



were being achieved. With regard to usage he stated that the total usage was lower than the target, however it was noted that there was an increase in the number of people swimming and participating in aerobics. In respect of services for young people usage was in line with the previous year. Highlights included the junior pump sessions and holiday activities.

The Board was informed that a new management information system had been introduced and that this had allowed payments and bookings to be made on-line. It had also given Parkwood the opportunity to review and update the membership database.

With regard to improved community involvement and partnership working Members were informed that 638 people had attended focus group meetings and that Parkwood staff had been proactive by attending various Council working groups.

The Leisure Contracts Manager informed the Board significant savings had been achieved for the Council, these included a number of energy saving initiatives that had been put in place across all sites that had reduced both utility consumption and costs. He was pleased to report that customer satisfaction levels had increased to 87%. All centres had achieved highly commended within the Quest accreditation and Parkwood had achieved the Investors In People award.

With regard to the Contract's strategic objectives Members were disappointed that there had been no progress made in relation to the review of the ten indicators. The Executive Manager - Operations and Corporate Governance explained that as part of the delivery of the Leisure Strategy it was likely there would be negotiations with Parkwood in relation to the contract. However, if the Board felt that Cabinet should review the strategic objectives and any subsequent indicators, then there was a process by which this could be requested and this had been previously discussed with the Chair and Vice Chair.

Mr Palfrey then gave a presentation outlining the sixth year of the contract. He outlined some of the successes of the year, these included successful Quest visits, community open days and the re-accreditation of the Investment in People chartermark. He informed Members that gym membership had increased at most of the sites.

Works to upgrade the reception, dance studio and cafe at Rushcliffe Leisure Centre had been completed by Nottinghamshire County Council. At Bingham Leisure Centre the pool, reception area, dry side changing rooms and the 1<sup>st</sup> floor had also been refurbished.

Mr Palfrey informed Members of other highlights for the year, which included the continuation of the modern apprenticeship schemes with Central College and the Amateur Swimming Association. Parkwood were also working with Lifetime and ICON to provide NVQ's for staff and management. Successful holiday programmes across all five sites in partnership with the YMCA, Postive Futures, DNF and Excel had been delivered. He was pleased to announce that Parkwood had taken part in the national launch of the water safety campaign 'Get Safe for Summer' and 'drowning prevention', which was

supported by the Amateur Swimming Association and the Royal Life Saving Society.

The Board was informed that there had been a complete overhaul of the company's website and that they now had their own page on Facebook with over 750 followers.

Members recognised that the leisure centres were a community resource which hosted a wide range of sports that were mainly run by Clubs and volunteers. Following a question Mr Palfrey informed Members that there were approximately 140 different clubs that were based across the five leisure centres. He explained that Parkwood's website hosted an information point to the various clubs and that the Council's Sports Development Officer had produced a comprehensive Club Directory.

In relation to the holiday programmes Members were informed that participation was increasing every year, it was felt that this was due to the competitive pricing and the range of activities on offer, including sports, arts and crafts.

Following a question regarding the Investors in People accreditation the Board was informed that staff had improved the post training evaluation process and that work was underway to improve communication especially with younger members of staff.

It was AGREED that the performance of Parkwood Leisure over the past year was within the acceptable parameters.

The Chairman thanked Mr Huxley and Mr Palfrey for their comprehensive presentation and for answering Members' questions. He felt that leisure was a growth area and that the report had been very positive.

## **19. Climate Change Strategy Action Plan Update**

The Community Development Manager presented a report regarding the Council's updated Climate Change Strategy and Action Plans. Members were informed that the Strategy had been extended to 2020 to fall in line with the associated Action Plans. The two Action Plans had now been merged as 75% of the Climate Change Action Plan and 98% of the Carbon Management Action Plan had been completed. He explained that the Council, in line with Government Guidance, had adopted a target to reduce carbon emission by 15% by 2015 and 30% by 2020. He was pleased to report that the Council had already reduced its carbon emission by 21%. He highlighted several schemes that had been undertaken including

- The Warmstreet scheme
- Boiler replacement scheme
- Green deal pioneer places project
- Partnership working on fuel poverty
- Purchase of new refuse vehicles
- Lighting improvements to the Civic Centre, which had resulted in savings of 40%

The Board were informed of the schemes that had not yet been completed, including

- Climate change impact assessments to be included on Council reports, although the new report template would be introduced at the beginning of the next municipal year
- SMART travel plan
- Carbon offset scheme

With regards to the SMART travel plan Members were informed that 44% of the staff had completed a survey. The Community Development Manager stated that work was being undertaken to analyse the responses and to ascertain what actions could be taken to develop a plan for implementation from March 2014. He explained that a bike to work scheme was identified by the survey and was being considered by Human Resources and the Employees Liaison Group. Members expressed disappointment at the level of response to the survey.

In respect of the Carbon Management Plan Members were informed this had not been completed as two tasks had been cancelled as they were not financially viable.

Following a question regarding business driver training Members were informed that fleet drivers were made aware of the impact of speed/acceleration and braking on fuel consumption. Officers stated that the Council purchased energy efficient vehicles wherever possible.

In relation to advice from planning officers on energy efficiency the Board was informed that advice was given on a site by site basis. However, if the Local Plan was agreed and adopted this would offer greater guidance as it contained several policies including renewable energy, sustainability, etc.

In response to a question regarding green burial sites officers explained that currently no site has been identified and further consideration would be required. Officers agreed to investigate the number of burials currently undertaken at the nearest site at Oxton.

With regard to carbon emissions and businesses Members were informed that larger companies had their own policies which were reported nationally. In respect of smaller businesses officers stated that this had been raised via the Rushcliffe Business Partnership but had not been well received. Further work would be undertaken to show businesses the financial benefits of implementing travel plans and green-fleet reviews.

It was AGREED that the Board had reviewed, and endorsed, the progress of the two action plans.

## 20. **Equality and Diversity Report - 2012/13**

The Board considered the report of the Executive Manager - Operations and Corporate Governance regarding the Council's performance during 2012/13

against the objectives set out in the Single Equality Scheme, which had been adopted by the Council in April 2012. The Strategic Human Resources Manager stated that the report contained a comparison between the current workforce and demographic information of the Borough as per the 2011 Census. She said that although the Council was no longer required to collect the data the authority had to have due regard to this information and its impact on policies and practices on people with protected characteristics, which included age, disability, ethnicity, gender. The workforce information showed that the Council did not currently reflect the demographic of the Borough in respect of ethnicity and age profile. However, it was noted that the age profile for the Borough showed a peak between the ages of 40-50 and the workforce peaked at 45-54. Due to the Council's commitment to encourage younger people into employment through the apprenticeship scheme the number of under 25's had increased. Officers explained that although employees were not obliged to declare any disability the number of employees who had declared a disability had increased slightly from last year. In respect to gender the Council employed more males than females, which was the opposite to the Borough profile. However, it was noted that, due to the physical nature of the work, most staff at the Depot were male. If consideration was only given to the Civic Centre staff then the workforce mirrored the Borough profile. Members raised concerns that a large proportion of staff did not feel it necessary to answer the equality monitoring questions when applying for a job. Officers stated that in previous years a survey had been sent to all staff to update their records and it was agreed that this would be actioned again.

Following a question, officers stated that positive action was taken when advertising jobs to try to encourage people from minorities to apply. The Executive Manager - Operations and Corporate Governance explained that there was very little staff turnover and therefore any perceived barriers to people joining the organisation were unknown and hard to quantify.

In respect of training the Board was informed that this was continually being improved and that it formed part of an employees' induction.

The Board was informed that the Council consulted with residents, employees and various organisations, including the Community Cohesion Network, on relevant policies and service delivery in order that their views and perspective on the impact of the policies could be considered before implementation.

It was AGREED that Members had considered and endorsed the report.

## **21. Performance Monitoring – Quarter 2 2013/14**

The Performance and Reputation Manager presented a summary of the Council's performance for Quarter 2 of 2013/14. She explained that of the nine corporate tasks only one, Adopt the Rushcliffe Local Plan, was overdue. This task had been given a revised completion date of 30 June 2014 and the present milestones were on target.

In relation to the 34 performance indicators there were two highlights, 'LIFC08 percentage of invoices for commercial goods and services which were paid by the authority in payment terms' and 'LIFC20 average time taken to process Housing benefit/ Council Tax Reduction new claims and change events'.

There were also two exceptions, LICO23 burglaries per 1,000 households and LINS24 number of affordable homes delivered. Members recognised that, at present, burglary was a problem for the Police who were commencing a number of initiatives to combat this.

Following a question regarding the car park review the Board was informed that this would be considered by a Member Group in the near future.

With regard to a review of Members' expenses the Executive Manager - Operations and Corporate Governance stated that this was a matter for consideration by an Independent Remuneration Panel and was not part of the Council's four year plan.

It was AGREED that the Board had considered the identified exceptions.

## 22. **Work Programme**

The Board considered the report of the Executive Manager – Operations and Corporate Governance that set out details of the proposed work programme for the municipal years 2013/14 and 2014/15.

The Group AGREED its Work Programme.

Members were requested to forward their questions in relation to the Glendale Golf Annual Report to Member Services by 5 February 2013, for consideration at the next meeting.

The meeting closed at 9.05 pm.

## **Action Sheet PERFORMANCE MANAGEMENT BOARD - TUESDAY 26 NOVEMBER 2013**

| <b>Minute Number</b>                                         | <b>Actions</b>                                                                                                                                                                       | <b>Officer Responsible</b>                 |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| 17. Notes of the Previous Meeting                            | Further information regarding the Universal Credit pilot schemes be provided to all Members following evaluation of the scheme nationally.                                           | Executive Manager - Communities            |
| 18. Leisure Centre Contract – Parkwood Leisure Annual Report | The Executive Manager – Finance and Commercial to present further information regarding the review of the Contract's strategic objectives before the next annual report to the Board | Executive Manager – Finance and Commercial |
| 19. Climate Change Strategy Action Plan Update               | Officers agreed to investigate the number of burials currently undertaken at the nearest site at Oxtan.                                                                              | Community Development Manager              |
| 20. Equality and Diversity Report – 2012/13                  | Officers to investigate the recirculation of the equality monitoring data to staff                                                                                                   | Strategic Human Resources Manager          |