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Our reference:
Your reference:
Date: 25 October 2010

To all Members of the Council

Dear Councillor

A meeting of the PERFORMANCE MANAGEMENT BOARD will be held on Tuesday 2 November 2010 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely

Head of Corporate Services

AGENDA

1. Apologies for absence
2. Declarations of Interest
3. Notes of the Meeting held on Tuesday 24 August 2010.
4. Cabinet Member Questions
5. Edwalton Golf Courses – Annual Report of Contract by Glendale Golf
The report of the Head of Partnerships and Performance is attached.
6. Review of the Rushcliffe Play Strategy
The report of the Head of Community Shaping is attached.
7. Performance Monitoring - Update on the National Picture
The Performance and Reputation Manager will give a verbal update.
8. Performance Monitoring – Quarter 2 2010/11
The report of the Head of Partnerships and Performance is attached.
9. Rolling Two Year Work Programme
The report of the Head of Partnerships and Performance is attached.

10. Call Ins

There were no Call Ins from the Cabinet meeting held on 12 October.

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

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NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 24 AUGUST 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, P Smith (substitute for Councillor J A Stockwood), P W Smith (substitute for Councillor M M Champion) and D G Wheeler

OFFICERS PRESENT:

C Caven-Atack	Performance and Reputation Manager
S Griffiths	Deputy Chief Executive (SG)
S Harley	Head of Planning and Place Shaping
K Marriott	Head of Community Shaping
V Nightingale	Senior Member Support Officer

APOLOGIES FOR ABSENCE:

Councillors M M Champion and J A Stockwood

9. Declarations of Interest

There were none declared.

10. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 29 June 2010 were accepted as a true record.

Following a request it was agreed that all action points would be included in the notes until the action had been undertaken.

11. Cabinet Member Questions

There were none received.

12. Fuel Poverty – National Indicator 187

Following a request for further information as the Authority had not met the target for 2009/10 the Head of Community Shaping presented a report detailing how the indicator was set, how it was measured and outlining the work undertaken by the Council to reduce fuel poverty in Rushcliffe. She explained that fuel poverty was defined as households that have to pay more than 10% of their household income on fuel to keep their home in a 'satisfactory' condition. Although Rushcliffe was an affluent area there was a high proportion of single occupancy households and hard to insulate homes, ie single brick, also the indicator was measured on the number of people in receipt of an income based benefit.

One of the issues related to the indicator was that the information was gathered using an annual random sample of 2,500 questionnaires, therefore each year the data was not comparing the same households. Also in 2010 there were 702 returned questionnaires and only 499 of these could be analysed.

To tackle fuel poverty it was recognised that the best method was to increase energy efficiency and the Head of Community Shaping highlighted many of the initiatives undertaken, including information on grants, advice on insulation and lighting, an external cladding project in East Leake, a vulnerable older people project in partnership with health agencies and National Energy Action to investigate, and reduce, winter deaths.

Members supported the work undertaken but felt that fuel poverty could affect all residents and not just those on benefits. The Board felt that the Government should be requested to widen their grant schemes to everyone, especially those with solid walls, and not just concentrate on people in receipt of income based benefits. Members were concerned that a lack of available funding and any changes to winter fuel payments could have an adverse affect on people, especially the elderly. Officers explained that the allocation of grants was part of the Comprehensive Spending Review. It was agreed that the Cabinet Portfolio holder for the Environment should be asked to endorse a letter to the Government.

Members were informed that 144 households, from the indicator survey, had requested further information and details of the Energy Savings Trust, who worked in partnership with local authorities. Members asked if any of these households had subsequently undertaken any energy efficiency measures. The Head of Community Shaping agreed to find out and report back to the Board.

Following a question the Head of Community Shaping explained that the number of national indicators was being assessed and that if this national indicator was removed then data for a local indicator could be reported.

It was AGREED that Members

- a) noted the complexity of measuring NI187 and the potential shortcomings with collecting and analysing the data
- b) acknowledged that the issue of fuel poverty was wider than that captured by the NI187 data
- c) requested that the Cabinet Portfolio Holder for the Environment endorsed a letter to the Government to assist people with solid wall housing.

13. **Children and Young People**

The Board considered the report of the Head of Community Shaping regarding the Council's Strategic Task 12 to *“work with partners to develop opportunities for children and young people to help them discover and achieve their*

potential over the next four years.” Members were informed that there were approximately 25,000 young people between the ages of 0 - 19 in the Borough and that 75% were of school age, this equated to 24% of the Borough's population.

The Head of Community Shaping explained that the Community Development Group had considered this Task on 26 July 2010. Members were informed that Rushcliffe Borough Council was part of the Local Strategic Partnership, who had produced an Action Plan for children and young people and that it was a member of the Nottinghamshire Children's Trust. Members had been informed that Rushcliffe's performance with regard to the number of young people voting in school elections was below the national average; the Head of Community Shaping clarified this and stated that the national average was 42.5% and that Rushcliffe was 47.8%; although the national leader was 66%.

The Board was informed of the many initiatives undertaken by the Borough Council and its partners, which including sporting activities, health initiatives and protecting the vulnerable. The Head of Community Shaping explained that the Community Development Group had supported the proposal to develop a Rushcliffe Borough Council Children and Young People's Action Plan. It was anticipated that this work would be undertaken in 2011 following the development of the new Nottinghamshire Children's Trust's Strategy and further information as to Government objectives.

Members supported the work undertaken and felt that there was more success when communities were involved. The Board also supported the Council's initiative to promote and provide apprenticeships.

It was AGREED that the Performance Management Board

- a. endorsed the work undertaken towards the achievement of Strategic Task 12
- b. supported the proposal to develop a Rushcliffe Borough Council 'Children and Young People's Action Plan', by the Community Development Scrutiny Group.

14. Ombudsman's Annual Letter 2009/10

The Performance and Reputation Manager presented the Ombudsman's Annual Letter for 2009/10. Members were pleased to see that it was recognised that the Council received very few complaints, with only six enquires being investigated. In total seven investigations were completed with three being dealt with by local settlement, three were found to have no mal administration and one was terminated through lack of evidence. Following a question the Performance and Reputation Manager explained that often cases were not completed in the year they were referred.

15. Review of Customer Feedback 2009/10

The Performance and Reputation Manager presented a report outlining the Council's new customer feedback system. She explained that instead of only recording customer complaints, the system also collated customers' comments

and compliments. Complaints were also now investigated using a three stage process, which gave the Council the best possibility of putting right what had gone wrong. The complaint would originally be investigated by a Lead Specialist, it could then be forwarded to a Head of Service and lastly could be addressed by a Deputy Chief Executive. Members were pleased to note that 210 compliments had been received in comparison to 58 complaints. The Board felt that this was now a more robust system.

It was AGREED that the Board notes the customer feedback received and the action taken and compliments the staff on the initiative.

16. Performance Management – Corporate Scorecard

The Performance and Reputation Manager explained that, following national changes, it was now felt to be an appropriate time to review the indicators that were considered by the Performance Management Board. It was felt that as some of the national indicators had been removed due to the cancellation of the Place Survey the Council could now consider services that were more customer focussed rather than internal processes.

Members considered and agreed the four options proposed. However, it was felt that NI181- time taken to process housing benefit/council tax benefit new claims and change events – should be included. Officers explained that there would be no data available from the Department of Works and Pension and that there was no comparable data across the county. Members were informed that officers did collect data but the definition was slightly different to that of the national indicator but a local indicator could be included on the Corporate Scorecard.

Members also requested that the annual cost of waste collection should also be included in the indicators.

Following a discussion Members agreed that it was imperative that the Council monitored its homelessness provision. It was recognised that the use of Bed & Breakfast accommodation was mainly used for anyone who should not be housed at the lodges and that these could be difficult cases in regard to re-housing and therefore the figures could be skewed.

With regard to the number of Freedom of Information requests Members were informed that these had increased and could be resource intensive.

The Deputy Chief Executive (SG) explained that following further guidance a further update on the national indicators would be presented at the Board's meeting in November.

The Performance Management Board AGREED the changes to the Corporate Scorecard and agreed the new set of indicators for monitoring.

17. Performance Monitoring – Quarter 1 – 2010/11

The Performance and Reputation Manager presented the Quarter 1 performance figures. She reported that of the eight Strategic Tasks only one was not on target; this was Strategic Task 02 – Approve the Local

Development Framework. This was due to national changes that had an impact on this process. She also stated that there were seven highlights and six exceptions; that sickness levels were high, the finances were on target and that the Equality Impact Assessments were progressing. Following on from the previous item officers agreed to include all Quarter 1 data in the Quarter 2 performance report for the new indicators.

Following a question, officers stated that the Police Authority would be meeting on 8 September to discuss all the details of the Customer Service Centre provision at the West Bridgford Police Centre. It could also have to be presented to the full Police Authority on 29 September. Information would be presented to the Member Panel.

With regard to the indicators relating to burglary some Members felt that information on detection rates would be beneficial. It was recognised that the Authority only had influence over partnership working with the community to educate people on making property more secure. Officers agreed to investigate if the police detection rates were publicly available.

Members discussed the two exceptions relating to planning and were informed that although the performance had fallen in Quarter 1 it had now improved. 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.

18. Rolling Two Year Work Programme

The Board considered its work programme and discussed the possibility of having an extra meeting to consider the Constitution Review Member Panel's final report. Members also discussed the Board's meeting in April 2011 and its proximity to the Borough elections. It was agreed that an extra meeting should be held if necessary but that the April 2011 meeting should stand.

19. Call Ins

There had been no call ins from the Cabinet meeting held on 6 July 2010 and the meeting due to take place on 3 August 2010 was cancelled.

The meeting closed at 9.05 pm.

Action Sheet

PERFORMANCE MANAGEMENT BOARD - TUESDAY 24 AUGUST 2010

Minute Number	Actions	Officer Responsible
12. Fuel Poverty – National Indicator 187	The Head of Community Shaping agreed to find out and report back to the Board if any households had subsequently undertaken any energy efficiency measures.	Head of Community Shaping
16. Performance Management – Corporate Scorecard	Officers to include NI181- time taken to process housing benefit/council tax benefit new claims and change events – and the annual cost of waste collection be included in the Corporate Scorecard.	Performance and Reputation Manager
17. Performance Monitoring – Quarter 1 – 2010/11	Officers to include all Quarter 1 data in the Quarter 2 performance report for the new indicators. Officers to investigate if the police detection rates were publically available	Performance and Reputation Manager Deputy Chief Executive (SG)

Actions On-Going from Previous Meetings

Minute Number	Actions	Officer Responsible	
29 June 2010 5 - Nottinghamshire Local Area Agreement 2008 - 2011	Officers to ensure that the data on NI186 be available for the Board's meeting in August 2010	Performance and Reputation Manager	Not available until September
27 April 2010 40 - Update on the Website Project	Members asked to be kept informed if there were any problems, especially regarding the timescale	Performance and Reputation Manager	Website procurement still ongoing
22 February 2010 33 - Civil Parking Enforcement Contract Financial Update	Officers to liaise with Nottinghamshire County Council over the backlog of proper signage and line marking especially those on Central Avenue regarding disabled parking restrictions	Leisure Contracts Manager	Negotiations ongoing
20 October 2009 22 - Edwalton Golf Courses – Annual Review of Contract by Glendale Golf	Officers to investigate potential capital improvements to the EGP pavilion.	Leisure Contracts Manager	Work to be undertaken during the winter
25 August 2009 12 – Review of Civil Parking Enforcement	Officers to liaise with the Central Processing Unit to discuss ways of combating the misuse of the blue badge scheme.	Head of Planning and Place Shaping – now referred to the Leisure Contracts Manager	Negotiations ongoing
30 June 2009 3 - Notes of the Previous Meeting	the Head of Partnerships and Performance to facilitate access to the dummy website to Members when available, although this was not expected until late 2009/10.	Head of Partnerships and Performance	Website procurement still ongoing

REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

Summary

1. The contract for the management of the Edwalton Golf Courses was awarded to Glendale Golf and commenced in December 2002. The contract is for ten year duration and has two more years to run. Whilst there is no particular clause relating to extending the contract officers have reviewed legislation around this type of contract and are of the view that, should Members wish, the contract could be extended for a period of up to five years.
2. Usage for the current year (Apr-Sept) is 49,836 which equates to 66% of the target for the year. Last year's total usage was 71,873, slightly down on the previous year's figure however, considering the very long and cold winter this is not a cause for concern. Usage of the pavilion for social functions and meetings has seen an increase over the past eighteen months which has helped to offset the decreased golf usage caused by the poor weather conditions experienced last winter.
3. An annual user survey has been carried out which has identified that users continue to be very satisfied with the services available. The results are reported below.
4. The golf courses continue to provide opportunities for young people to learn to play the game and provide a range of coaching activities for all golfers.
5. Discussions have been taking place with Glendale Golf to consider appropriate capital works and an extension to the existing contract under similar terms to the current contract.

Recommendation

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

Details

6. The user survey was carried out in August with 396 people providing responses to a range of questions about the services and facilities available. Overwhelmingly users of the facilities rated them as Very Good or Excellent. One area which garnered some 'poor' ratings was the cleaning service. The responses to the questions are shown in graph format in **Appendix A**.

7. Respondents were also able to make comments and several (126) identified the toilet/cloakroom arrangements as being less than adequate. In respect to the course comments (90) were made concerning the condition of some of the tee areas on the main course. There were also 138 comments on the positive and friendly manner of the staff.
8. An analysis of where people live who use the courses has also been carried out. This reveals that the vast majority of users are from the Rushcliffe post codes areas. Full details can be seen in a graph at **Appendix A**.
9. Discussion with Glendale Golf around potential capital investments have progressed, and subject to approval, a programme of works is being planned for mid-January onwards.

Financial Comments

All costs relating to the contract are contained within the budgets.

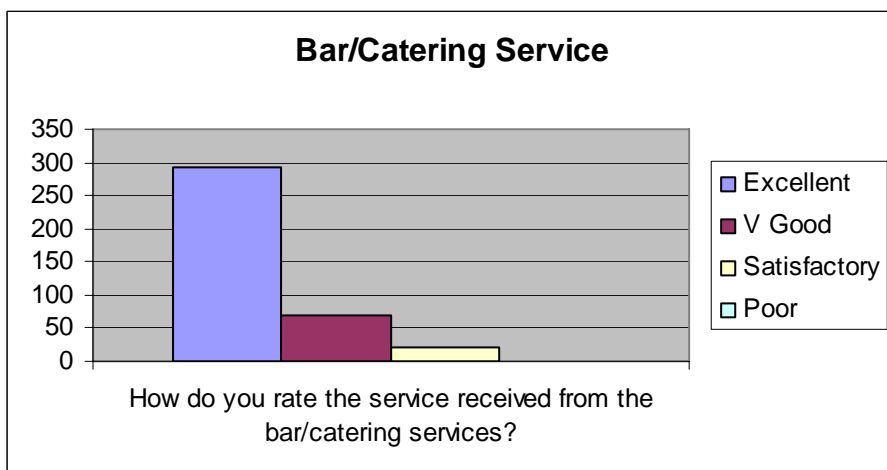
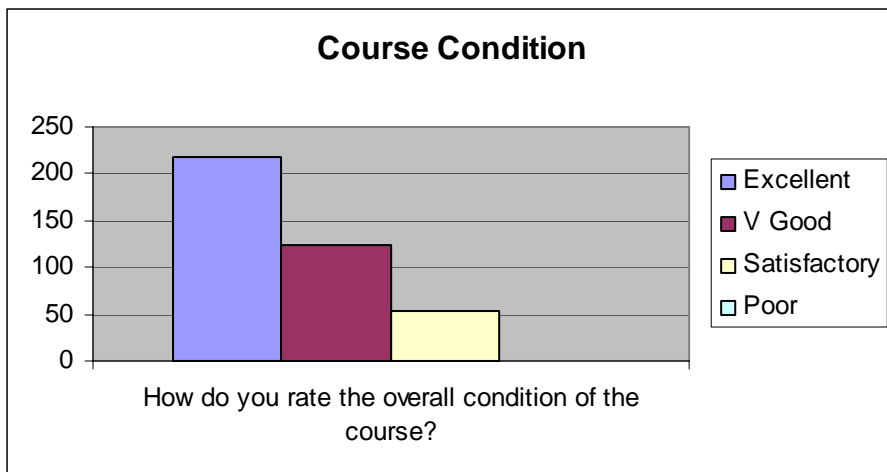
Section 17 Crime and Disorder Act

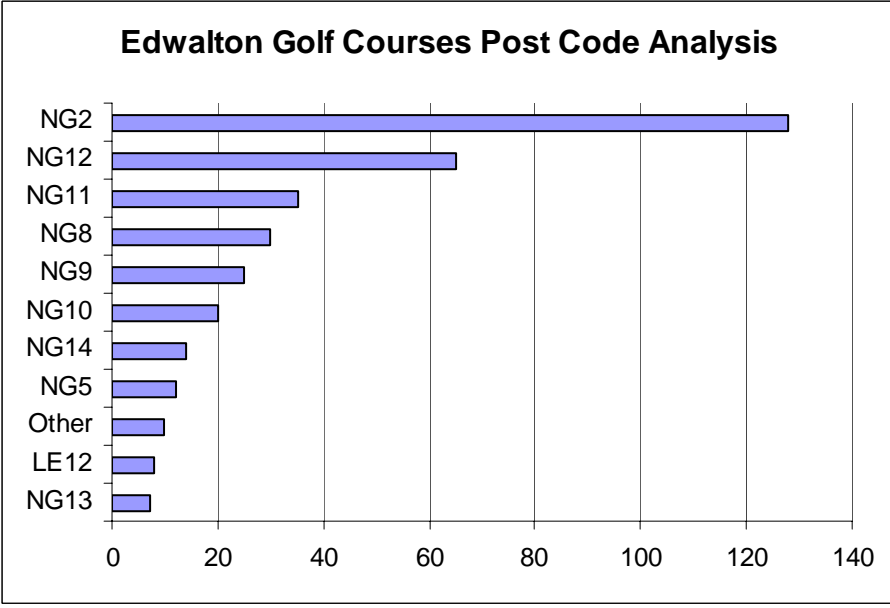
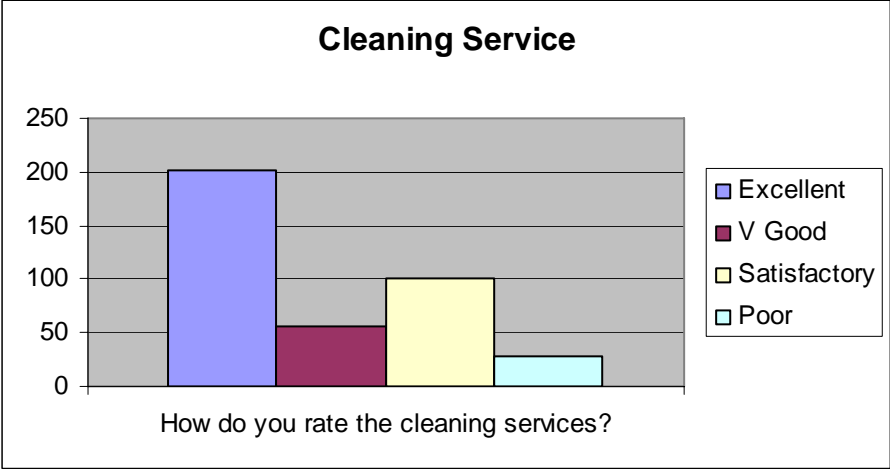
The golf courses provide activities that can be seen as diversionary to prevent crime and anti social behaviour.

Diversity

The golf courses have a wide range of users from all sections of the community.

Background Papers Available for Inspection: Nil





REPORT OF THE HEAD OF COMMUNITY SHAPING

Summary

1. Strategic Task 13 within the Council's Corporate Strategy is to '*Deliver the Rushcliffe Play Strategy by December 2012*'. This report and a presentation to be delivered to the Performance Management Board will provide an interim update of delivery to date and highlight key achievements and exceptions where targets have not been achieved.

Recommendation

It is RECOMMENDED that the Performance Management Board

- a. Notes progress made to date towards the delivery of the strategy
- b. Acknowledges 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. Supports 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.

'Playing for Life in Rushcliffe 2007-2012'

2. The Rushcliffe play strategy 'Playing for Life in Rushcliffe' was developed during 2006 largely in response to the emergence of the Big Lottery Fund 'Children's Play Initiative' which required boroughs to have a robust strategy in place in order to prioritise requirements and access capital funding.
3. The Rushcliffe Play Partnership was formed in May 2006 to steer, develop and implement the Borough-wide play strategy. Borough Council officers chaired the partnership which was attended by representatives of Town and Parish Councils, Rushcliffe Play Forum, Nottinghamshire County Council, Rural Communities Nottinghamshire and the Council for Voluntary Services.
4. The strategy clearly highlights and promotes the contribution that play makes to the 'Every Child Matters' outcomes of; being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic well-being.

5. A wide ranging audit and consultation exercise was undertaken across Rushcliffe in conjunction with the neighbouring boroughs of Gedling and Broxtowe. This research identified the following 5 key objectives for the strategy.
 - Objective 1 - Understanding the needs and raising the profile of Play
 - Objective 2 - Improving the quality of play provision
 - Objective 3 - Increasing the quantity and range of equipped play and recreational provision
 - Objective 4 - Increasing the range of play and recreational activities
 - Objective 5 - Providing the necessary resources to improve and develop play and recreational opportunities
6. An extensive and ambitious action plan containing 31 main issues and a further 87 specific actions was developed in order to guide the delivery of the five objectives.

Review of Action Plan delivery

7. The 31 main issues identified for action have been reviewed and graded using the RAG system of Red if there was little or no progress against an action, Amber if some actions have been completed and Green if significant progress has been achieved.
8. The review established that of the 31 issues to address, 16 have been rated green, 10 amber and 5 red. This is an encouraging position indicating that over half of the issues have been fully achieved and 84% of issues have progressed satisfactorily, with two years still to run on the strategy.
9. Since the play strategy became operational in 2007 many of the key actions have been delivered. This has resulted in significant improvements to the number and quality of facilities and opportunities for children and young people to take part in varied, exciting play throughout Rushcliffe. Some of the highlights are as follows:
 - The urban-roadshow has taken adventurous play activities to 61 events in rural locations across the Borough, with 5,843 young people actively taking part.
 - Over £497,000 of external funding has been secured to develop play facilities throughout the Borough.
 - Six new play facilities have been built as follows:
 - Cropwell Bishop, skatepark – external funding £31,000
 - East Bridgford - external funding £120,000
 - Edwalton, Alford Rd. – teenage ‘goal end/basketball’, external funding (£15,000)
 - Keyworth, Elm Ave - external funding £46,000
 - Rushcliffe Country Park – 4-cross bmx track, external funding £20,000
 - Willoughby on the Wolds - external funding £13,000

- A further 13 children’s play areas have been significantly improved. As follows:

• Bingham, Wynhill	external funding £16,000
• Cotgrave, Grassmere park	external funding £12,000
• Cotgrave, Broadmere park	external funding £22,500
• Cotgrave, Green	external funding £39,000
• Cropwell Bishop	external funding £21,000
• East Leake	external funding £12,000
• Gamston	external funding £26,000
• Lady Bay, Oak Tree Close	no external funding
• Lady Bay, The Hook	no external funding
• Ruddington, Vicarage Lane	external funding £26,000
• Rushcliffe Country Park	no external funding
• West Bridgford, Boundary Rd.	no external funding
• Whatton and Aslockton	external funding £18,500

 - A total of £59,000 funding has been secured for projects still to be developed in 2010/11 in Granby and Ruddington.

 - The profile and management of children’s play has been greatly improved across the Borough with support from Rural Communities Nottinghamshire.

 - Requirements for children’s play are routinely highlighted within parish plans and plans for potential large housing developments at the pre-application stage.
10. Issues graded as red are listed on the following page along with an explanation of why they were not achieved and any future actions to be undertaken.

Issue and actions within the strategy	Reasons not achieved and/or proposed future actions
<p>3.3 Create a range of innovative and inspiring play environments throughout the borough</p> <p>a) Undertake specific detailed consultation with young people to establish what they perceived as inspiring play</p> <p>b) Consider the development of a 'flagship' adventure play area</p>	<p>Consultation has been and continues to be undertaken on a site by site basis with the aim of creating inspiring play environments – however no specific borough-wide consultation was undertaken to establish what inspires children about play</p> <p>An expression of interest was submitted for a 'flag-ship' adventure play site, however external funding was withdrawn</p>
<p>4.5 Develop a plan to ensure that children and young people increase participation in a range of play and adventure activities of their choice</p> <p>a) Undertake surveys of participation levels in children's play to measure year on year increases</p>	<p>Surveys were not undertaken due to limited staffing resource. This is not currently deemed a priority to invest resources in to address.</p>
<p>5.1 Providing more supervision to encourage children and young people to take part in play in the boroughs parks and open spaces</p> <p>a) Consider appointment of paid or voluntary play rangers to improve safety and access to play</p> <p>b) Develop new/existing 'friends groups' to be trained as supervisors of play areas</p>	<p>This was not progressed as funding was not identified and it is not proposed as a priority for future investment.</p> <p>Active friends groups although providing informal supervision have not established a formal play supervisory role and new groups were not established.</p>
<p>5.5 Develop a range of performance indicators to assist in the management, development and success of the play strategy</p> <p>a) Agree the number and type of indicators in conjunction with neighbouring play partnerships</p>	<p>Monitoring of strategic task 13 to deliver the play strategy is undertaken through Senior Management Team Performance Clinics every 6 weeks and the covalent performance management system.</p>
<p>5.7 Consider the needs of transport for young people accessing play.</p> <p>a) consider taxi voucher scheme for accessing play/leisure activities</p> <p>b) consider opportunities for play/leisure bus</p>	<p>No resources were allocated to the delivery of these actions within the plan. They are not 'sustainable' issues to invest in and an alternative combination of road-shows and new rural facilities have been successful.</p>

11. Three of the five actions not achieved are within objective 5 which is; '*To provide the necessary resources to improve and develop play and recreational opportunities*'. Within the current economic and financial climate this is both understandable and also difficult to address.

Future Priorities

12. As the initial drive for establishing the Play Partnership was to access external funding, which has currently come to an end, a new more streamlined approach to meeting the play needs of parishes is to be developed. This is likely to be through existing mechanisms such as Parish Forums.
13. The future planning for facilities and opportunities for children's play will be incorporated into two Rushcliffe Borough Strategic documents to be completed in 2011. Namely, the Leisure Facilities Strategy and the Children and Young People Action plan. It is therefore proposed that an updated stand-alone play strategy will not be required.

Financial Comments

No direct financial implications arise from the proposed recommendations

Section 17 Crime and Disorder Act

A number of projects contribute towards reducing anti-social behaviour, levels of youth crime and increasing aspirations and opportunities thereby supporting delivery of the Council's Section 17 responsibilities.

Diversity

The strategy promotes equality of access to play within the community.

Background Papers Available for Inspection:

Review of the Playing for Life (2007-12) Action Plan summary

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 two 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.
4. Changes to the Corporate Scorecard were discussed and agreed at the quarter 1 meeting on 24 August. The new and revised indicators have been included in the Quarter 2 monitoring report.
5. Members' attention is drawn to the three crime indicators (LICSH07, 09 and 10) for which performance is still lower than hoped at the end of quarter two. Members are reminded that the targets are very ambitious and externally set by the South Notts Community Safety Partnership. Overall crime is down by 5.1% since the beginning of the year.

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

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
2 November 2010	<ul style="list-style-type: none"> • Annual Report – Glendale Golf • Performance Monitoring – Quarter 2 2010/11 • <i>Performance Management – Update on the National Picture</i> • Monitoring the implementation of the Play Strategy • 2 year rolling work programme
24 November 2010	<ul style="list-style-type: none"> • Report of the Constitution Review Member Panel
21 February 2011	<ul style="list-style-type: none"> • Annual Report – Carillon Leisure • Performance Monitoring – Quarter 3 2010/11 • Review the performance of Civil Parking Enforcement • Monitor the implementation of the Climate Change Action Plan • 2 year rolling work programme
26 April 2011	<ul style="list-style-type: none"> • Review of the performance of Choice Based Lettings • Annual Report 2010/11 • 2 year rolling work programme

Date of Meeting	Item
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
August 2011	<ul style="list-style-type: none"> • Review of Complaints 2010/11 • Ombudsman Letter 2010/11 • Performance Monitoring – Quarter 1 2011/12 • 2 year rolling work programme
October 2011	<ul style="list-style-type: none"> • Performance Monitoring – Quarter 2 2011/12 • Annual Report Glendale Golf • Review of performance – Parkwood Leisure contract • 2 year rolling work programme
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