

**NOTES  
OF THE MEETING OF THE  
PERFORMANCE MANAGEMENT BOARD  
TUESDAY 25 JUNE 2013**

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, R M Jones, B A Nicholls, D V Smith, J A Stockwood, Mrs M Stockwood (substitute for Councillor S J Robinson), J E Thurman,

**ALSO IN ATTENDANCE:**

Councillor J A Cranswick  
D Curtis      Manager, East Leake Leisure Centre

**OFFICERS PRESENT:**

N Carter	Service Manager - Corporate Governance
B Knowles	Leisure Contracts Manager
I Meader	Performance Officer
V Nightingale	Senior Member Support Officer
G Pickering	Performance and Reputation Manager
D Swaine	Executive Manager - Operations and Corporate Governance

**APOLOGY FOR ABSENCE:**

Councillor S J Robinson

**4. Declarations of Interest**

There were none declared.

**5. Notes of the Previous Meeting**

The notes of the meeting held on Tuesday 23 April 2013 were accepted as a true record.

The Group considered the actions arising from the previous meeting and Members were pleased to note the end of year accounts for the Civil Parking Enforcement Contract were positive.

**6. East Leake Leisure Centre – Annual Report 2012**

The Leisure Contracts Manager presented a report in respect of the agreement with Carillion plc for the management of East Leake Leisure Centre during 2012. He explained the costs in relation to the site, including the Private Finance Initiative (PFI) payment, utilities etc. Members were informed that the contract was monitored by the Leisure Contracts Manager on a monthly basis and quarterly by the Strategic Board, which was chaired by the Cabinet portfolio holder for Community Services. With regard to performance the Board was informed that this was measured using the Sport England

'Quest' quality assurance guidelines, with the site recording 75% at inspection which exceeded the target.

Mr Curtis gave a presentation outlining the various activities on offer at the Leisure 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 had been an extra swimming enrolment, which had increased the number of children using the pool. 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' session, which was a 15 metre inflatable that was held at weekends. The inflatable was also used 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.

Mr Curtis explained that 2012 had been an excellent year for the Centre with the highest ever usage being recorded. Staff had worked very hard at increasing the usage and this was evidenced by the high number of visits achieved and the increase in income. Many of the marketing initiatives had been based on the Olympics and the European Football Championships. He stated that it was important to get young people involved in sport and these were the Centre's potential future users. In response to a question Mr Curtis stated that the usage figures for 2013 to date were slightly below last year's, however this could largely be attributed to the poor weather conditions. Members were pleased to note that there were a large number of activities aimed at young people and that staff were encouraging them to attend.

He was pleased to say that there had been very little turnover in staff and there had been a good team spirit developed. All staff were defibrillator trained and all lifeguards attended compulsory training. In answer to a question the Leisure Contracts Manager explained that, as this was a school site, all staff were CRB (criminal records bureau) checked and had to undergo training annually.

Following a question regarding the utility costs the Leisure Contracts Manager explained that under the present contract officers were keen to ensure that usage was targeted and controlled. Previously there had been concerns regarding the apportionment of the bills between the school and the leisure centre which had prompted targets to be set. He stated that electricity usage had decreased whereas gas had increased. He informed Members that these costs would be included in the negotiations for the next four years' performance.

Members noted that in previous reports they had received figures for the utility costs, NNDR, the management fee and the PFI fee. The cost for the management fee for 2011 had been £90,000 and the utilities had been £100,000 whereas for 2012 they were quoted together as £149,380. The Leisure Contracts Manager agreed to confirm these figures.

With regard to swimming usage Mr Curtis explained that there had been an extra enrolment date for the swimming lessons in 2012. Following a question,

he explained that although Loughborough Leisure Centre had been closed for a number of months this had not impacted greatly on the number of casual swimmers. However, two schools had moved their swimming lessons to the Centre and it was hoped that this would continue. In relation to competition Mr Curtis explained that there were some private clubs, ie David Lloyd and LA Fitness, however staff felt that the Centre was for residents in East Leake and the surrounding villages, although they did have users from West Bridgford and from Leicester.

In relation to the Artificial Turf Pitch the Board was informed that this was in very good condition and was not due to be replaced until, at least 2015/16. The Leisure Contracts Manager explained that as part of the PFI agreement the cost of replacing equipment, buildings, etc was included in the contract.

The Chairman, on behalf of the Group, thanked Mr Curtis for his presentation, for attending the meeting and answering Members' questions. He felt that the Board particularly applauded the Centre's focus on young people.

## **7. Performance Monitoring – Quarter 4 2012/13**

The Performance and Reputation Manager presented the Quarter 4 performance monitoring data. Members were informed that all of the nine strategic tasks were underway with only ST14 – Adopt the Rushcliffe Local Plan – being overdue.

Members queried why ST18 – Activate the Leisure Strategy to best provide leisure facilities and activities as the conditions prescribed in the Strategy arise - was not marked as overdue as it had not met its milestone date of 31 December 2012. Officers explained that it had been given a 'warning status' identification as although the milestones had passed the task itself was not due to be delivered until March 2016. There was an officer group considering this issue and a report would be presented to Cabinet later in the year.

In relation to ST17 – Implement Welfare Reform, including: developing a local Council Tax Support scheme and transferring Housing Benefit customers to the national Universal Credit system - Members felt that this was important work. As the Council was involved in the Government's pilot scheme Members asked for further information on how this was progressing and what the measures of success were. The Service Manager - Corporate Governance explained that there were three aims:

- Move as many people as possible to online applications
- Work with partners to integrate the system
- Identify vulnerable residents and support them

Officers explained that at present the Council was working with eight partners. Following a question regarding how Rushcliffe compared to other councils on the pilot scheme officers stated that as each area was different this would be difficult to produce. However, there were regular meetings between all the councils involved enabling knowledge and learning to be shared.

In Quarter 4 there were two new exceptions and 15 highlights. The two exceptions were the number of affordable homes delivered and the increase in

rateable value of commercial properties in the Borough. Officers explained that the Ratcliffe on Soar Power Station had received a reduction of its rateable value because of a refurbishment which had resulted in a reduction of power output which had a knock-on negative impact on this indicator.

In relation to affordable homes it was felt that the target had been challenging due to the current market conditions, which have led to delays at two large development sites. It was noted that both of these indicators were reliant on external factors. Members queried what the Council could do to improve the situation, especially with the New Homes Bonus funding. Also what Registered Social Landlords could do with funding that had been announced by Central Government. The Executive Manager - Operations and Corporate Governance reminded Members that a report would be presented to Cabinet on 9 July regarding affordable housing. Members were informed that the target for affordable housing for 2013/14 had been reduced.

Members noted that there had been 5 other exceptions reported in the year. Three of these had subsequently improved and the annual targets met, another one continued to improve but had not quite reached its target, while the final indicator was an annual one-off figure. The Board were particular impressed by the percentage of calls answered in 30 seconds and the average time taken to process new claims, or changes, for Housing Benefit/Council Tax Benefit.

There were three indicators with no data available.

- Local Indicator CO61 - officers explained that this indicator would be revised as a new indicator and that the data would now be collected as part of Sport England's survey.
- Local Indicators CO62 & CO63 – officers were considering how the Council's YouNG group could help collate this information in the future.

The Board asked that future reports should include the financial information that would allow Members to consider performance in relation to the costs. Officers explained that the financial outturn was due to be presented to Cabinet on 9 July and therefore the final figures had not been available for this meeting. It was agreed that future reports would include some financial data.

## **8. Work Programme**

The Board considered its work programme. It was noted that the Diversity Annual Report had been moved to the Group's meeting in November. The Executive Manager - Operations and Corporate Governance stated that at the next meeting the Board would be considering the Review of Complaints and the Ombudsman's Letter, when the new arrangements would be explained.

The meeting closed at 8.05 pm.

## Action Sheet

### PERFORMANCE MANAGEMENT BOARD - TUESDAY 25 JUNE 2013

Minute Number	Actions	Officer Responsible
3. East Leake Leisure Centre – Annual Report 2012	Officers to confirm the costs for the management fee and the utility costs.	Leisure Contracts Manager
4. Performance Monitoring – Quarter 4 2012/13	a) Future monitoring reports to include an update on the Universal Credit pilot scheme	Service Manager - Corporate Governance  Performance and Reputation Manager