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**Our reference:**  
**Your reference:**  
**Date:** 14 April 2011

To all Members of the Performance Management Board

Dear Councillor

A meeting of the PERFORMANCE MANAGEMENT BOARD will be held on Tuesday 26 April 2011 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely

Head of Corporate Services

## **AGENDA**

1. Apologies for absence
2. Declarations of Interest
3. Notes of the Meeting held on Monday 21 February 2011 (pages 1 - 6)
4. Cabinet Member Questions
5. Civil Parking Enforcement Contract Update

The report of the Head of Partnerships and Performance is attached (pages 7 - 8).

6. Annual Report Of Work Programme 2010/11

The report of the Head of Partnerships and Performance is attached (pages 9 - 16).

7. Rolling 2 Year Work Programme

The report of the Head of Partnerships and Performance is attached (pages 17 - 18).

8. Call Ins

There are no Call Ins from the Cabinet meetings scheduled for 8 March and 12 April 2011.

## 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, J A Stockwood

<b>Meeting Room Guidance</b>
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**NOTES**  
**OF THE MEETING OF THE**  
**PERFORMANCE MANAGEMENT BOARD**  
**MONDAY 21 FEBRUARY 2011**

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,  
M M Champion, K A Khan, A MacInnes, Mrs J M Marshall, J A Stockwood,  
D G Wheeler

**ALSO IN ATTENDANCE:**

Mr D Curtis East Leake Leisure Centre Manager  
Mr J Burwell General Manager, Carillion

**OFFICERS PRESENT:**

S Griffiths Deputy Chief Executive (SG)  
B Knowles Leisure Contracts Manager  
K Marriott Community Engagement Manager  
D Mitchell Head of Partnerships and Performance  
V Nightingale Senior Member Support Officer  
P Phillips Environmental Sustainability Officer

**APOLOGIES FOR ABSENCE:**

There were no apologies

**32. Declarations of Interest**

There were none declared.

**33. Notes of the Meetings held on Tuesday 2 November 2010 and Wednesday 24 November 2010**

The notes of the meetings held on Tuesday 2 November 2010 and Wednesday 24 November 2010 were accepted as a true record.

Following a question regarding the website development the Head of Partnerships and Performance explained that the website was being developed in conjunction with Gedling and Broxtowe Borough Councils. The project had received external funding from the Nottinghamshire Improvement and Efficiency Group. Unfortunately progress had been slow however the contract had just been awarded and it was anticipated that the system would go live in June 2011, with a Members' extranet following shortly after. In respect of information and how this was received by Members the Deputy Chief Executive (SG) explained that this was a wider issue and was being considered by the Member Development Group.

With regard to NI 186 the Environmental Sustainability Officer explained that this was a national indicator, which was unlikely to continue to be collected by

the government. He also stated that the data was produced three years in arrears.

With regard to the actions from the meeting on 2 November Members were informed that the Civil Parking Enforcement item had been transferred to the April agenda and that a briefing note had been prepared regarding the Perkin's Academy.

**34. Cabinet Member Questions**

There were none received.

**35. East Leake Leisure Centre – Annual Report**

The Leisure Contracts Manager presented a report updating Members on the contract with Carillion, who managed the PFI contract at East Leake. He stated that the targets that had been set had been delivered due to the lively and keen staff who were increasing the usage of the centre and thus increasing the income. He informed Members that governance arrangements were in place with quarterly meetings with the Cabinet portfolio holder and monthly meetings between officers. With regard to the facilities it was noted that as this was a new site it did not have some of the problems associated with some of the other centres owned by the Council. Unfortunately due to a protracted delay due to the complex PFI contractual arrangements in signing a four year extension agreement energy saving capital works had not yet been completed. It is, however, anticipated that this agreement would be finalised shortly.

Mr Curtis, the Leisure Centre Manager, gave a presentation outlining the use of the centre, its relationship with the Harry Carlton School as a joint use centre and the varied activities that were delivered. He explained that the swimming pool was well used for lessons, by swimming clubs, school use and it was also used by tri-athletes. He highlighted the recently refurbished fitness suite which was very popular and was also used by the school. He informed the Board that in relation to the 2009 figures usage was up by 6% and finance by 5%. With regard to customer satisfaction the feedback was excellent with a 98% satisfaction level, far in excess of the 75% target.

Members were concerned about the problems associated with being a joint use site and asked how the staff had resolved these issues. Mr Curtis explained that the leisure centre staff and the school staff, especially the PE department, had a very good working relationship. Quarterly meetings had been set up to discuss any issues and also the fitness suite had been opened to the school during set times. Other users of the facility were informed when young people would be using the suite to avoid any problems.

Councillor Khan noted that the Centre had a 98% satisfaction rate and stated that other centres had issues due to the temperature of the pool. Mr Curtis explained that for a leisure pool the water temperature should be about 31° whereas for a training type pool it should be lower, approximately 29°. He stated that it was a balancing act. Mr Burwell informed the Board that the water was controlled by the Building Management System.

Following a question regarding the main complaints and how these were addressed Mr Curtis stated that cleanliness, especially poolside, was the main issue and that any complaints were shared with the school. The problem was that there were approximately 580 children using the site per week in a very small time constraint.

The Board questioned the PFI contractual arrangements and how these caused delays. Officers explained that there were 4 contracts within the agreement including Rushcliffe Borough Council, Nottinghamshire County Council, Carillion and the bank (provider of the finance); and that it was a lengthy process to ensure that all parties, especially the bank, were in agreement to proposals.

Members felt that it would be beneficial if feedback from all six centres was consistent. Officers explained that all the feedback forms were consistent across all centres and that comparisons were made between the five centres managed by Parkwood and East Leake managed by Carillion. Many of the issues, for example cleanliness, were the same however the East Leake site was a new purpose built building whereas the other centres, especially Bingham and Rushcliffe Leisure Centres were older and consequently had some design flaws.

In respect of training Members were informed that staff undertook National Vocational Qualifications and there was also technical support and input and advice from the Leisure Contracts Manager. It was noted that there was a very good working relationship between staff from Carillion and Rushcliffe Borough Council.

With regard to the area served by the Centre Mr Curtis stated that the majority of customers were from the Rushcliffe area.

The Chairman thanked Mr Burwell and Mr Curtis for attending the meeting and answering Members' questions.

### **36. Update on Climate Change Action Plan**

The Community Engagement Manager explained that Strategic Task 3 – to develop the climate change action plan – had been developed by officers and a Member Panel and agreed by Cabinet in February 2010. She informed Members of the updated plan outlining progress to date, including highlights of:

- a strong strategic approach was now in place
- there was support from the Marches Energy Agency Low Carbon Community project following the success in Kinoulton
- there was Local Area Agreement funding for the community food project
- the Rushcliffe Solar project where 225 property owners given advice
- a draft Carbon Management Plan had been produced – to reduce energy usage by Rushcliffe Borough Council by 15% by 2015. This included a review and audit of Council properties and fleet.
- there was a stronger relationship with Registered Social Landlords to work on improving social properties.

Members were informed of the outstanding actions, including

- work to develop a Climate Change Adaptation Plan
- agree and implement the Carbon Management Plan, following scrutiny by the Community Development Group
- targeting fuel poverty effectively, as part of a project with the Rushcliffe Community Partnership

Following a question the Environmental Sustainability Officer explained that there was a scheme coming in 2013 to help provide finances for insulation and renewable energy products, which was repaid as people saved money on their energy. He stated that the specifics of the scheme were not known at present, however, British Gas were considering how the scheme could be run. It was envisaged that this scheme would help people with solid walls.

With regard to the Action Plan it was noted that originally the plan was to be measured through consideration of NIs (National Indicator) 186 and 187 which were no longer being produced. Members asked how officers would determine if the Plan was successful. Officers stated that in respect of NI 186 the energy companies would not supply local authorities with the information so it was unclear at present how the Council could measure the community's carbon emissions. However, in respect of the Council's emissions, which had been reported annually as NI 185, this data would continue to be collated in a slightly different format as part of the Carbon Management Plan, which was a subset of the Action Plan. The Community Engagement Manager stated that the East Midlands Climate Change Group, which the Borough Council was a member, was anticipating that there would be further guidance from Central Government. The Deputy Chief Executive (SG) agreed that, at present, with the dismantling of National Indicators there was a gap but it was envisaged that either a local indicator or a different national indicator would be developed.

Officers explained that fuel poverty was a major issue that affected not only the environment but welfare and health. Members were informed that officers from the Housing Team were working with the Registered Social Landlords to consider how the Green Deal scheme could help reduce fuel poverty. Work was also being undertaken with GP's and Health Visitors to identify people who were in fuel poverty.

It was noted that at the Community Development Group meeting Members had requested that the Action Plan should be included on the Council's website and that it should be dynamically updated. Officers agreed that an annual summary and report would be produced and that this could be placed on the website.

Members acknowledged that some of the actions were difficult to quantify and measure. However, they were impressed with the initiatives undertaken, the progress made and the improvements that had been made by the hard work of the staff involved.

The Head of Partnerships and Performance stated that a possible course of action would be to concentrate on the money that the Council saved on energy costs and the number of houses taken out of fuel poverty.

**37. Performance Monitoring – Quarter 3 – 2010/11**

The Head of Partnerships and Performance presented the performance for quarter 3 of 2010/11. There were three exceptions and seven highlights. All strategic tasks were on target except ST02 – Approve the Local Development Framework, which was progressing towards a completion date of December 2012. In respect of sickness levels it was acknowledged that this was above target, however there was a reduction in the sickness levels when compared to the 2009/10 figures.

The Board was informed that there had been a reduction in the number of National Indicators that had to be reported on now and that the Council had decided to focus on indicators that measured customer outcomes or value for money. Following a question Members were informed that the Council's management framework system, Covalent, identified milestones and highlighted areas that were not meeting targets.

Members stated that they had recently received three different reports with information provided by Covalent, although it was acknowledged that the information was very useful Members felt that there should be a standard format used for presentation. Members felt that Officers agreed to look at the level of detail provided and consider changing the format.

**38. Rolling 2 Year Work Programme**

The Board considered the work programme and it was felt that it would be helpful if an item on the Corporate Scorecard was included on the agenda for the meeting in June 2011.

The Deputy Chief Executive (SG) explained that there were issues regarding the item concerning the Local Area Agreement scheduled for June 2011. She explained that officers were in discussion with Nottinghamshire County Council regarding the distribution of information. .

The meeting closed at 8.30 pm.

**Action Sheet**  
**PERFORMANCE MANAGEMENT BOARD - MONDAY 21 FEBRUARY**  
**2011**

<b>Minute Number</b>	<b>Actions</b>	<b>Officer Responsible</b>
36 Update on Climate Change Action Plan	Officers to place the Climate Change Action Plan's annual summary and report on the website	Environmental Sustainability Officer



## REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

### Summary

1. This report is a further update on the performance of the Civil Parking Enforcement Contract which commenced in May 2008 and is run in partnership with Nottinghamshire County Council and each district council in the county.
2. The table below identifies the current financial position of the contract from commencement in May 2008 up to the end of February 2011. The figures illustrate that the contract has a current deficit of £34,717, a reduction of more than £10,000 over the past year, with £71,405 of outstanding Parking Charge Notices (PCN's).
3. The financial target of the contract is to achieve a break even position. The performance in the current year shows that income received per PCN issued has increased from £26.43 in 2009/10 to £29.58 in the current year. The cost per PCN issued in 2009/10 was £28.57 and in 2010/11 is £28.23. In fact for the current year both on and off street accounts are showing a surplus position, on street £4,000 and off street £6,522. These figures represent a positive trend towards achieving the break even target.

	On street	Off street	Total
Numbers of PCN's	12,704	10,589	23,293
CPU <sup>1</sup> Charges      £'s	65,437	55,030	120,467
Banking Charges/TPT <sup>2</sup> /DVLA      £'s	14,214	12,114	26,328
Enforcement Contractor charges                      £'s	336,908	154,205	491,113
Income Collected	372,228	230,962	603,190
<b>Totals</b>	<b>-44,331</b>	<b>9,613</b>	<b>-34,718</b>
<b>Outstanding PCN's      £'s</b>			<b>71,405</b>

4. Currently the figure for outstanding PCN's is at £71,405. This figures changes on a daily basis as new PCN's are issued, payments received and Bailiff action recovers older outstanding debts. Bailiffs have so far recovered £24,265 of outstanding debt which currently equates to a 34% recovery rate.
5. The contractual position in respect of any deficit in the on street account (Nottinghamshire County Council responsibility) as at 31 March 2012 is that this will be funded from any surplus in the off street account (Rushcliffe Borough Council responsibility). Where the accounts generate a surplus, it has been agreed that this will be used to effect improvements to traffic management systems in the local area. The County Council have agreed to take into consideration monies likely to be received from outstanding PCN's that are still in the system at March 2012 into the reckoning at that time.

### **Recommendation**

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

### **Financial Comments**

As stated in the body of the report, Rushcliffe will be responsible for any overall deficit taking into account the value of outstanding PCN's. Any net surplus from on street will be used to finance traffic management initiatives and any net surplus from the off street will be returned to Rushcliffe Borough Council. Given the current position, it is likely that the contract will be break even at 31 March 2012.

### **Section 17 Crime and Disorder Act**

Although this is civil enforcement, it helps to prevent anti-social behaviour in respect of unauthorised parking.

### **Diversity**

All sections of the community use car parks and may be affected by unauthorised parking. Appropriate action to prevent misuse of the Blue Badge system is taken.

### **Background Papers Available for Inspection:**

Report to Performance Management Board - 22 February 2010

<sup>1</sup> CPU = Central Processing Unit

<sup>2</sup> TPT = Traffic Penalty Tribunal



## PERFORMANCE MANAGEMENT BOARD

26 APRIL 2011

ANNUAL REVIEW OF WORK PROGRAMME  
2010/11

# 6

### REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

The annual report provides a review of the work undertaken by the Performance Management Board during 2010/11. Each of the scrutiny groups prepares an annual report and these will be presented to full Council in June 2010. The group has met on five occasions during the year. Over the year, the Performance Management Board scrutinised and monitored the quarterly performance in relation to the Council's strategic tasks and the key performance indicators.

In addition, the Board scrutinised:

- The new Council website project
- Call-in of improvements to the public toilets in Bridgford Park
- Nottinghamshire Local Area Agreement 2008 – 2011
- Review of the Council's constitution
- Fuel Poverty – National Indicator 187
- Children and young people
- Ombudsman's annual letter
- Review of customer feedback system
- Edwalton Golf Courses – annual report of the contract by Glendale Golf
- Review of the Rushcliffe Play Strategy
- Call-in – establishment of a Non Profit Distributing Arrangement for the leisure management contract with Parkwood Leisure
- Performance monitoring - update on the national picture
- East Leake Leisure Centre – annual report
- Update on the climate change action plan

The Performance Management Board is asked to review the report and consider if it fully reflects the work undertaken by the group.

#### Recommendation

It is RECOMMENDED that the Performance Management Board approve the report and forward it on to Council for consideration.

#### Financial Comments

There are no direct financial implications arising from the matters in this report

#### Section 17 Crime and Disorder Act

There are no direct Section 17 implications arising from the matters in this report

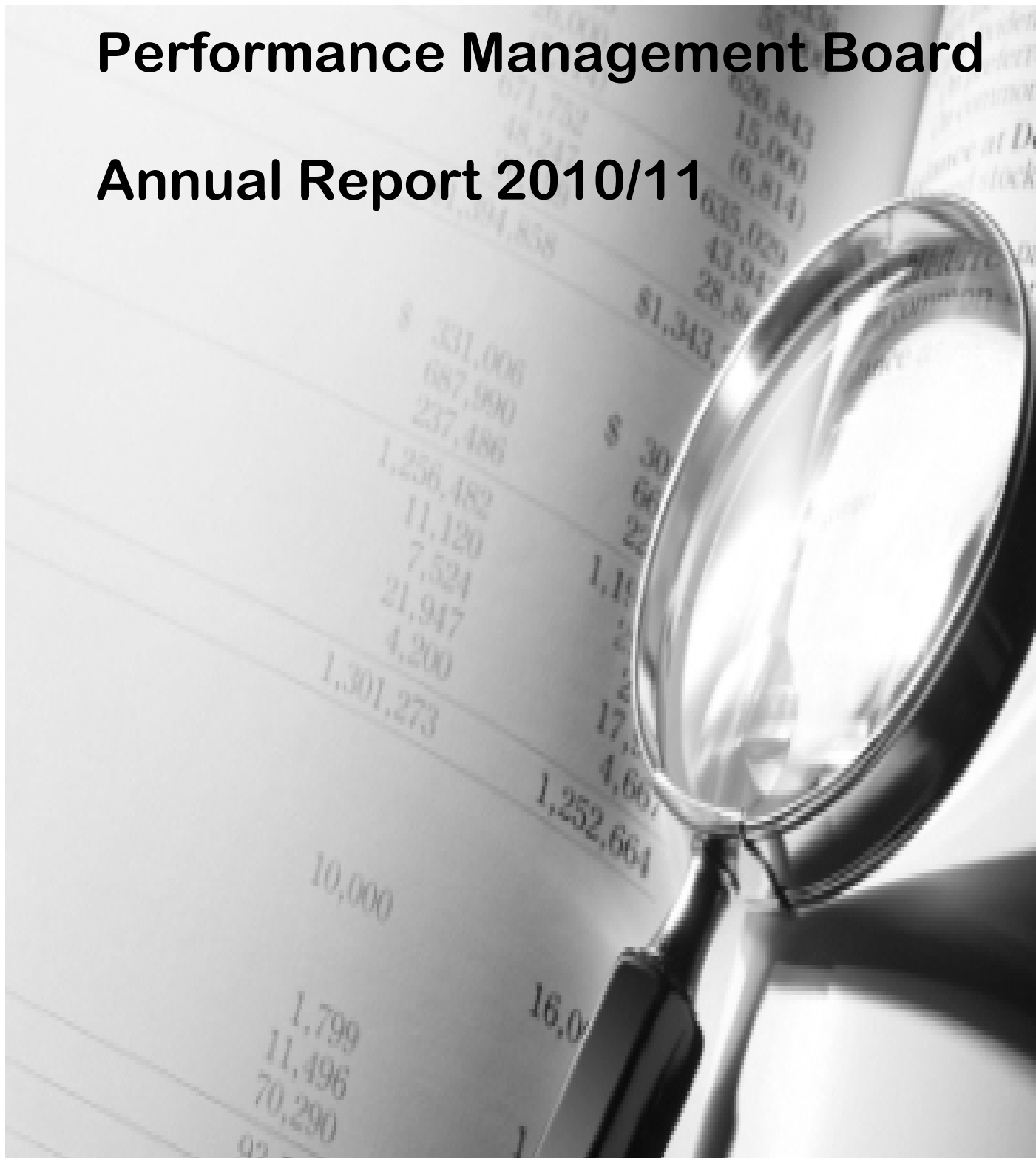
#### Diversity

There are no direct diversity implications arising from the matters in this report

**Background Papers Available for Inspection: Nil**

# Performance Management Board

## Annual Report 2010/11



## Chairman's Foreword

This annual report summaries the main work which my colleagues and I have carried out this year. Scrutiny holds the Borough Council to account for its decisions and contributes to evidenced-based policy-making.

We have mainly explored the Council's performance relating to its achievement of strategic tasks and key performance indicators. We have identified areas where performance needed improving and further investigation was required and we have celebrated the many examples of good performance. Our work, as always, has proved to be stimulating and sometimes challenging. Our role as 'auditor' and 'overt surveillance' has helped the Council to maintain high service standards and value for money.

I have very much enjoyed my time as Chairman, I believe the Board has made a difference and I would like to take the opportunity to wish the Councillors continuing on the Board the very best for the future.

I would like to thank Councillor Wheeler for his help and support as vice-chairman and I would also like to thank all the scrutiny group members for their positive and valuable input during our meetings.

I would also like to thank our partners and Council staff for their expert contribution, all of which has added synergy to the scrutiny process.



Councillor Susan Bennett  
Chairman



Councillor Gordon Wheeler  
Vice Chairman

## **What we are responsible for**

The main role of Rushcliffe's scrutiny groups are to:

- Develop a work programme which scrutinises the Council's priority outcomes
- Ensure the Group's work helps implement the Council's plans and policies
- Review, challenge and question how the policy, plans and services are implemented and recommend to Cabinet and Council improvements to services and their performance
- Ensure the work contributes towards value for money, continuous improvement and best practice.

The Performance Management Board's remit is to scrutinise performance, including:–

- Decision-making (call-in)
- Monitoring the Council's overall performance
- Monitoring performance of specific services and ensuring the Council uses resources effectively
- Complaints

## **Our work this year**

### **Monitoring services, helping develop policy and consultation before Cabinet**

During the year, the Group considered a wide range of service areas and issues within its scrutiny role, particularly:

- Update on the project to implement a new Council website
- Call-in of improvements to the public toilet in Bridgford Park
- Nottinghamshire Local Area Agreement 2008 – 2011
- Monitoring of performance against the Council's key performance indicators and strategic tasks
- Review of the Council's Constitution
- Fuel Poverty – National Indicator 187
- Children and Young People
- Ombudsman's annual letter 2009/10
- Review of customer feedback 2009/10
- Edwalton Golf Courses – annual report of the contract by Glendale Golf
- Review of the Rushcliffe Play Strategy
- Call-in – establishing a Non Profit Distributing Arrangement for the leisure management contract with Parkwood Leisure Ltd
- Performance Monitoring - update on the national picture
- East Leake Leisure Centre – annual report
- Update on climate change action plan

An important aspect of the Board's work is to monitor the Council's performance against its key performance indicators and strategic tasks. As part of the Council's performance management framework, the Board scrutinises performance every quarter. Exceptions and highlights are identified and the Board ensures that appropriate corrective action is taken to bring under-performing tasks and indicators back on track.

Some of the issues arising from performance reports discussed this year include:

- Whilst monitoring the final quarter's performance for 2009/10 the Board identified that there are a relatively high number of winter deaths within Rushcliffe. The Board was concerned and agreed that fuel poverty should be investigated and presented to a future meeting.
- The time taken to deal with planning applications. The Head of Planning and Place Shaping explained that officers had been in discussion with developers on several large planning applications which had either been received or were expected to be submitted in the near future.
- Concerns about a rise in staff sickness levels at the end of 2009/10 which continued into 2010/11, but the Group was assured that everything possible was being done to address these issues.
- Information provided by Covalent. The Board acknowledged that the information was very useful but felt that there should be a standard format used for presentation. It was agreed to look at the level of detail provided and consider changing the format.

### **Update on the project to implement a new Council website**

The Group was updated on progress with procuring a new website in partnership with Gedling and Newark and Sherwood Borough Councils and the benefits which would ensue including better functionality, improved accessibility, a better customer experience and better value for money as more transactions were put online. The partnership had received funding of £120,000 from the Nottinghamshire Improvement and Efficiency Group. Members were also told about a secure extranet for Members, as part of the new procurement process.

### **Nottinghamshire Local Area Agreement 2008 - 2011**

The Group were informed about the progress made on the eleven areas which Rushcliffe was contributing to as part of the Local Area Agreement. In six indicators Rushcliffe was performing at a higher level than the County overall, in three performance was lower and no data was available for the remaining two indicators. Members were also informed of recent changes to the amount of the Local Area Agreement grant and that there was an uncertainty on future funding for 2010/11. The Board recognised the excellent contribution Rushcliffe was making to the Nottinghamshire Local Area Agreement.

### **Fuel Poverty – National Indicator 187**

The Council had not met the target for 2009/10, so a report was discussed which detailed how the indicator was set and measured and what the Council was doing to reduce fuel poverty. Rushcliffe had a high number of single occupancy homes and hard to insulate homes and the best method to tackle fuel poverty is via increasing energy efficiency. The complexities of measuring the indicator, plus the reliability of it from the way information was gathered, were discussed in some depth. The Board heard of the many initiatives undertaken including information provided on grants, advice on ways to reduce energy use, external cladding and work with other organisations to reduce winter deaths. Members supported the work undertaken, but felt the grant schemes should be widened to everyone, especially those with solid

walls, and not just be available for those on benefits. The Board endorsed sending a letter to the Government to this effect.

### **Children and young people**

The Board considered the Council's work on the strategic task where we need to work with partners to get the best for young people. Members learnt that Rushcliffe took a key role in the LSP which produced an action plan for children, as well as being involved in the Nottinghamshire Children's Trust. The Board learnt of the Council's work in this area including sporting activities, projects to improve health and protect vulnerable people, as well as the fact that the Council is providing apprenticeships. The Board supported the proposal to develop Rushcliffe's own action plan for young people by the Community Development Group.

### **Ombudsman's annual letter**

The Board was pleased to learn that the Ombudsman considered that the Council received very few complaints, that none had resulted in maladministration and three had been dealt with by local settlement.

### **Council's customer feedback system**

The Board was given an update on the Council's new customer feedback system which records customer complaints, comments and compliments. Complaints were now investigated by a robust three-stage process, giving the Council the best chance of redress. Members were pleased to hear that the Council received around four times more compliments than complaints.

### **Performance Management - less indicators, but more customer focussed**

Following the cancellation of the Place Survey, many indicators would now be redundant and this was an appropriate time to review the indicator set. In addition, Local Area Agreement targets have been removed as well. The national list of performance information councils should send to the Government (known as the single data list) is anticipated imminently ie was promised by April 2011. The change was prompted as it was now felt more appropriate to focus on customer-related indicators, rather than internal indicators which were not indicative of customer outcomes or satisfaction with services. The Board agreed to the changes proposed to the indicators which the Board and the Council would monitor. The Council will consider publishing performance against this new set of indicators in order to continue to be transparent.

### **Edwalton Golf Courses – annual report of contract by Glendale Golf**

The Board learnt about the excellent performance delivered by Glendale Golf, together with very pleasing customer feedback via the annual survey. Usage had remained constant, while many other golf clubs had seen a decline, the online bookings system was working well and the Club was making good progress towards Golf Mark accreditation. There was much work being undertaken with young golfers, in particular with people with a disability. There had been complaints about cleanliness, in particular in the toilets, but this related more to the age of the facilities, rather than how well they were cleaned. The Board congratulated Glendale on continuing to deliver a successful contract.



## **Review of the Rushcliffe Play Strategy**

The Board heard of the successes from this strategy and that the majority of the actions had progressed satisfactorily, with those not being actioned, being either aspirational or not appropriate in this financial climate. The Board decided that those few actions not yet initiated would be considered as part of the Leisure Facilities Strategy and Children and Young People's Action Plans to be produced in 2011. The Board were made aware that this was the last year for the Big Lottery revenue funding and that, following the Comprehensive Spending Review, Playbuilder funding was also being withdrawn. The Board was pleased that the Borough's play facilities had benefited from this external funding and the quality of the schemes was reflected in the usage and popularity of the play areas.

## **Constitution review**

The Board was informed of the outcomes of the Council's Constitution review which focused on areas such as rules about motions, questions and deadlines for submissions, the possibility of the public asking questions at Council meetings and much more. One of the changes proposed included the introduction of a public question facility with the necessary words being added to the Constitution.

## **East Leake Leisure Centre – annual report**

The Group was updated on the contract with Carillion including governance, PFI contractual arrangements and relationships with the neighbouring school. The Board learnt that usage was up, income was up and there was a 98% customer satisfaction level, far in excess of the 75% target. The Board asked the East Leake Leisure Centre Manager questions about topics including cleanliness, complaints and staff training.

## **Update on Climate Change Action Plan**

The Board received a presentation outlining progress with the climate change action plan. The Board learnt about support from Marches Energy Action and the successful project in Kinoulton and about advice given to 225 homeowners as part of the Rushcliffe Solar project. Additionally, the Council had plans to reduce its own energy use by 15% over the next four years. Members were informed about actions still to be completed including targeting fuel poverty effectively and implementing the carbon management plan.

## **Member Panels**

The Board established one member panel this year, to review the Council's Constitution. The Board felt that a panel of nine Members would be advantageous and Councillor Bennett was appointed as the Chairman.

The Panel met on four occasions and reported back to the Board at its meeting on 24 November 2010. The Board supported the report and agreed a number of recommendations to Cabinet.

## **Call-ins**

### **Call-in of improvements to the public toilet in Bridgford Park**

The rationale for the call-in was that the decision to approve the scheme should have been scrutinised before Cabinet made a decision as there were several concerns which had come to light following information received from the British Toilet Association including some opposition to unisex toilets, people feeling enclosed and concerns about charging. Other issues of concern were raised, which were not really under the remit of scrutiny, such as vandalism and the cleaning schedule. After a thorough discussion, most concerns were going to be covered via a feasibility study and Members agreed to uphold Cabinet's decision to approve the scheme.

### **Call-in of establishing a Non Profit Distributing Organisation (NPDO) for managing the leisure contract with Parkwood**

The rationale for the call-in was that Cabinet had proposed a significant change to the contract with Parkwood without adequate scrutiny. The main areas of concern were a lack of scrutiny before the decision was made and the significant effect on extending the contract on the long term leisure contract which had not been properly considered. Additionally, the proposal did not address Parkwood's commitment to improving services to match the increased funds provided by the extended contract and there was insufficient focus of the impact of the proposal on former council staff employed at leisure centres. Members discussed all these issues thoroughly including the fact that the decision would not impact on the Council's future strategy and Parkwood would be invited to a Member Panel in 2011 to provide evidence to inform the future leisure strategy. Members were reminded that a NPDO was considered an acceptable model at the time the original contract was let and the savings to be made. The Council felt that the five-year exclusion clause built into the contract was a good deal. The Board was reminded that this decision had already been taken as part of the Council's budget process earlier in the year. The Board discussed issues surrounding increasing the contract and the significant savings to be made by sharing the business rates over fifteen years. The only real change to the contract was that its length had been extended to facilitate the savings. After a vote, the Cabinet's decision was upheld.

### **Looking forward to the year ahead**

The Performance Management Board will build on its work over the last year by scrutinising the Council's performance in delivering its priorities for improvement, along with scrutinising key service areas. The new work programme will be outlined at the first meeting of the year.

## 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

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

Date of Meeting	Item
26 April 2011	<ul style="list-style-type: none"> <li>Civil Parking Enforcement Contract Update</li> <li>Annual Report 2010/11</li> <li>2 year rolling work programme</li> </ul>
14 June 2011	<ul style="list-style-type: none"> <li>Role and Remit of the Performance Management Board</li> <li>Annual review of the performance of the Local Area Agreement</li> <li>Performance Monitoring – Quarter 4 2010/11</li> <li>2 year rolling work programme and annual work programme</li> </ul>
16 August 2011	<ul style="list-style-type: none"> <li>Review of Complaints 2010/11</li> <li>Ombudsman Letter 2010/11</li> <li>Performance Monitoring – Quarter 1 2011/12</li> <li>2 year rolling work programme</li> </ul>
15 November 2011	<ul style="list-style-type: none"> <li>Performance Monitoring – Quarter 2 2011/12</li> <li>Annual Report Glendale Golf</li> <li>Annual Report Parkwood Leisure contract</li> <li>2 year rolling work programme</li> </ul>
21 February 2012	<ul style="list-style-type: none"> <li>Performance Monitoring – Quarter 3 2011/12</li> <li>2 year rolling work programme</li> </ul>

<b>Date of Meeting</b>	<b>Item</b>
June 2012	<ul style="list-style-type: none"> <li>• Annual review of the performance of the Local Area Agreement</li> <li>• Performance Monitoring – Quarter 4 2011/12</li> <li>• 2 year rolling work programme</li> </ul>
August 2012	<ul style="list-style-type: none"> <li>• Review of Complaints and Ombudsman Letter 2010/11</li> <li>• Performance Monitoring – Quarter 1 2012/13</li> <li>• 2 year rolling work programme</li> </ul>
November 2012	<ul style="list-style-type: none"> <li>•</li> <li>• Annual Report – Glendale Golf</li> <li>• Performance Monitoring – Quarter 2 2012/13</li> <li>• 2 year rolling work programme</li> <li>•</li> </ul>
February 2013	<ul style="list-style-type: none"> <li>• Annual Report – Carillon Leisure</li> <li>• Performance Monitoring – Quarter 3 2012/13</li> <li>• 2 year rolling work programme</li> </ul>

#### **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 Board 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 Board ensures that its proposed work programme supports delivery of the Council's Corporate priority 6 'Meeting the Diverse needs of the Community'.

**Background Papers Available for Inspection: Nil**