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Our reference:
Your reference:
Date: 16 April 2012

To all Members of the Performance Management Board

Dear Councillor

A meeting of the PERFORMANCE MANAGEMENT BOARD will be held on Tuesday 24 April 2012 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 21 February 2012
4. Cabinet Member Questions
5. Civil Parking Enforcement Contract
The report of the Head of Partnerships and Performance.
6. Annual Review of Work Programme 2011/12
The report of the Head of Corporate Services.
7. Rolling Work Programme
The report of the Head of Corporate Services.

Membership

Chairman: Councillor D G Wheeler
Vice-Chairman: Councillor R M Jones
Councillors S P Bailey, B Buschman, B G Dale, A MacInnes, S J Robinson,
D V Smith, 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 21 FEBRUARY 2012**

Held at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors D G Wheeler (Chairman), Mrs S P Bailey, B Buschman, B G Dale, R M Jones, A MacInnes, S J Robinson, D V Smith and J A Stockwood,

ALSO IN ATTENDANCE:

Mr D Curtis General Manager, East Leake Leisure Centre

OFFICERS PRESENT:

C Caven-Atack	Performance and Reputation Manager
B Knowles	Leisure Contracts Manager
I Meader	Performance Officer
D Mitchell	Head of Partnerships and Performance
V Nightingale	Senior Member Support Officer
P Randle	Deputy Chief Executive (PR)
D Swaine	Head of Corporate Services

APOLOGIES FOR ABSENCE:

There were no apologies for absence

25. Declarations of Interest

There were none declared.

26. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 15 November 2011 were accepted as a true record following the amendments detailed below.

It was noted that a request had been made to consider the information in Members' Monthly and this had not been included in the action sheet. The Performance and Reputation Manager explained that officers were working on how this could be improved, or how the information could be provided on an extranet.

Councillor Jones asked that paragraphs three and four be amended to read:

"The Board felt that the report did not include all the partnerships Parkwood has with many sports and other clubs that used the centres, for example the heavy use by netball clubs of the courts at Rushcliffe Leisure Centre. The wide difference in cost per user with Rushcliffe Leisure Centre being the cheapest was noted. It was also felt that it would be beneficial to have more

background information to explain the differences in the cost per user per centre, such as age of building, design etc. The Head of Partnerships and Performance explained that the Leisure Facilities Strategy Member Group were reviewing the centres and had received this information. He agreed to forward this to Members of the Board.

Members were pleased to note that the holiday play schemes were improving, although Mr Palfrey stated that a lot of hard work had been undertaken over the last few years to increase the activities. However, he stated that the trend appeared to be changing to people wanting day activities from week long activities."

With regard to the action sheet Members were informed that information on the ward data in relation to complaints and the information on the user survey for Edwalton Golf Courses would be considered at future meetings. Members had been sent information regarding the Leisure Facilities Strategy and last year's meeting with Carillion. Also briefing notes had been provided regarding homesearch and fraud detection.

27. Cabinet Member Questions

There were none received.

28. East Leake Leisure Centre – Annual Report

The Leisure Contracts Manager presented a report which gave Members a brief summary of the contract conditions and an outline of the performance measures in place. He explained that the performance measures were the same for all the Council's leisure centres and that all customer comments were measured in the same way. Members were informed that the Centre was being assessed for Quest accreditation on 16 March 2012, which would be very useful for the staff and for officers at the Council as it would assist in developing a joint plan for the facility. He also explained that the Council's liability had reduced by approximately £7,500 due to the new energy efficiency measures, better monitoring and a milder winter.

Mr Curtis gave Members a presentation outlining the facilities at the Centre, how these were used and who used them. He gave examples of various clubs and community groups and which facilities they used. Members were informed that there were over 600 children on swimming programmes which was run using the ASA National Teaching Plan, at any one time. The pool was also used by a local triathlon club who trained there every week and also held two major events every year which attracted between 3-4,000 people. One major attraction for children was the Eliminator, a 15 metre inflatable that was used at weekends and for birthday parties, this had increased the numbers of casual swimmers and the number of parties booked. Although some areas were jointly used by the Centre and the school Mr Curtis informed the Board that staff ensured that the use of the facilities was maximised as much as possible.

Following on from a question Mr Curtis explained that there were no specific classes catering for disabled people, although people's individual needs were assessed and any help or assistance was given, for example there was a hoist for the pool. He also explained that one regular user was registered blind and was extremely satisfied with the assistance provided by the staff. He also outlined the number of activities available for children and young people and how the Centre was working with the 'MEND' project to tackle childhood obesity.

Mr Curtis was pleased to inform the Board that the number of users had increased over the last year by approximately 10,000 and that income had increased by £27,000. This was mainly due to the hard work of staff, the savings on utility costs and the increase in fitness users due to the refurbishment of the gym facilities.

With regard to marketing the main aim was to promote the annual membership packages. The annual marketing plan included themes such as the World Cup, the forthcoming Olympics or to promote use of the facilities in general and at times specifically to increase attendance at classes that required a boost.

In respect of customer feedback there was an excellent satisfaction level, however, if any negative feedback was received this was personally followed up by the manager. This feedback formed part of the discussions with the Leisure Contracts Manager at their monthly meetings. Another topic for discussion was health and safety. Members were informed that staff were encouraged to keep the facility as clear and safe as possible and to risk assess areas on a continual basis.

Following a question Mr Curtis explained that under income the category Sales related to vending machines, swimwear, goggles, etc; membership fees were included in Fitness and Aerobics; and under expenditure Resale related to the hire of equipment, such as the sunshower, vending machines, etc.

With regard to the finance it was acknowledged that there was an adverse difference of approximately £90,000 for the year which was an improvement of the adverse difference of £140,000 in the previous year. Mr Curtis stated that he had a target to improve the situation and as the Centre was not at saturation point there were opportunities.

The Board queried the number of staff and the costs associated. Mr Curtis explained that there were 33 members of staff which equated to 14.5 full time equivalents, this had been reduced over the last few years. He stated that the staff had been consistent over the past few years and this had allowed the team to develop into a much stronger unit. The wages shown in the accounts was for the staff at the leisure centre, with all Carillion's costs contained within the management fee in the PFI agreement. The Leisure Contracts Manager agreed that there was a strong team ethos, that they were very motivated and always busy keeping the site clean and well run.

In respect of a question raised Mr Curtis explained that the Centre had not been designed with an area for people to congregate and meet, and although some chairs had been placed around the pool area this was not conducive to people sitting for a long time.

With regard to a particular out of normal hours booking Mr Curtis explained that normally this type of booking was not taken due to the security of the school site, however as there were minimal costs to Carillion and an opportunity for a lot of people to see the Centre it was agreed to take on this booking.

Following questions the Leisure Contracts Manager explained that the monthly board meetings were attended by the Deputy Chief Executive (CB), the Leisure Contracts Manager, the Head of Partnerships and Performance, Mr Curtis, Mr Burwell, the contracts manager, and the school site manager. It was also noted that, although the Centre had exceeded the usage figure the Council could not increase it until the contract was renegotiated after the four year period. However, Mr Curtis explained that he was committed to increasing the number of people who visited the Centre.

The Chairman, on behalf of the Board, thanked Mr Curtis for providing Members with excellent information in a very clear and understandable format and for answering Members' questions. He stated that many compliments had been received about the Centre and the professionalism of the staff.

29. **Performance Monitoring – Quarter 3 – 2011/12**

The Performance and Reputation Manager presented the performance indicators for the third quarter of 2011/12. She informed the Board that there were five highlights and six exceptions, that sickness levels were below last year's figures and that two of the strategic tasks were on target with the remaining two needing some corrective action.

With regard to the strategic tasks Members were informed that the Local Development Framework had been delayed due to national changes and the need for further consultation. The introduction of a hub and spoke method of customer access had been delayed due to the Police's decision to close some of its stations. However Members were assured that officers were considering alternatives. In relation to climate change 59% of the Action Plan had been delivered, although the remaining actions were more intricate these would be contained within the original timescale. Finally Members were informed that the last play area redevelopment had just started and that this would complete the Rushcliffe Play Strategy.

One highlight this quarter was the speed of processing new claims, which had been identified as an exception in Quarter 1. With regard to the other exceptions Members were informed that the number of missed bins was now improving after the difficulties in Quarter 1 and would hopefully be on target in Quarter 4. Major planning applications were below target as these could be

more complex and require further investigations, also due to the small numbers the percentage could fluctuate. Members were informed that the Business Rates collected was due to the fact that if there were changes during the year the cost could be spread over the twelve months rather than the original ten, which the target was based upon.

In respect of invoices paid this was due to the new computer system but performance was improving. Following a question the Board was informed that the Council aimed to pay small businesses within ten days. The Performance and Reputation Manager explained that the number of robberies had increased and that this was due to the number of thefts of mobile phones from young people, she stated the Community Safety Team were targeting youth groups and schools to make young people more aware. The final exception was the length of stay in hostel accommodation which was due to scrutinised by the Community Development Group as part of its consideration of Choice Based Lettings. Members were assured that this would be considered on an annual basis and that their concerns would be passed on.

With regard to the finance information Members were informed that there was a predicted underspend of £1,000,000, which was due to extra income from green waste, efficiencies and careful management of budgets.

30. Corporate Basket of Indicators

The Performance and Reputation Manager gave a presentation explaining that 18 months ago the need for reporting on national indicators had been removed and the Board had looked at the corporate scorecard. It was now time to consider if these indicators were providing the information needed to identify if the Council was performing well. Officers had considered all the data that was being collected for both officers and Members and had identified indicators that were important to judge how the Council was delivering its key responsibilities and those that would be of concern to residents. She highlighted some indicators that could be removed, kept and added into the basket.

She reminded Members that the proposed Corporate Strategy had three themes, each of which had three tasks and asked how the performance indicators could measure the success of the Strategy. The Head of Corporate Services stated that the new Strategy had been rationalised and consequently the proposed indicators had been divided into three categories:

- Service delivery and quality
- Customer satisfaction, and
- Strategic outcomes

The Board discussed the need to be able to benchmark with other authorities and the fact that the definition of the information collected needed to be of a similar nature. The Performance and Reputation Manager explained that the Council was part of the East Midlands Benchmarking Group and that everyone was signed up to benchmarking, although this could be at a lower

management level. She stated that many of the old best value indicators had been kept for managers to ensure that services were being delivered well. She also informed Members that the Council now had a duty to publicise information to residents in a clear and understandable way.

Members also felt that much of the information they needed to help residents should be available, such as the length of time taken to process planning applications. The Performance and Reputation Manager stated that officers had access to LG Inform which collated a large amount of performance data and that this could be shared with Members. It was also pointed out that ward councillors could contact heads of service for performance information to help them in their roles as community leaders.

Members suggested that it would be useful for officers to collect the data and provide all the information on an annual basis and only report on a quarterly basis those indicators that were varying from the target by +/- 10%. Also indicators should include information on value for money. Officers agreed that there was a need to look at how the information was provided especially as presently some of the present indicators that were an exception in Quarter 1 would then fail for the remainder of the year. There was also a need to agree the indicators as officers would need to collect information to form a baseline. Members were concerned that for the first year they would not be able to identify any trends as the baseline had not been established for some indicators.

Members discussed the need to ensure that the right indicators were collected as sometimes it was when managers did not realise that service delivery was awry was when scrutiny could assist. The Performance and Reputation Manager agreed that much of the performance data was useful and like some of the Environmental Health statistics it could be presented in a different format, such as an extranet or in Members' Monthly. Councillors queried the review of Members' Monthly and how Members would be involved in this. The Performance and Reputation Manager explained that she and the Democratic Services Manager were reviewing how the information was presented and how this could be done differently ie via an extranet.

Following a query officers agreed that many of the Council's strategies were living documents and that there could be better links through the extranet for Members to monitor how these were being delivered and how they interacted with other strategies.

With regard to the new Corporate Strategy it was noted that each task could have several performance indicators. Members queried the Council Tax Support Scheme and the Deputy Chief Executive (PR) explained that this was a new Government scheme and this would be complex to implement, however, there would be indicators used to monitor the implementation and then indicators to ensure it was being delivered correctly. Members felt that there would need to be flexibility and an annual review of the basket.

Members also felt that the data collected should be shown in a transparent way ie present numbers as well as percentages as this could put indicators into context. The Head of Corporate Services accepted that the reports needed to contain more dialogue about the indicators as well as just the data. It was a challenge for officers to present the information in a clear, transparent and understandable method.

Members felt that it was difficult to gauge whether the information proposed was correct and that this should be discussed again when the first report was produced.

The Board agreed in principle to the 35 indicators as proposed subject to there being sufficient flexibility built into the performance management framework to allow Members to review them annually. It was also agreed that there should be a review of the information contained within Members Monthly alongside the development of an extranet to display the information.

31. **Rolling Work Programme**

The Board considered its work programme for 2011/12 and 2012/13 and made no alterations.

The meeting closed at 9.00 pm.

Action Sheet

PERFORMANCE MANAGEMENT BOARD - TUESDAY 21 FEBRUARY 2012

Minute Number	Actions	Officer Responsible
30. Corporate Basket of Indicators	Officers review the information contained in Members Monthly and further the development of an extranet	Performance and Reputation Manager and Democratic Services Manager

REPORT OF THE HEAD OF PARTNERSHIPS AND POLICY

Details

1. This report is a further update on the financial 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 March 2012. The figures illustrate that the contract has a current deficit of £30,044, a reduction of £4,674 over the past year, but with £70,260 worth of outstanding Parking Charge Notices (PCN's). This figure changes on a daily basis as new PCN's are issued, payments are received and bailiff action recovers older debts. A total of £40,260 has been recovered through bailiff action.

	On Street	Off Street	Total	Total at March 2011
Number of PCN's	17,777	15,334	33,111	24,892
CPU Charges £'s	95,945	83,702	179,647	129,188
External Charges £'s	22,969	20,498	43,467	28,382
Enforcement Contractor Charges £'s	457,841	230,695	688,536	521,338
Income Collected	534,520	347,088	881,607	647,650
Totals £'s	-42,237	12,193	-30,044	-31,258
Outstanding PCN's £'s			70,260	72,115

3. The original financial model predicted that the contract would achieve a break even position. Over the last two years the contract has generated a surplus in Rushcliffe of £15,198. This has been achieved by a number of measures including the introduction of bailiff action to recover outstanding debts, increased efficiencies leading to reduced charges from the CPU (Central Processing Unit) and reduced enforcement contractor charges as a result of continual monitoring of beats and performance. On the down side the income per PCN has fallen over the past year by £0.66 to £27.57 per PCN (8,219 issued in 2011/12, 8,628 issued in 2010/11). This may be as a result of more people opting to pay in the 14 day discounted period as income is actually up by around £2,000 in 2011/12 compared to 2010/11.
4. The contractual position in respect of any deficit in the on street account (Nottinghamshire County Council responsibility) is that this will be funded from the off street account (Rushcliffe Borough Council responsibility). However, discussions have been taking place with all partners to determine if this remains the desired position. The outcome of these discussions is not expected to be known until May 2012.

Recommendation

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

Financial Comments

The financial implications are set out in the report at paragraphs 2 and 3 and it is pleasing to see the contract continue to outperform its target. Income collection remains critical however and this will need to be managed closely through very difficult economic circumstances.

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 the highways and 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:

Reports to Performance Management Board – 26 April 2011, 22 February 2010

Standard Checklist for Reports

Meeting: Performance Management Board

Report Title: CIVIL PARKING ENFORCEMENT CONTRACT

Author: HEAD OF PARTNERSHIPS AND POLICY

The following issues are relevant to this report and have been properly considered in its preparation and in the recommendations made. Appropriate consultation has been made and advice sought on these issues as required. (See notes on the intranet)

Financial	<input checked="" type="checkbox"/>	Human Rights	<input type="checkbox"/>
Legal	<input type="checkbox"/>	Equal Opportunities	<input type="checkbox"/>
Policy	<input type="checkbox"/>	Crime and Disorder	<input checked="" type="checkbox"/>
Risk Management	<input checked="" type="checkbox"/>	Environment/EMAS	<input type="checkbox"/>

(Mark all appropriate boxes)

Has the relevant Deputy Chief Executive signed off the report Yes

Has this report been considered by SMT No

Comments:

If you do not think your report needs to consider any of the above categories please state why.

Name of Officer Completing Form: Brian Knowles

This form must be completed and sent to the relevant Member Support Officer together with the Report by the agreed deadline. It will also be appropriate to complete this form when producing reports for certain officer meetings, e.g. Management Team

Notes for completion of this form can be found on the intranet



PERFORMANCE MANAGEMENT BOARD

24 APRIL 2011

ANNUAL REVIEW OF WORK PROGRAMME
2011/12

6

REPORT OF THE HEAD OF CORPORATE SERVICES

The annual report provides a review of the work undertaken by the Performance Management Board during 2011/12. Each of the scrutiny groups prepares an annual report and these will be presented to full Council on 21 June 2012. 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:

- Civil Parking Enforcement Contract Update
- Nottinghamshire Local Area Agreement
- Performance Management Framework 2011/12
- Review of Customer Feedback 2010/11
- Ombudsman's Annual Letter 2010/11
- Edwalton Golf Courses Annual Report
- Leisure Centres Annual Report
- East Leake Leisure Centre Annual Report
- Corporate Basket of Indicators

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 2011/12



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.



Councillor Gordon Wheeler

Chairman



Councillor Rod Jones

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:–

- 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:

- Civil Parking Enforcement Contract Update
- Nottinghamshire Local Area Agreement
- Performance Management Framework 2011/12
- Review of Customer Feedback 2010/11
- Ombudsman's Annual Letter 2010/11
- Edwalton Golf Courses Annual Report
- Leisure Centres Annual Report
- East Leake Leisure Centre Annual Report
- Corporate Basket of Indicators

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:

- An increase in the duration of stays in temporary accommodation. Officers were requested to look at the impact of the new Choice Based Lettings process. This item was reviewed by the Community Development Scrutiny Group in March 2012.
- 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.

- A rise in the number of missed bins reported to the recycling2go service during the first half of the year. This was due to the overwhelming success of the new green bin scheme which put additional pressures on the team. The teething problems were resolved promptly and performance was back on target by the end of the year.
- The high number of robberies in the Borough when compared against the target set for this year. Officers explained that this target is set by the Police rather than the Council and was very stretching this year. Officers also outlined awareness raising activities which were being undertaken to help prevent future occurrences.

One particular success noted by Members was the speed of processing new housing benefit and council tax benefit claims identified as an exception in quarter one being a highlight in quarter three following a substantial improvement in performance.

Nottinghamshire Local Area Agreement

The Board was informed that the Local Area Agreement had been formed in 2008 between the County Council and the district councils to contribute to the ten priorities, monitored by 36 national and 3 local indicators. As part of the agreement Rushcliffe contributed towards performance in eleven areas. In relation to the eleven areas that Rushcliffe contributed the only indicators that had not performed well were in relation to fuel poverty. This was due to the steep rise in energy costs which had meant that more properties had moved into the fuel inefficient category. The Board recognised the excellent contribution Rushcliffe has made to the county-wide Local Area Agreement.

Performance Management Framework – 2011/12

Members of the Board agreed an interim set of performance indicators to monitor during 2011/12 following changes to performance management at a national level and in anticipation of a new Corporate Strategy being developed during the coming year.

Review of Customer Feedback 2010/11

The Board was presented with information relating to the Council's Customer Feedback process which includes compliments and complaints. The number of complaints had increased from the previous year whereas the number of compliments had remained broadly the same. Members asked for additional information to be included in subsequent monitoring reports which gave Members information about complaints originating with residents in their wards.

Ombudsman's Annual Letter 2010/11

The Board was presented with the Ombudsman's annual letter to the Council. No cases of maladministration had been identified and the Council was in the top percentage of authorities for responding in the target time. The Board noted the positive comments of the Ombudsman.

Edwalton Golf Courses – Annual Report of Contract by Glendale Golf

Members of the Board received a presentation from Glendale Golf about the previous year's performance at Edwalton Golf Club. Members were pleased to hear that usage of the Golf Club was up on previous years and satisfaction

remained high. The General Manager explained that the online bookings system was working well and that the company had introduced a discounted rate for offpeak times, which was proving popular. In respect of junior golfing, Members were informed that the Courses were being used by many young people, including visits from schools. The General Manager reported the Club provided support for voluntary groups such as the scouts and the boy's brigade to help raise funds and also to give some coaching to the young people followed by a small competition. It was proposed that next year's annual report should include descriptions of some of the community aspect of the Club. Members congratulated Glendale Golf on continuing to deliver a successful contract on behalf of the Council.

Leisure Centre Contract – Annual Report by Parkwood Leisure

Members of the Board received a presentation from Parkwood Leisure regarding the management of six of the Council's Leisure Centres over the previous year. Members were informed that swimming figures were down slightly on the previous year whereas aerobics usage had increased with a larger range of classes now available. The pool and plant at Rushcliffe Leisure Centre have been refurbished including the introduction of a UV disinfection system which had improved the water quality and reduced the number of chemicals used. Members were informed of the various methods used to reduce the company's carbon emissions through smart meters, partnership working with the joint use schools and the installation of inverters on pumps and air handling units. Usage and satisfaction had remained level with previous years and all sites had achieved over 70% Quest accreditation. Members were informed that following the introduction of the Non Profit Distributing Organisation arrangement the Council had made further savings of approximately £92,000 per year. The Board agreed the performance of Parkwood Leisure over the past year to be within acceptable parameters.

East Leake Leisure Centre – Annual Report

Members of the Board were presented with information about performance at East Leake Leisure Centre over the last twelve months. Members were pleased to hear that the number of users had increased over the last year by approximately 10,000 and that income had increased by £27,000. This was mainly due to the hard work of staff, the savings on utility costs and the increase in fitness users due to the refurbishment of the gym facilities. The pool is regularly used by a local triathlon club who trained there every week and also hold two major events every year which attracted between 3-4,000 people. One major attraction for children was the Eliminator, a 15 metre inflatable that was used at weekends and for birthday parties. In respect of customer feedback there was an excellent satisfaction level, however, if any negative feedback was received this was personally followed up by the manager. Members were informed that the Centre was being assessed for Quest accreditation, and that the Council's liability had reduced by approximately £7,500 due to the new energy efficiency measures, better monitoring and a milder winter. The Board thanked the representative from Carillion Leisure for providing Members with excellent information in a very clear and understandable format and for answering Members' questions.

Corporate Basket of Indicators

The Board considered the basket of Corporate Indicators reflecting on the new Corporate Strategy and removal of the national indicator set. Members questioned if the indicators were providing the information needed to identify if the Council was performing well. Members of the Board were presented with a proposed basket of indicators which measured service delivery and quality, customer satisfaction and

strategic outcomes. The Board discussed the need to be able to benchmark with other authorities and the fact that the definition of the information collected needed to be of a similar nature. Members also discussed useful information that was not strictly performance information which could be provided in Members' Monthly or on the new extranet. The Board agreed in principle to the 35 indicators as proposed subject to there being sufficient flexibility built into the performance management framework to allow Members to review them annually.

Civil Parking Enforcement Contract Update

To be updated following the Board's discussion on 24 April 2012.

Member Panels

The Board did not establish any Member Panels this year.

Call-ins

The Board did not discuss any Call-ins this year.

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 new year.

REPORT OF THE HEAD OF CORPORATE SERVICES

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 2012-2014.

Recommendation

It is RECOMMENDED that the Performance Management Board agrees the proposed rolling work programme for 2012/13 and 2013/14.

Details

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

Date of Meeting	Item
23 April 2013	<ul style="list-style-type: none"> • Civil Parking Enforcement Contract Update • <i>RCVS & RCAN SLA Update (provisional - awaiting Cabinet's decision on 17/4/12)</i> • Annual Report 2012/13 • 2 year rolling work programme
June 2013	<ul style="list-style-type: none"> • Annual Report – Carillon Leisure • Performance Monitoring – Quarter 4 2012/13 • 2 year rolling work programme and annual work programme
August 2013	<ul style="list-style-type: none"> • Review of Complaints and Ombudsman Letter 2012/13 • Performance Monitoring – Quarter 1 2012/13 • 2 year rolling work programme
November 2013	<ul style="list-style-type: none"> • Annual Report – Glendale Golf • Performance Monitoring – Quarter 2 2012/13 • 2 year rolling work programme
February 2014	<ul style="list-style-type: none"> • Annual Report – Parkwood Leisure • Performance Monitoring – Quarter 3 2012/13 • 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