to</i>
	<p>Consultation has been undertaken for the Bridgford Park Play scheme with a total of 97 responses received via face to face questionnaires undertaken by Community Facility Assistants and an on-line survey.</p> <p>The outcomes of the consultation have shaped the tender brief issued to potential contractors in early January. Examples of consistent comments include the footprint of the play area which is felt to be too small, the strong desire to retain the perimeter fence, the type of underfoot surfacing used, the desire for additional seating and a second entrance gate.</p> <p>It is anticipated that works will commence in March, with completion by the school Easter Holidays.</p>	Children and Young People	Performance Management Board	

Highlights and Exceptions

Performance indicator is above target and performing better than previous years



Performance indicator below target or performing worse than previous years



Performance data has been corrected



↑
Positive Trend

↓
Negative Trend

↔
Neutral Trend

		Ref	2007/08 Out-turn	2008/09 Out-turn	2009/10 Out-turn	2010/11 Quarter 3	Trend	Target 2010/11	Target 2011/12
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	78.57%	52.63%	75.00%	66.67%	↓	70%	70%
Priority 1,6	Percentage of building regulation applications processed within target times	LIPPS19	98.7%	99.5%	98.2%	93.7%	↓	97.0%	97.0%
ENVIRONMENT AND WASTE									
Priority 1	Residual waste per household kg per household	NI 191	New 2008/09	470.0	463.00	338.0	↑	460	457
Priority 1	Improved street and environmental cleanliness (levels of litter)	NI 195a	New 2008/09	2.8%	2.3%	1.5%	↓	2.5%	2.5%
Priority 1	Improved street and environmental cleanliness (levels of detritus)	NI 195b	New 2008/09	5.2%	2.1%	1.2%	↓	5%	5%
Priority 1	Improved street and environmental cleanliness (levels of graffiti)	NI 195c		7.10%	1.3%	1.6%	↓	3%	3%
COMMUNITY SHAPING									
Priority 1	Number of affordable homes delivered	NI 155	New 2008/09	73	67	17	↑	50	60
Priority 6	Number of households living in temporary accommodation	NI 156	New 2008/09	13	11	6.0	↑	30	30

		Ref	2007/08 Out-turn	2008/09 Out-turn	2009/10 Out-turn	2010/11 Quarter 3	Trend	Target 2010/11	Target 2011/12
PARTNERSHIPS AND PERFORMANCE									
Priority 6	Percentage of phone calls answered in 30 seconds	LIPP28	70.3%	71.5%	72.8%	76.67%	↑	73%	75%
REVENUES AND ICT SERVICES									
Priority 6	Percentage of occupancy levels of industrial units	LIRICT08	-	88%	95.56%	97.92%	↑	91%	91%

Indicator	Exception definition	Current Performance	Comment
Processing of planning applications as measured against target for major application types (includes 10 or more houses)	Performance is below target, and has fallen 8.33% since quarter 2 report.	66.67%	In total 18 major applications (10 or more houses) were decided of which 6 did not meet the target time for a decision. This was primarily due to amendments to schemes and negotiating s 106 Agreements. The small number of case means that the percentage in target time can fluctuate significantly.
Percentage of building regulation applications processed within target times	Performance is below target, it has fallen 2.7% since quarter 2 report.	93.7%	Performance is slightly below target due to a need to re-prioritise work pending a small re-organisation of staff and roles. Staff have now been appointed to their new/revised roles and training is underway, which should mean that improvement towards normal levels can be expected in this indicator from February onwards.
Number of affordable homes delivered	There have been 17 completions but the projected target was 38 for quarter 3.	17	<p>Reasons for the missed target are due to the continued slow down in the market. A lot of background work has been undertaken during 2010/11 progressing the larger sites and bringing forward exception site developments but will not see outputs until 2011/12</p> <p>The position looks slightly more optimistic, although still challenging for next year with a proportion of Gotham Road, East Leake (20 units) scheduled to complete</p> <p>Further rural exception site developments should deliver 6 affordable units at Costock and 2 at East Bridgford</p> <p>Work has also commenced at Mill Hill, Bingham with 15 affordable units expected during 2011/12..</p> <p>In the longer term, possible start on site for Sharphill, Edwalton and Cotgrave Colliery, and the completion of the remaining units (21) at Gotham Road East Leake in 2013/14</p>

Performance Indicators

	Ref	2007/08 Out-turn	2008/09 Out-turn	2009/10 Out-turn	2010/11 Quarter 3	Trend	Target 2010/11	Target 2011/12		
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	78.57%	52.63%	75.00%	66.67%	↓	70%	70%	
Priority 6,1	Processing of planning applications as measured against target for minor application types (includes 1-9 houses)	NI 157b	83.37%	78.77%	84.91%	80.42%	↑	80%	80%	
Priority 6,1	Processing of planning applications as measured against target for other application types (includes house extensions)	NI 157c	95.28%	91.98%	93.27%	87.32%	↑	90%	90%	
Priority 6,1	Average number of working days to complete standard land charges	LIPPS06	3.1 days	2.3 days	2.3 days	2.6 days	↓	3.0 days	3.0 days	
Priority 1,6	Percentage of building regulation applications processed within target times	LIPPS19	98.7%	99.5%	98.2%	93.7%	↓	97.0%	97.0%	
ENVIRONMENT AND WASTE										
Priority 1	Residual waste per household kg per household	NI 191	New 2008/09	470.0	463.00	338.0	↑	460	457	
Priority 1	Household waste recycled and composted	NI 192		52.5%	53.6%	52.46%	54.37%	↓	53.8%	53.2%
Priority 1	Improved street and environmental cleanliness (levels of litter)	NI 195a	New 2008/09	2.8%	2.3%	1.5%	↓	2.5%	2.5%	
Priority 1	Improved street and environmental cleanliness (levels of detritus)	NI 195b	New 2008/09	5.2%	2.1%	1.2%	↓	5%	5%	
Priority 1	Improved street and environmental cleanliness (levels of graffiti)	NI 195c		7.10%	1.3%	1.6%	0.7%	↓	3%	3%

		Ref	2007/08 Out-turn	2008/09 Out-turn	2009/10 Out-turn	2010/11 Quarter 3	Trend	Target 2010/11	Target 2011/12
Priority 1	Improved street and environmental cleanliness (levels of fly posting)	NI 195d	1.17%	0.16%	0.0%	0%	↔	2%	2%
Priority 1	Improved street and environmental cleanliness – fly tipping	NI 196	-	Not Effective	Not Effective	Not due	-	Effective	-
Priority 1	Number of household waste collections missed per 100,000 properties	LIEWM07	48.5	41.0	35.0	35.0	↑	35	35
Priority 1	Cost of waste collection per household	LIEWM10	£55.91	£59.18	£58.49	Not due	-	£57.62	£59.06
Priority 6	Percentage of planned high risk food safety interventions completed	LIEWM14	99%	99.2%	100%	77.0%	↔	100%	100%
Priority 6	Percentage of planned low risk food safety interventions completed	LIEWM15	98%	98.8%	100%	64.0%	↔	90%	90%
Priority 1	Number of homes improved to meet the Decent Homes Standard as a result of action influenced by the council	LIEWM25	72	180	209	86	↔	160	160
Priority 1	Number of sites from the Council's contaminated land inspection programme which have been remediated or determined safe	LIEWM26	19	16	20	7	↓	17	17
PARTNERSHIPS AND PERFORMANCE									
Priority 6	Percentage of leisure centre users satisfied or very satisfied with the service	LIPP04	-	80%	83.5%	83.0%	↓	75%	75%
Priority 6	Percentage enquiries dealt with at first point of contact	LIPP12	80.5%	80.1%	87.3%	87.4% August	↓	82%	85%
Priority 6	Number of leisure centre users – public (used to include schools)	LIPP22	-	1,280,555	1,348,881	963,110	↔	1,328,500	1,330,000
Priority 6	Number of Edwalton Golf Course users	LIPP23	77,327	73,011	71,873	61,874	↔	73,000	73,000
Priority 6	Percentage of phone calls answered in 30 seconds	LIPP28	70.3%	71.5%	72.8%	76.67%	↑	73%	75%
Priority 6	Number of complaints received by the council at initial stage	LIPP38	-	New 2009/10	56	62	↓	100	100
Priority 6	Number of complaints received by the council at official stage	LIPP39	-	New 2009/10	10	13	↔	25	25

		Ref	2007/08 Out-turn	2008/09 Out-turn	2009/10 Out-turn	2010/11 Quarter 3	Trend	Target 2010/11	Target 2011/12	
Priority 6	Number of complaints received by the council at review stage	LIPP40	-	New 2009/10	8	8	↔	5	5	
Priority 6	Number of complaints received by the council at ombudsman stage	LIPP41	-	New 2009/10	6	2	↔	0	0	
COMMUNITY SHAPING										
Priority	Adult participation in sport and active recreation	NI 8	New 2008/09	-	27.9%	Not due	-	No target set	No target set	
Priority 3	Serious Acquisitive Crime Rate per 1,000 population	NI 16	New 2008/09	15.53	13.17	8.71	↑	9.82	No target set	
Priority 3	Assault with injury crime rate	NI 20	New 2008/09	3.8	3.6	Not due	-	2.86	No target set	
Priority 3	Repeat incidents of domestic violence	NI 32	New 2008/09	22.64	29.1	Not due		23.3		
Priority 1	Number of affordable homes delivered	NI 155	New 2008/09	73	67	17	↑	50	60	
Priority 6	Number of households living in temporary accommodation	NI 156	New 2008/09	13	11	6.0	↑	30	30	
Priority 6	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	NI 187i	New 2008/09	6%	9%	Not due	-	4%	No target	
Priority 6	Tackling fuel poverty – people receiving income based benefits living in homes with a high energy efficiency rating	NI 187ii	New 2008/09	40.32%	32%	Not due		46%	No target	
Priority 3	Number of burglaries per 1,000 households	LICSH07		19.6	14.08	11.70	7.22	↔	7.87	Link to SNSCP
Priority 3	Number of robberies per 1,000 population	LICSH09		1.07	0.79	0.68	0.48	↔	0.33	Link to SNSCP
Priority 3	Number of vehicle crimes per 1,000 population	LICSH10		19.17	9.17	7.61	5.19	↔	4.37	Link to SNSCP
Priority 6	Percentage of decisions made within 33 working days (on homelessness applications)	LICSH27		86.5%	75.0%	89.0%	82.4%	↑	95%	97%

		Ref	2007/08 Out-turn	2008/09 Out-turn	2009/10 Out-turn	2010/11 Quarter 3	Trend	Target 2010/11	Target 2011/12	
Priority 6	Average length of stay of all households in hostel accommodation	LICSH28	New 2008/09	15 wks	12.5 wks	6.9 wks	↓	8 weeks	8 weeks	
Priority 6	Average length of stay of all households in bed and breakfast accommodation	LICSH29	New 2008/09	3.01 wks	1.32 wks	4.30 wks	↑	1.3 weeks	1.3 weeks	
Priority 2,6	Number of housing advice applicants where homelessness is prevented through improved access to the private rented sector	LICSH34		36	57	41	↓	69	75	
CORPORATE SERVICES										
Priority 1,6	Net additional homes provided	NI 154		493	251	227	Not due	-	No Target	No Target
Priority 6	Percentage of FOI requests dealt with within statutory time limits	LICS34		-	New 2009/10	96.2%	99.0%	↓	95%	95%
Priority 6	Percentage of members attending training events	LICS38	New 2007/08		359	49.0%	50.0%	↑	50%	51%
REVENUES AND ICT SERVICES										
Priority 6	Time taken to process housing benefit/ council tax new claims and change events	NI 181	New 2008/09	No Data	No data	No data		15 days	12 days	
Priority 6	Percentage of occupancy levels of industrial units	LIRICT08		-	88%	95.56%	97.92%	↑	91%	91%
Priority 6	Percentage of council tax collected	LIRICT11		99.0%	99.0%	99.1%	88.1%	↑	98.5%	98.7%
Priority 6	Percentage of Business rates collected	LIRICT12		99.1%	98.70%	98.4%	88.3%	↔	98.0%	98.3%
Priority 6	Speed of processing: Average time for processing new claims	LIRICT14		20.6 days	17.19 days	13.44 days	14.63 days	↓	19 days	15 days
Priority 6	Accuracy of processing claim forms	LIRICT15		99.0%	99.6%	99.2%	Q2 99.2%	↔	98.5%	99%
FINANCIAL SERVICES										
Priority 6	Return on council's investments actual and budgeted	LIFS03	New 2008/09		5.11%	1.92%	1.18%	↓	1.00%	2.50%
Priority 6	Percentage of invoices paid within terms (10 days)	LIFS07		97.7%	99.6%	99.25%	99.7%	↓	99%	99.2%

LIPP12; LIRICT15	Quarter 3 unavailable due to software replacement	LICSH09	Figures adjusted – quarter 2 correct figure is 0.39
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Finance

Revenue Monitoring

Period 09	Profile v Actual to 26/12/10			
	Budget YTD	Actual YTD	Variance (F)/A	Variance %
Community Shaping				
Expenditure	1,586,857	1,366,815	(220,042)	(14)
Income	(561,449)	(506,402)	55,047	10
	1,025,408	860,413	(164,995)	(16)
Corporate Services				
Expenditure	1,614,660	1,544,463	(70,197)	(4)
Income	(29,350)	(33,327)	(3,977)	(14)
	1,585,310	1,511,135	(74,175)	(5)
Finance				
Expenditure	2,439,010	2,427,446	(11,564)	(0)
Income	(199,040)	(205,020)	(5,980)	(3)
	2,239,970	2,222,426	(17,544)	(1)
Partnerships & Performance				
Expenditure	1,834,113	1,778,309	(55,804)	(3)
Income	(570,820)	(561,713)	9,107	2
	1,263,293	1,216,596	(46,697)	(4)
Planning & Place Shaping				
Expenditure	1,015,050	943,586	(71,464)	(7)
Income	(897,130)	(828,671)	68,459	8
	117,920	114,915	(3,005)	(3)
Revenue & ICT				
Expenditure	6,538,620	6,484,722	(53,898)	(1)
Rent Allowances	7,157,843	7,167,805	9,962	0
Income	(681,477)	(723,517)	(42,040)	(6)
	13,014,986	12,929,010	(85,976)	(1)
Environment & Waste Management				
Expenditure	3,866,007	3,770,774	(95,234)	(2)
Income	(944,747)	(916,719)	28,027	3
	2,921,261	2,854,054	(67,206)	(2)
Total	22,168,147	21,708,549	(459,598)	(2)

Following budget savings introduced last year, continued review of budgets has helped to ensure expenditure is in line with budgets.

Actual expenditure is closer to budget than last year as the budget this year is a lot tighter following the budget savings agreed for 2010/11.

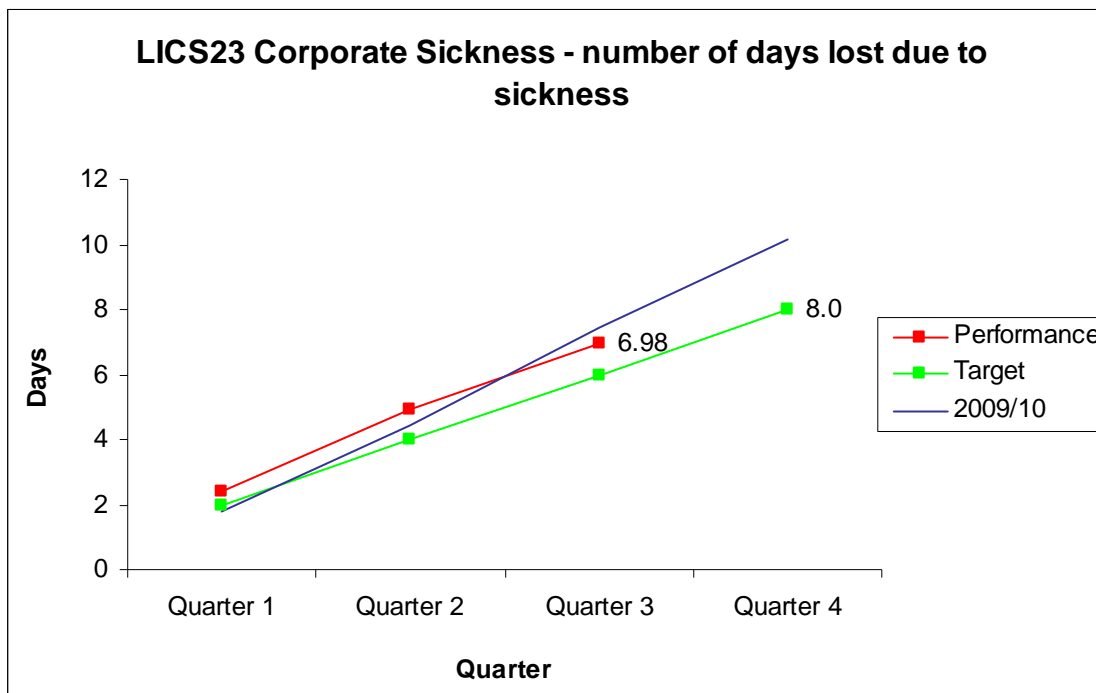
Capital Monitoring

Period 09				
	This Year's Budget	Profiled Budget	This Year's Actual	Difference from Profiled Budget
Community Shaping	840,210	490,170	310,985	(179,185)
Corporate Services	0	0	0	0
Finance	181,100	80,000	86,960	6,960
Partnerships & Performance	1,255,000	361,740	254,016	(107,724)
Planning & Place Shaping	434,240	116,660	72,609	(44,051)
Revenue & ICT	748,710	403,340	381,990	(21,350)
Environment & Waste Management	1,435,130	1,086,560	1,262,249	175,689
Total	4,894,390	2,538,470	2,368,809	(169,661)

Community Shaping – Underspend at present on two high risk schemes being support for registered social landlords and partnership grants.

Environment and Waste Management - Accelerated expenditure due to strong demand for disabled facility grants and decent homes funding.

Corporate Sickness



		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Long term	2010/11	0.97	1.90	2.59	
	2009/10	0.92	2.20	3.43	4.82
Short term	2010/11	1.46	3.03	4.39	
	2009/10	0.87	2.24	4.02	5.32
Total		2.43	4.94	6.98	

Explanatory note

Following the detailed explanation given in the quarter 1 performance monitoring report, considered by the Performance Management Board in August, an updated position is set out below.

The figure of 6.98 comprises:

Short term sickness 4.39 days

Long term sickness 2.59 days

Whilst above the target of 6 days the figure is a clear reduction on last year's quarter 3 figure of 7.45 days. Long term sickness at quarter 3 last year was 3.43 so there is an improvement in the level of long term sickness which has resulted from effective use of the Council's Capability procedure and also measures to support work place health. Short term sickness at quarter 3 last year was 4.02 so this year's figure represents a slight increase.

In terms of a prediction for outturn it is expected to be slightly above target and the Council's Absence Management policy has been revised in order to help address the impact of short term sickness.

Rushcliffe Borough Council Programme of Equality Impact Assessments 2010-11

The Council achieved level 3 equality standard in June 2009

The programme has been reviewed and streamlined as a result of the Coalition Government's commitment to deliver improvements that are directly customer related. Assessments that involved back office functions have been removed from the programme.

Functions/ Policies	Section	Completed
Community Shaping		
Programme of arts and events activities	Cultural Services	By end of March 2011
Sports Development Programme	Cultural Services	By end of March 2011
Access to community facilities	Cultural Services	By end of March 2011
Health Development Programme	Cultural Services	By end of March 2011
Eligibility for grant aid guidelines	Community Engagement	Deferred to 2011/12
Nature Conservation Strategy	Community Engagement	Deferred to 2011/12
RBC/Spirita partnership agreement	Strategic Housing	To complete Mar/Apr 2011
Home Visits	Strategic Housing	July 2010
Interim (S188) Offer	Strategic Housing	July 2010
Temp (S193) Offer	Strategic Housing	July 2010
Referrals to other agencies	Strategic Housing	July 2010
Temporary accommodation service	Strategic Housing	To complete Mar/Apr 2011
CBL Allocations Policy	Strategic Housing	July 2010
Corporate Services		
Race Equality Scheme	Human Resources	Feb 2011

Functions/ Policies	Section	Completed
Gender Equality Scheme	Human Resources	Feb 2011
People Strategy	Human Resources	Feb 2011
Absence Management Policy	Human Resources	Oct 2010
ISA and CRB Policy	Legal Services	Feb 2011
Environment & Waste Management		
Garage Services to the public	Waste and Fleet	By end of March 2011
Pest and Dog Control	Neighbourhood	By end of March 2011
Public Health and Statutory Nuisance and Enviro Crime Policy	Neighbourhood	By end of March 2011
Licensing and statement of licensing policy	Neighbourhood	By end of March 2011
Financial Services		
No EIAs		
Partnerships & Performance		
Customer Access Strategy	Performance and Reputation	Nov 2010
Reputation Management System	Performance and Reputation	Feb 2011
Leisure Facilities Strategy	Leisure Contract	Deferred to 2011/12
Planning and Place Shaping		
Processing building regulation applications (including site inspections)	Building Control	Jan 2011
Revenue and ICT Services		
Local Housing Allowance – Direct Payment Policy	Revenue and Benefits	June 2010
Benefit Publicity and Take-up Policy	Revenue and Benefits	By end of March 2011
Discretionary Rate Relief Policy	Revenue and Benefits	By end of March 2011
Benefit Fraud Prosecution Policy	Revenue and Benefits	By end of March 2011



PERFORMANCE MANAGEMENT BOARD

21 FEBRUARY 2011

ROLLING 2 YEAR WORK PROGRAMME

8

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 2010-2012.

Recommendation

It is RECOMMENDED that the Performance Management Board agrees the proposed rolling work programme for 2010/11 and 2011/12.

Work Programme

1. The following table sets out the Board's proposed 2 year rolling work programme.

Date of Meeting	Item
21 February 2011	<ul style="list-style-type: none">• Annual Report – Carillon Leisure• Monitor the implementation of the Climate Change Action Plan• Performance Monitoring – Quarter 3 2010/11• 2 year rolling work programme
26 April 2011	<ul style="list-style-type: none">• Review the performance of Civil Parking Enforcement• Annual Report 2010/11• 2 year rolling work programme
14 June 2011	<ul style="list-style-type: none">• Annual review of the performance of the Local Area Agreement• Performance Monitoring – Quarter 4 2010/11• 2 year rolling work programme and annual work programme
16 August 2011	<ul style="list-style-type: none">• Review of Complaints 2010/11• Ombudsman Letter 2010/11• Performance Monitoring – Quarter 1 20011/12• 2 year rolling work programme

Date of Meeting	Item
15 November 2011	<ul style="list-style-type: none"> • Annual Report Glendale Golf • Review of the performance of Choice Based Lettings • Review of performance – Parkwood Leisure contract • Performance Monitoring – Quarter 2 2011/12 • 2 year rolling work programme
21 February 2012	<ul style="list-style-type: none"> • Performance Monitoring – Quarter 3 2011/12 • 2 year rolling work programme
June 2012	<ul style="list-style-type: none"> • Annual review of the performance of the Local Area Agreement • 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 2011/12 • 2 year rolling work programme
November 2012	<ul style="list-style-type: none"> • Annual Report – Glendale Golf • Performance Monitoring – Quarter 2 2011/12 • 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