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Our reference:
Your reference:
Date: 9 June 2014

To all Members of the Performance Management Board

Dear Councillor

A meeting of the PERFORMANCE MANAGEMENT BOARD will be held on Tuesday 17 June 2014 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely



Executive Manager Operations and Corporate Governance

AGENDA

1. Apologies for absence
2. Declarations of Interest
3. Notes of the Meeting held on Tuesday 22 April 2014 (pages 1 - 6)
4. Civil Parking Enforcement Contract Update 2014

The report of the Executive Manager Finance and Commercial is attached (pages 7 -10).

5. Annual Report 2013/14

The report of the Executive Manager - Operations and Corporate Governance is attached (pages 11 - 18).

6. Performance Monitoring – Quarter 4 2013/14

The report of the Executive Manager - Operations and Corporate Governance is attached (pages 19 - 43).

7. Work Programme

The report of the Executive Manager - Operations and Corporate Governance is attached (pages 44 - 45).

Membership

Chairman: Councillor D G Wheeler

Vice-Chairman: Councillor R M Jones

Councillors Mrs S P Bailey, A MacInnes, Mrs M M Males, B A Nicholls,
F A Purdue-Horan, D V Smith and J A Stockwood

Meeting Room Guidance

Fire Alarm Evacuation: in the event of an alarm sounding please 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 are located opposite Committee Room 2.

Mobile Phones: For the benefit of others please ensure that your mobile phone is switched off whilst you are in the meeting.

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**NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 22 APRIL 2014**

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, A MacInnes, Mrs M M Males (substitute for Councillor J E Thurman), F A Purdue-Horan (substitute for Councillor B A Nicholls), S J Robinson, J A Stockwood, Mrs M Stockwood (substitute for Councillor D V Smith).

ALSO IN ATTENDANCE:

Councillors J E Greenwood
D Curtis Manager, East Leake Leisure Centre

OFFICERS PRESENT:

C Caven-Atack	Performance and Reputation Manager
B Knowles	Leisure Contracts Manager
V Nightingale	Senior Member Support Officer
P Steed	Executive Manager – Finance and Commercial

APOLOGIES FOR ABSENCE:

Councillors B A Nicholls, D V Smith, J E Thurman

29. Declarations of Interest

There were none declared.

30. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 25 February 2014 were accepted as a true record.

The Chairman noted that Ms Kerrison had provided her notes on the Glendale Golf contract to Members.

31. East Leake Leisure Centre – Annual Report 2013

The Leisure Contracts Manager presented a report in respect of the agreement with Carillion plc for the management of East Leake Leisure Centre during 2013. He explained that the unitary payment included lifecycle costs, this enabled the Centre and the equipment to be kept to a good standard. When comparing this Centre to other joint use facilities Members could identify the value of the lifecycle costs. With regard to performance the Board was informed that customer satisfaction was very high, that usage figures had been exceeded and although income was lower than in 2012 this was due to the fact that an additional swimming enrolment had been accommodated during that year.

With regard to the utility costs officers were working with Carillion to reduce usage and raise staff awareness in respect of the Council's programme to reduce its carbon footprint.

Mr Curtis presented his annual report. He explained that Carillion had recognised that 2012's income had been exceptional due to the after effect of the London Olympics and the extra swimming enrolment. As each enrolment equated to approximately 650 users this also affected usage figures. Members were also informed that usage figures had decreased due to the poor weather conditions in January 2013 which had affected all the outdoor sports. However, the number of people who had signed a membership agreement had exceeded the contractual target. Mr Curtis explained that marketing of the Centre was on-going and that there had been a number of promotions during the year. Members asked that membership figures for the years should be included in the report.

With regard to customer satisfaction Members were informed that this remained high with the figure being 96% and above. Feedback was very complimentary in relation to staff and it was noted that staff turnover was very low. The Centre also had a positive health and safety record with only 19 recorded accidents during the year.

Mr Curtis gave Members a further explanation on how the lifecycle costs enabled staff to replace/update equipment and to keep the Centre's appearance at its optimum. He also stated that every year money was spent where it was needed however, each area was thoroughly examined to ensure that money was not spent unnecessarily. Following a question Members were informed that the leisure staff had a very good relationship with the school staff and that joint use areas were checked by staff to ensure that there were no detrimental effects to paying customers. The school had a policy to deal with any vandalism.

Following Members' questions Mr Curtis explained that there were a large number of activities aimed at young people, including gymnastics, hockey, martial arts, triathlon, zumba classes, cricket, girl guiding, etc. Holiday activities were held at the Centre and were very successful. These were run by the same company that ran the after school clubs and therefore the staff were well known by the students. He was pleased to say that the Centre had retained swimming classes from two primary schools which had used the Centre during the temporary closure of the Loughborough pool.

Members were pleased to note that there was a large range of activities for young people, however there was nothing in the report regarding facilities for the disabled and for GP referrals. Mr Curtis explained that the Centre was a single storey building and was accessible for people and met all the DDA requirements. He stated that staff were on hand to assist anyone who required further assistance. With regard to GP referrals unfortunately these had to be initiated by the doctor and this was not seen as a priority at the local Health Centre. Members queried if officers could meet with colleagues from the Clinical Commissioning Group and the PCT to emphasise the benefits of the GP referral scheme that was in operation in the other leisure centres and that the Cabinet Portfolio Holder be consulted. Mr Curtis agreed to include these aspects in future reports.

In response to a question regarding utility cost Mr Curtis explained that there had been a lot of work undertaken over the past few years to identify utility costs and to correctly allocate these to the various uses of the building. He also stated that during 2013 officers had focussed on energy efficiency and how technology could assist to reduce energy usage. In respect of these costs Members requested figures for previous years in order that a trend could be identified. The Leisure Contracts Manager agreed to consult the Finance Team to provide actual costs.

In respect of the Private Finance Initiative Members were informed that this was in place until July 2027. Members queried the increase in the unitary payment and were informed that this was linked to indexation.

It was AGREED that the Board noted the performance of East Leake Leisure Centre in 2013.

The Chairman, on behalf of the Group, thanked Mr Curtis for attending the meeting and answering Members' questions and for agreeing to include more information in future reports.

32. Parkwood Leisure Contract – Review of Strategic Objectives

The Chairman informed the Board that this issue had been accepted as an item for scrutiny at the Board's last meeting. He believed that there was a need to identify any of the objectives that were not proving to be beneficial now. He felt that there was useful data already being collected and collated that would increase the Board's understanding of the contract that could be included in future reports. He thought that this could be achieved through informal discussions with Parkwood Leisure.

Councillor Jones stated that the Parkwood reports did not contain previous years' information and therefore the Board could not identify any trends in performance. He felt that objectives 7 and 8 did not provide anything factual or measurable. He referred to the report from Carillion regarding East Leake and how each activity's data had been presented on a monthly basis comparing two years; this was not included in Parkwood's report. He felt that comparisons by year for each centre would be a good starting point.

The Executive Manager – Finance and Commercial explained that Parkwood reported against the objectives contained within the contract that the Council had asked them to deliver. He stated that, as part of The Arena development there could be an opportunity to discuss any changes. He also reminded Members that no issues had been identified by the Cabinet Portfolio holder at the quarterly strategic meetings. However, if Members wanted improvements made to the presentation of the information then this could be discussed without altering the strategic objectives. Finally he stated that Members needed to ensure that they did not over analyse low level operational data and concentrated on the high level strategic issues.

Councillor Wheeler agreed that informal discussions were required to ensure that the Board had sufficient comparable data to ascertain the trends.

Following a discussion Members felt that the information was already produced in Parkwood's Annual Report document and therefore officers would not have to collect any further statistics. It was recognised that some of the Strategic Objectives had not been updated when the contract had been extended. Also one of the objectives stated that 100% of transactions were available electronically yet there was no information on how many transactions were made electronically. There was no information on the make-up of the focus groups. Members agreed that the information, as presented, did not give them the tools they needed to scrutinise the contract's performance.

It was felt that the information the Board received in other reports could be part of the informal discussions with Parkwood. The use of reporting by exception, comparable data by years, energy saving initiatives, holiday playschemes, etc.

It was AGREED that the Chairman and Vice Chairman should have an informal discussion with officers and progress the way forward. The Executive Manager – Finance and Commercial stated that this could assist to standardise the reports received from other partners.

33. Work Programme

The Performance and Reputation Manager presented the work programme and reminded Members that at the next meeting in July the Board would consider the monitoring of the end of year data for 2013/14, the Board's Annual Report and Civil Parking Enforcement. The Leisure Contracts Manager stated that there would be a representative from Nottinghamshire County Council to answer Members' questions. Members were requested to email any questions to Member Services by 31 May 2014.

Following a question Members were informed that the new contract began in May 2014. It was requested that, as part of that item, further information on the monitoring of Central Avenue and any impact of the new one way system in Bingham should be included in the presentation.

The Executive Manager – Finance and Commercial stated that feedback from the previous item would be presented either at the June or September meeting of the Board.

It was AGREED that the Performance Management Board noted the proposed rolling work programme for 2014/15.

34. Chairman's Remarks

As this was the last meeting of the Board for this municipal year Councillor Wheeler thanked all the Members for their hard work, in particular Vice Chairman Councillor Jones. He expressed his thanks to all the officers who had attended the meetings and assisted with the debates.

The meeting closed at 8.40 pm.

Action Sheet

PERFORMANCE MANAGEMENT BOARD - TUESDAY 22 APRIL 2014

Minute Number	Actions	Officer Responsible
31. East Leake Leisure Centre – Annual Report 2013	<p>a) officers to liaise with colleagues at the Clinical commissioning Group and the PCT to emphasise the benefits of the GP referral scheme and that the Cabinet Portfolio Holder be consulted.</p> <p>b) the Leisure Contracts Manager to ascertain costs associated with the Centre for this and previous years to identify any trends</p>	<p>Executive Manager - Communities</p> <p>Leisure Contracts Manager</p>
32. Parkwood Leisure Contract – Review of Strategic Objectives	Chairman, Vice Chairman and officers to discuss how the information is presented to the Board and to report back to Members.	Executive Manager – Finance and Commercial
33. Work Programme	<p>a) officers to request information on the monitoring of Central Avenue and any impact of the new one way system in Bingham to be included in the report on Civil Parking Enforcement at the Board's next meeting</p> <p>b) Feedback regarding the Parkwood Leisure Contract – Review of Strategic Objectives to be given at the Board's meeting in either June or September 2014.</p>	<p>Leisure Contracts Manager</p> <p>Executive Manager – Finance and Commercial</p>

Responses

Minute Number	Action	Officer Responsible	Response
31. East Leake Leisure Centre – Annual Report 2013	<p>a) officers to liaise with colleagues at the Clinical commissioning Group and the PCT to emphasise the benefits of the GP referral scheme and that the Cabinet Portfolio Holder be consulted.</p> <p>b) the Leisure Contracts Manager to ascertain costs associated with the Centre for this and previous years to identify any trends</p>	<p>Executive Manager - Communities</p> <p>Leisure Contracts Manager</p>	<p>The Executive Manager Communities has quarterly meetings with CCG and Public Health representatives. The opportunity to identify the benefits of the GP referral scheme will be raised at the next meeting scheduled for 9 July 2012.</p> <p>The figures quoted in the reports of February 2012 and June 2013 are the budget figures as actual costs were not available at the time. The figures used in the April 2014 report were actual costs for the years 2012/13 and 2013/14.</p>
32. Parkwood Leisure Contract – Review of Strategic Objectives	Chairman, Vice Chairman and officers to discuss how the information is presented to the Board and to report back to Members.	Executive Manager – Finance and Commercial	Initial meeting in the process of being arranged.
33. Work Programme	<p>a) officers to request information on the monitoring of Central Avenue and any impact of the new one way system in Bingham to be included in the report on Civil Parking Enforcement at the Board's next meeting</p> <p>b) Feedback regarding the Parkwood Leisure Contract – Review of Strategic Objectives to be given at the Board's meeting in either June or September 2014.</p>	<p>Leisure Contracts Manager</p> <p>Executive Manager – Finance and Commercial</p>	The monitoring of both of these schemes is outside of the Civil Parking Enforcement contract. Any offences of driving through Central Avenue or driving the wrong way along a one way street are Moving Traffic Offences and as such fall within the remit of the Police to enforce.

Report of the Executive Manager Finance and Commercial

1. Summary

- 1.1. This report provides an 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. The report identifies the financial position of the partnership from May 2008 to March 2014, the performance each year within this period and also provides a breakdown of the age of the outstanding debts and the geographical distribution of Penalty Charge Notices (PCN's) issued over the period 2008-2014. The off street account has achieved a surplus of £18,268 over this period and the on street account a deficit of £32,186.
- 1.2. The overall deficit on the contract has reduced by around £14,000 over the past year however, during the same period the value of outstanding PCN's has increased by around the same value. Members will also note that the figures reported for 2012/13 in the previous year's report have been amended to reflect actual expenditure and income rather than the budget figures necessarily used due to the timing of the Scrutiny Group meeting.
- 1.3. The contract for the provision of enforcement activity has been re-let to the existing provider NSL. The new contract commenced in May 2014 following a longer than anticipated procurement exercise. The new contract will see the gradual introduction of revised patrol routes for the Civil Enforcement Officers (CEO's). These routes are aimed at maintaining compliance with Traffic Regulation Orders (TRO's) whilst making best use of reduced resources. The new contract offers a good degree of flexibility to either increase or decrease the amount of CEO hours used to reflect any particular problem areas or the introduction of new TRO's.

2. Recommendation

- 2.1. It is RECOMMENDED that the Performance and Management Board comments on the financial performance of the Civil Parking Enforcement Contract.

3. Reasons for Recommendation

- 3.1. The tables below identify the current financial position of the contract from commencement in May 2008 up to the end of March 2014. The figures show that the deficit has reduced from £33,640 to £13,546 in the past year.

May 08 Mar14	On Street	Off Street	Total
Number of PCN's	27,302	23,696	50,998
CPU Charges £'s	139,721	122,218	261,938
External Charges £'s	36,268	32,165	68,433
Enforcement Contractor Charges £'s	694,228	378,589	1,072,817
Income Collected £'s	838,031	551,240	1,389,271
Totals £'s	-32,186	18,268	-13,917
Outstanding PCN Value £'s	83,806	36,335	120,141

- 3.2. The details of the performance for each year are provided in the tables below. Members will note that both accounts were in a surplus position this year. The number of PCN's issued fell to 8,860 this year. The number of on street PCN's increased whilst off street numbers fell.

May 08 Mar 09	On street	Off Street	Total
Number of PCN's	4,463	3,155	7,618
Expenditure £'s	133,492	59,379	192,871
Income £'s	105,570	58,690	164,260
Total £'s	-27,922	-689	-28,611

Apr 09 Mar 10	On street	Off Street	Total
Number of PCN's	4,678	3,181	7,859
Expenditure £'s	157,625	66,755	224,380
Income £'s	137,215	70,535	207,750
Total £'s	-20,410	3,780	-16,630

Apr 10 Mar 11	On street	Off Street	Total
Number of PCN's	3,935	4,693	8,628
Expenditure £'s	139,813	106,268	246,081
Income £'s	141,805	112,040	253,845
Total £'s	1,992	5,772	7,764

Apr 11 Mar 12	On street	Off Street	Total
Number of PCN's	4,701	4,305	9,006
Expenditure £'s	143,668	100,515	244,183
Income £'s	149,930	105,823	255,753
Total £'s	6,262	5,308	11,570

Apr 12 Mar 13	On street	Off street	Total
Number of PCN's	4,652	4,375	9,027
Expenditure £'s	145,524	103,137	248,661
Income £'s	144,319	104,566	248,885
Total £'s	-1,429	1,205	-224

Apr 13 Mar 14	On street	Off Street	Total
Number of PCN's	4,873	3,987	8,860
Expenditure £'s	150,095	96,917	247,012
Income £'s	159,192	99,586	258,778
Total £'s	9,097	2,669	11,767

3.3. The County Council has confirmed that there will not be a request for payment of the outstanding deficit at this time as the amount of income outstanding is greater than the deficit.

3.4. The table below illustrates the outstanding debt for each year since the start of the operation. Members will note that the bulk of the debt appears in the last three years. It is not unusual for cases, if appealed to take as much as a year or even longer to be resolved. As the software system runs on real time it is not possible to directly compare previous reports.

Financial Year	Outstanding Debt
2008/09	£8,786
2009/10	£7,958
2010/11	£11,306
2011/12	£22,431
2012/13	£29,569
2013/14	£40,091
Total	£120,141

4. Supporting Evidence

4.1. The table below shows the locations and numbers of PCN's issued across the Borough.

Location	On Street	Off Street	Total
West Bridgford	21,914	21,604	43518
Bingham	2,242	1,330	3572
Radcliffe-on-Trent	914	606	1520
Keyworth	624	156	780
Ruddington	1,387	0	1387
East Leake	31	0	31
Holme Pierpoint	74	0	74
Other	116	0	116
Total	27,302	23,696	50,998

5. Risk and Uncertainties

- 5.1. Failure to properly monitor the contractual arrangements will restrict the Councils' ability to effectively deliver car parking across the borough.

6. Implications

6.1. Finance

The Council's financial accounts for 2013/14 reflect the expenditure and income recorded for the year. There is provision in the accounts of £3,491 representing the remaining deficit on the accounts less the pay overs made in previous year

6.2. Legal

There are no legal implications arising from this report.

6.3. Corporate Priorities

Effective management of parking helps to ensure town centres are attractive places to visit and can support the economic growth and health of such places, and can also contribute to the quality of life by ensuring that congestion is reduced and residents are able to park close to their homes.

6.4. Other Implications

There are no other implications arising from this report.

For more information contact:	Name: Brian Knowles Leisure Contracts Manager 0115 914 8454 email bknowles@rushcliffe.gov.uk
Background papers Available for Inspection:	Report to Performance Management Board 23 April 2013 'Civil Parking Enforcement Contract Update 2013
List of appendices (if any):	None

Report of the Executive Manager - Operations and Corporate Governance

1. Summary

1.1. This annual report reviews the work undertaken by the Performance Management Board during 2013/14. Each of the scrutiny groups prepares an annual report and these will be presented to full Council. The Group has met five times 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.

1.2. In addition, the Board scrutinised:

- Performance Monitoring
- Civil Parking Enforcement Contract Update 2013
- East Leake leisure Centre annual reports 2012
- Review of Customer Feedback 2011/12
- Ombudsman's Annual Letter 2012/13
- Edwalton Golf Courses Annual Report
- Leisure Centres Contract
- Climate Change Strategy Action Plan
- Equality and Diversity report 2012/13

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

2. Recommendation

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

3. Implications

3.1. Finance

There are no direct financial implications arising from this report.

3.2. Legal

There are no direct legal implications arising from this report.

3.3. Corporate Priorities

The Group's work programme assists in the Council in delivering its Corporate Priorities.

3.4. Other Implications

There are no other implications

For more information contact:	Name: D Swaine Executive Manager - Operations and Corporate Governance 0115 914 8343 email dswaine@rushcliffe.gov.uk
Background papers Available for Inspection:	None
List of appendices (if any):	Performance Management Board's Annual Report

Performance Management Board Annual Report 2012/13

Chairman's Foreword

This annual report summaries the main work which the scrutiny group has undertaken this year. Scrutiny ensures the Borough Council makes its decision properly and underpins policy-making based on rigour, challenge, analysis and evaluation.

We have explored the Council's performance against its strategic tasks and key performance indicators. There have been many areas of strength, balanced against areas where improvement is required. We celebrated the good performance and reviewed and investigated areas where we need to make improvements. Our work has been rewarding and fulfilling. The role of an 'overseer' and 'surveillance' helps Council to maintain high standards and value for money in these difficult financial times.



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 priorities.
- 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:

- Performance Monitoring
- Civil Parking Enforcement Contract Update 2013
- East Leake Leisure Centre Annual Report 2012
- Review of Customer Feedback 2012/13
- Ombudsman's Annual Letter 2012/13
- Edwalton Golf Courses Annual Report
- Leisure Centres Annual report
- Climate Change Strategy Action Plan
- Equality and Diversity report 2012/13

Performance Monitoring

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 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:

- Leisure strategy, leisure contract and leisure centres in West Bridgford
- Progress with adopting the local plan
- Implementing welfare reform and Universal Credit
- Delivery of Affordable Homes

- Rateable value of commercial property in the Borough
- Cotgrave masterplan
- Crime statistics

Civil Parking Enforcement contract update

In April 2013, Members discussed the financial performance of the contract including the costs associated with the contract and deficits. Members discussed the appeals process for PCNs, partnership arrangements with the County Council and details of the future Enforcement Contract coming into effect in November 2013.

East Leake Leisure Centre Annual Reports

Members received a report in respect of the agreement with Carillion plc for the management of East Leake Leisure Centre during 2012.

Members were informed about the activities on offer at the Leisure Centre, how these were used and who used them. 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 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 April 2014 Members received a report regarding the management of the Centre during 2013. It was recognised that income during 2013 would not achieve the same level as 2012 as there had been one less swimming enrolment. Members considered the lifecycle costs and how this enabled the equipment to be replaced/updated.

Members debated the lack of GP referrals from the East Leake Health Centre. Members felt that the officers and the Cabinet Portfolio holder should emphasise the benefits of the GP referral scheme to the Clinical Commissioning Group.

Members were pleased with progress at the Centre over the two years and applauded the focus on young people.

Review of Customer Feedback 2012/13

The Board received a report detailing the 61 complaints, 24 comments and 146 compliments received by the Council during 2012/13. The new two-stage complaints procedure was also explained.

Ombudsman's Annual Letter 2011/12

The number of cases investigated remained very low. There were eight cases decided upon – four had insufficient evidence and were not investigated, two were

outside Council jurisdiction, one was found to have been handled correctly and in one case the Ombudsman agreed with the action Rushcliffe had taken.

Edwalton Golf Courses Annual Contract Report

The dreadful weather in 2013 had caused the number of people playing golf to decline. The trend in Europe was that golf was a declining sport with some well established clubs having to close. But a very positive picture emerged from the annual survey, which showed 98% of respondents were either satisfied or very satisfied with facilities. Members received an update on the development of junior golf including its work with primary schools and competition. Workplace taster sessions had been run and also marketing activity undertaken to increase the number of lady golfers. The social side of the club was buoyant with the clubhouse being used for many functions and quizzes.

Leisure Centre Contract – Annual Report by Parkwood Leisure

Members received a report outlining the contract for the management of five of the Council's leisure centres at the November 2013 meeting. Total usage was below target, however, there was an increase in swimming and aerobics and gym membership at most sites, while usage for young people was similar to the previous year.

Payments can now be made online and during the year the membership database was improved. Significant savings have results from energy-saving initiatives. Customer satisfaction levels increased to 87%. All centres had achieved highly commended within the Quest accreditation and Parkwood had achieved the Investors in People award.

Work 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 1st floor had also been refurbished.

Other highlights 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 NVQs for staff and management. Successful holiday programmes had been run across all five with various partners. The website and Facebook pages had also been improved.

Members agreed that the leisure centre contract was performing within acceptable parameters.

Parkwood Leisure Contract – Review of Strategic Objectives

At the meeting in April 2014 Members discussed the Strategic Objectives within the Council's contract with Parkwood Leisure. This item had been added to the Board's work programme as a result of a request for scrutiny at the Board's February meeting. Some Members felt that the Objectives were outdated and that other information that was already collected would enhance the Annual report to the

Performance Management Board. It was agreed that the Chairman, Vice Chairman and officers should have informal discussions with representatives from Parkwood Leisure to progress the way forward.

Climate Change Strategy Action Plan Update

Members were updated on progress against the targets to reduce emissions by 15% by 2015 and by 30% by 2020. The Council had already reduced its carbon emission by 21%. Highlights thus far included the Warmstreet Scheme, fuel poverty advice, boiler replacements scheme, purchase of new refuse vehicles and a 40% saving due to new lighting improvements in the Civic Centre.

Equality and Diversity Report - 2012/13

Members considered 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 Council had employed more people under 25, the number with a disability has slightly increased for the previous year and positive action was being taken to encourage people from minorities to apply for jobs. Staff turnover was also stable.

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 next financial year.

Report of the Executive Manager - Corporate Governance and Operations

1. Summary

- 1.1. In line with the Council's Performance Management Framework, this report provides a summary of the Council's performance for quarter four 2013/14, containing tasks from the Corporate Strategy 2012-16, and the corporate basket of performance indicators.

2. Recommendation

- 2.1. It is RECOMMENDED that the Performance Management Board consider the identified exceptions.

3. Reasons for Recommendation

- 3.1. Following the good practice established by the Performance Management Board, exceptions and highlights have been identified in the corporate scorecard.

4. Supporting Information

- 4.1. The corporate scorecard, **Appendix 1**, includes detailed progress reports for each of the 9 tasks to be monitored in 2013/14 and the corporate basket of 34 performance indicators.
- 4.2. Numerical data used to calculate each performance indicator is included in **Appendix 2**.
- 4.3. Overall it has been a good year. We are now halfway through our Corporate Strategy (2012 to 2016) and we have achieved a lot in the first two years. Although there have been unforeseen challenges during this period and there is much to do, the period has been one of success, a number of key achievements are set out below:
- We have approved plans from Barratt and David Wilson Homes to build 450 new homes on the Cotgrave colliery site over the next decade, with work starting this summer.
 - We were selected as one of eight national pilot authorities in the country to help Central Government prepare for the implementation of Universal Credit, and were very successful by achieving above 90% of new applications being made online.
 - There have been many successes to our aim to improve access to facilities for children and young people, including; a new play area in Rushcliffe Country Park, development of the YouNG group, and the nurturing future talent initiative.

- We have saved £3.2m in the first 3 years of our Four Year Plan which aimed to achieve savings of £2.8m, and will continue to find more savings or additional income e.g. our successful green waste scheme in the replacement Transformation Strategy.
 - We have engaged with residents through social media and have boosted the numbers to 4,000 Twitter followers and 400 likes on Facebook. We are developing a Channel Shift Strategy that will increase the numbers of customers who chose to do business online.
- 4.4. Consistent with the above performance, there are 19 indicators that are green status (achieving or within 1% of target) and 7 have been selected as indicators that have excelled during the year:
- **LICG28 – Corporate Sickness.** This has reduced for a second year, and is at its lowest since 2007/08.
 - **LIFC01 – Percentage of users satisfied with sports and leisure centres.** This is significantly higher than previous years and is indicative of the excellent customer service that centres provide.
 - **LIFC08 – Percentage of invoices for commercial goods and services which were paid by the authority in payment terms** Performance has improved now that a new financial system has become embedded.
 - **LIFC09 – Value of savings achieved through the four year plan.** After three years £3.2m has been saved – this has been achieved by savings from budgets, income generation and doing our business differently e.g. partnerships with neighbouring councils, and is more than the original target for the whole 4 years of £2.8m.
 - **LIFC20 – Average time taken to process Housing Benefit/Council Tax Reduction new claims and change events.** Performance has improved every year since this indicator was introduced in 2010, as a result of streamlining work processes to increase efficiency.
 - **LITR01 – Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre.** Satisfaction with service has remained high even though there have been times when customers have had to wait longer than 30 seconds (see LITR02).
 - **LITR03 – Percentage of transactions done through self-service.** The number of customers choosing to do business electronically is continually increasing and we plan to increase this further with the development of a Channel Shift Strategy.
- 4.5. There is one new exceptions to report in this quarter, this is:
- **LICO25 – Vehicle crimes per 1,000 population.** This indicator is an exception because it has failed to meet its target – 3.91 against the target of 3.63. However, this type of crime has continually decreased year on year showing that campaigns to reduce crime are working. In addition, as Members are aware RBC is not responsible for these stretch targets.
More details are within **Appendix 1.**
- 4.6. There have been four exceptions reported in quarters 1-3 during 2013/14, and performance has progressed as follows:
- **LICO23 – Domestic burglaries per 1,000 households.** This indicator has a target of 5.15 this year and was reported as an exception in quarter 2 – there have been 36 more burglaries reported than last year.

This crime has reduced considerably from 19.6 burglaries per 1,000 households in 2007/08 to the current figure of 6.48.

- **LICO24 – Robberies per 1,000 population.** This indicator has a target of 0.17 this year and was reported as an exception in quarter 1 – there have been 7 more robberies reported than last year. This crime has reduced considerably from 1.07 robberies per 1,000 population in 2007/08 to the current figure of 0.25.
- **LINS24 – Number of affordable homes delivered.** This was reported as an exception in quarter 2 when four homes had been completed against the target of eight. The annual target of 30 new homes has been achieved. There is a positive outlook for 2014/15 when homes started but not delivered in 2013/14 should be completed and has this led to a target of 57 for homes delivered before April 2015.
- **LITR02 – Percentage of calls answered in 30 seconds.** This was reported as an exception in quarter 1, when 53% of calls had been answered in 30 seconds against the target of 70%. Performance has improved throughout the year and has reached 66.3%, missing target by 3.7%. Satisfaction has remained high throughout the year despite some customers not being answered in 30 seconds.

4.7. There are 9 Corporate Tasks and all are underway, however ST14 – Adopt the Rushcliffe Local Plan, is overdue, a situation that has been outside our control. The Planning Inspector has recommenced the inspection of the Draft local Plan and the due date for adoption will be revised in the quarter 1 2014/15 report. Full details are in **Appendix 1**.

4.8. The milestones for all strategic tasks will be refreshed before quarter 1 2014/15 report in order for planned activity and progress to be accurately reported.

5. Risk and Uncertainties

5.1. Risks that are linked to the Corporate Strategy and the Council's performance are managed by the Risk Management Group and monitored at Corporate Governance Group meetings. Effective performance management by the Board helps to mitigate the risk should the Council fail to deliver the Corporate Priorities or maintain good performance.

6. Implications

6.1. Finance

There are no direct financial issues arising from this report.

6.2. Legal

There are no legal issues arising from this report.

6.3. Corporate Priorities






The link between each Corporate Priority theme is shown within **Appendix 1**.

6.4. Other Implications






There are no other issues arising from this report.





7. Status guide for this report.

Tasks

Task Status		
	Cancelled	Task has been cancelled before its completion
	Overdue	The task has passed its due date
	Warning	The task is approaching its due date. One or more milestones are approaching or has passed its due date
	Progress OK	The task is expected to meet the due date
	Completed	The task has been completed

Performance Indicators

PI Status		
	Alert	Performance is more than 5% below the target
	Warning	Performance is between 5% and 1% below the target
	OK	Performance has exceeded the target or is within 1% of the target
	Unknown	No data reported or data not due for this period (reported annually)
	Data Only	A contextual indicator, no target is set

Long Term Trends		
	Improving	The calculation within Covalent for trend is made from a comparison of the data for the current quarter with the same quarter in the three previous years
	No Change	
	Getting Worse	
	New indicator, no historical data	

For more information contact:	Name: Charlotte Caven-Atack Corporate Governance Manager 0115 914 278 email ccaven-attack@rushcliffe.gov.uk
Background papers Available for Inspection:	Not relevant for this report
List of appendices (if any):	Appendix 1 – Corporate Scorecard Appendix 2 – Contextual performance indicator data

Performance Progress

Summary

Performance Indicators

There are 34 performance measures in the corporate scorecard; 25 have data for 2013/14. 18 indicators have a positive trend showing an improvement in performance, 7 have a negative trend, the remainder are mostly perception indicators and these will have data during 2014 once consultation exercises have been completed.

Our performance has shown excellent resilience in these tough times and there are two more highlights to report than 2012/13.

Nineteen indicators are highlights in this report, of these six have achieved exceptionally well:

- LICG28 – Corporate Sickness. This has reduced for a second year, and is at its lowest since 2007/08.
- LIFC01 – Percentage of users satisfied with sports and leisure centres – this is significantly higher than previous years.
- LIFC08 – Percentage of invoices for commercial goods and services which were paid by the authority in payment terms – performance improved now that a new financial system has become embedded.
- LIFC09 – Value of savings achieved through the four year plan – after three years £3.2m has been saved – more than the original target of £2.8m for the whole 4 years.
- LIFC20 – Average time taken to process Housing Benefit/Council Tax Reduction new claims and change events – performance improved every year since this indicator was introduced in 2010.
- LITR01 – Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre – satisfaction with service has remained high even though there have been times when customers have had to wait longer than 30 seconds (see LITR02).
- LITR03 – Percentage of transactions done through self-service – the number of customers choosing to do business electronically is continually increasing and we will drive this on by the development of a Channel Shift Strategy.

6 exceptions have been reported in 2013/14. There is one new exception in this report;

- LICO25 Vehicle crimes per 1,000 population – a challenging stretched target was set by the Police and Crime Commissioner, and was nearly achieved.

Corporate Tasks

Six of the nine Corporate Tasks are progressing well and should meet their target due dates, these are:

- ST16 - Undertake an economic assessment of the Borough's potential for business growth
- ST17 - Implement Welfare Reform, including: developing a local Council Tax support scheme and transferring housing benefit customers to the national Universal Credit system
- ST18 - Activate the Leisure Strategy to best provide leisure facilities and activities as the conditions prescribed in the Strategy arise
- ST19 - Facilitate activities for Children and Young People to enable them to reach their potential
- ST21 - Develop the use of technology to improve customer access and reduce costs
- ST22 - Examine the future viability of all Council owned property to maximise the potential of the Council's property portfolio






One task has been overdue (red), ST14 – Adopt the Rushcliffe Local Plan since 31 July 2013, the date originally set in the Corporate Strategy. This was due to the Planning Inspector requiring amendments to our plan which included greater housing provision.





Two tasks are at amber due to incomplete milestones:







- ST15 – Support the regeneration of Cotgrave including new housing, employment opportunities and a vibrant town centre – there are a number of complex issues, including negotiation of property purchases.
- ST20 – Deliver the Council's Four Year Plan to reduce costs, generate income and adopt more effective delivery models – savings from the 4 year plan are above target; reviews will be re-aligned with the new Transformation Strategy.



All strategic task milestones will be refreshed before reporting of quarter 1 performance in September 2014.


Strategic Tasks






Task Status		
	Cancelled	Task has been cancelled before its completion
	Overdue	The task has passed its due date
	Warning	The task is approaching its due date. One or more milestones are approaching or has passed its due date
	Progress OK	The task is expected to meet the due date
	Completed	The task has been completed



Current Task Status	ST14	Target date	Corporate Theme	Lead officer	Success measurement
	Adopt the Rushcliffe Local Plan - Core Strategy	Revised date 29-Aug-2014 (original date 31-Jul-2013)	Supporting economic growth to ensure a sustainable, prosperous and thriving local economy	Dave Mitchell	Appropriate housing and supporting infrastructure is built following the adoption of the Rushcliffe Local Plan
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	05-Feb-2014	Consultation on proposed major modifications	07-Apr-2014	Public consultation was held from 24 February 2014 for 6 weeks, and copies of representations were sent to the Inspector.	
	01-Mar-2014	Recommencement of examination by Inspector	06-May-2014	The examination has been recommenced by the Inspector following her receipt, from the Council, of a summary report of the representations made against the proposed modifications and a copy of each. The Public Examination Hearings are scheduled to start on Tuesday 1 July 2014 and last for around two weeks. The Inspector's report, and within it her determination of whether or not the Plan is sound, is then expected towards the end of September 2014. Subject to it being found sound, the Council will then be in a position to adopt the Plan.	
	29-Aug-2014	Core Strategy adopted			











Current Task Status	ST15	Target date	Corporate Theme	Lead officer	Success measurement
	Support the regeneration of Cotgrave including new housing, employment opportunities and a vibrant town centre	31-Mar-2020	Supporting economic growth to ensure a sustainable, prosperous and thriving local economy	Kath Marriott	Quality of life for residents in Cotgrave is improved through increased local employment opportunities, an enhanced local environment and excellent local shopping and social facilities
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	30-Dec-2013	Reach agreement with public sector partners and GPs over delivery of public sector accommodation in town centre		Following involvement from Cabinet Office NHS England has confirmed in principle support for development of the multi service centre. A workshop session for all partners was held on 20 May 2014 to start to explore how the public sector building could operate practically. Work continues on governance/management agreements for the new centre.	
	30-Jan-2014	Agree heads of terms with developer for town centre scheme		The first phase of the scheme is close to being financially viable pending agreement of terms by the key partners (NCC, police, health). The partners will look to work towards legal agreements and then planning this year.	
	11-Jun-2014	Developer to undertake a planning performance agreement for the town centre area.		Once the masterplan has been agreed we can start to work towards a planning performance agreement regarding what will be submitted in a planning application. This will be progressed once a viable scheme has been determined with the appropriate funding ear marked. This should be during 2014.	
	31-Jul-2014	Complete town centre acquisitions		Outstanding interests include: one house in private ownership, one freestanding retail unit, and several leasehold interests in the shopping centre (The Council owns the freehold.)	
	31-Jul-2014	Planning application to be submitted by developer for town centre area		This cannot be achieved until there is a viable scheme for the town centre. It may be that a hybrid application is submitted for full planning permission for phase 1 (public sector accommodation and public realm) and outline planning permission for phase 2 (retail and anchor food store).	






Current Task Status	ST16	Target date	Corporate Theme	Lead officer	Success measurement
	Undertake an economic assessment of the Borough's potential for business growth	31-Mar-2016	Supporting economic growth to ensure a sustainable, prosperous and thriving local economy	Kath Marriott	The Borough is a more prosperous area with improved employment opportunities and thriving local businesses
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	24-May-2014	Report on progress of this priority to Community Development	06-May-2014	<p>A funding application has been submitted to the Local Enterprise Partnership for the A46 corridor package which includes the sites at Bingham, Newton and Cotgrave. The funding requested is £5.5m, would be for infrastructure requirements that would help bring forward development on the sites. A number of sites across Nottinghamshire and Derbyshire have been put forward. A list of priority sites is being produced by the LEP and this will then need Government approval.</p> <p>An updated action plan for 2014/15 and a presentation of the work done in 2013/14 was reported to Community Development Group on 6 May 2014.</p>	





Current Task Status	ST17	Target date	Corporate Theme	Lead officer	Success measurement
	Implement Welfare Reform, including: developing a local Council Tax support scheme and transferring housing benefit customers to the national Universal Credit system	31-Mar-2017	Maintaining and enhancing our residents' quality of life	Peter Steed	Vulnerable residents feel supported and are able to access advice and financial assistance which is administered transparently and fairly to those in need
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
			31-Jan-2014	<p>We have been very successful in increasing the numbers of customers to online methods of applying for benefits – 94% are now completing online or at self-service kiosks. This work will be beneficial when Universal Credit is introduced in Rushcliffe.</p> <p>This task will be removed from quarter 1 2014/15 until Central Government provide information on their plans to roll out Universal Credit.</p>	

Current Task Status	ST18	Target date	Corporate Theme	Lead officer	Success measurement
	Activate the Leisure Strategy to best provide leisure facilities and activities as the conditions prescribed in the Strategy arise	31-Mar-2016	Maintaining and enhancing our residents' quality of life	Peter Steed	Rushcliffe residents continue to be able to access a wide range of leisure facilities and activities helping them to maintain healthy and active lifestyles
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	31-Dec-2013	Approval to proceed to full business case and procurement for Arena Site, Rugby Road	13-May-2014	<p>Cabinet approved the specification for the Arena site on 13 May 2014 following recommendation from a cross-party member working group. Work is now continuing with the technical design team to finalise plans.</p> <p>A series of workshops was held with key groups on 2 June 2014 as part of the engagement process.</p> <p>The team is aiming to submit a planning application in June 2014, after which a procurement exercise for the build contract will commence.</p>	
	18-Aug-2014	Contract award for build phase at the Arena site, Rugby Road, West Bridgford		It is anticipated that contract award for the build phase will be made in January 2015.	
	30-Nov-2015	Build of new leisure facility at Rugby Road, West Bridgford completed		It is anticipated on current plans that the build of the new leisure facility will commence on site in March 2015.	
	04-Jan-2016	Launch event and opening of new leisure facilities at Rugby Road, West Bridgford			










Current Task Status	ST19	Target date	Corporate Theme	Lead officer	Success measurement
	Facilitate activities for Children and Young People to enable them to reach their potential	31-Mar-2016	Maintaining and enhancing our residents' quality of life	Dave Mitchell	Young people living in the Borough are healthy, active, confident and engaged in the communities they live in
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	31-Mar-2015	Deliver Borough-wide multi-agency action plan		<p>A programme has been developed for 2014/15, which includes:</p> <ul style="list-style-type: none"> • Positive Futures – Project staff for Bingham have been appointed and delivery commenced in June. The Bingham management group held its first meeting on 19 June 2014, bringing together key partners to identify local priorities. Across the wider programme a total of 33 young people (aged 16yrs-23yrs) have been supported into employment, education and training. A showcase event will take place at Trent Bridge Cricket Ground on 22 August 2014. • The second YouNG market was successfully held in Bingham on 1 March. There were a total of 10 market stalls and a wide variety of musical performances. The next market will take place 5 July 2014 on Central Avenue, West Bridgford. • YouNG – phase 3 – recruitment of new project ambassadors has taken place for the third intake of young people. Seven new recruits will start working for the Council in September 2014 tasked with taking the YouNG project to new levels of popularity amongst their peers and developing an exciting range of new projects. 	








Current Task Status	ST20	Target date	Corporate Theme	Lead officer	Success measurement
	Deliver the Council's Four Year Plan to reduce costs, generate income and adopt more effective delivery models	31-Mar-2016	Transforming the Council to enable delivery of efficient high quality services	Kath Marriott	Residents of the Borough continue to receive the council services they require. The Council provides these services in a variety of different ways keeping Council Tax as low as possible
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	31-Oct-2013	Member services review completed		Democratic services has been partially reviewed and further work will be undertaken following the European Elections.	
	29-Nov-2013	Dog and Pest Control review complete		This review will be incorporated into the overall Environment and Licensing review which will take place in 2014/15 financial year.	
	31-Jan-2014	Car parking charges review completed		These reviews will be rescheduled to align with the Council's transformation agenda.	
	31-Jan-2014	Development Control review completed			
	31-Mar-2014	Back office service review completed			
	30-Apr-2014	Planning policy review completed			
	15-Mar-2015	Customer services review completed			
	31-Mar-2015	Future of golf courses		This review will be rescheduled to take place in 2018/19, at the end of the current contract.	
	31-Mar-2015	Implementation of actions arising from previous reviews		<p>The Streetwise social enterprise has been officially registered, and will start operating from 1 August 2014.</p> <p>The Agreement between Rushcliffe Borough Council and Nottingham City Council commenced on 1 April 2014 to deliver fleet maintenance and garage services across both geographical areas.</p> <p>The Building Control service is working in partnership with South Kesteven District Council and has been fully operational since 1 April 2014.</p>	






Current Task Status	ST21	Target date	Corporate Theme	Lead officer	Success measurement
	Develop the use of technology to improve customer access and reduce costs	31-Mar-2016	Transforming the Council to enable delivery of efficient high quality services	Daniel Swaine	Residents are able to readily access Council services and information using a method that suits them
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	31-Mar-2014	Design and develop web enhancements and channel shift opportunities		<p>A wider project has been approved to look at the Council's digital strategy. This is being informed by Central Government's overarching digital by default strategy. The draft strategy has been produced and will be considered by the project team at its next meeting in June 2014.</p> <p>Work has been identified in a number of areas including web enhancements (including for example eforms and accessibility), statistical analysis to inform future improvements, web development (potentially delivered in partnership).</p> <p>The green waste scheme has been running since 2012 and over 50% of the annual renewals are being made online, reducing the numbers of phone calls made and forms posted – this is more efficient and cost effective.</p>	
	31-Mar-2014	Refresh the core network infrastructure - 2013/14 programme	31-Mar-2014	The assessment of requirements for the replacement of the Council's network is now complete for the second phase (the first phase being delivered quarter1 2013). The design has commenced, the next stage being procurement. It is planned to deliver phase 2 of the new network by the end of September 2014.	
	31-Mar-2015	Applications review and refresh and the design and delivery of App solutions to support mobile technology			
	31-Mar-2015	Develop innovative solutions on the back of the introduction of Superfast Broadband/4G availability		Work is taking place to facilitate greater usage of IT by councillors in the delivery of their role as community leaders.	















Current Task Status	ST22	Target date	Corporate Theme	Lead officer	Success measurement
	Examine the future viability of all Council owned property to maximise the potential of the Council's property portfolio	31-Mar-2016	Transforming the Council to enable delivery of efficient high quality services	Kath Marriott	Property owned by the Council is utilised to its full potential or used to generate income for the Council enabling it to keep Council Tax as low as possible
Milestone Status	Milestone Due	Milestones	Completed Date	Progress	
	27-Dec-2013	Options appraisal for the Civic Centre and council office accommodation	26-Mar-2014	Cabinet agreed in May to progress the move of the Civic Centre to the Arena site. Corporate Governance has endorsed the principle that there is sufficient value in the current site that can be realised in the future. Further work will be progressed to put together a strategy for marketing the Civic Centre for future use once it is surplus to Council requirements.	
	31-Dec-2013	New marketing campaign for the Hall following Cabinet decision September 2013	10-Feb-2014	The Hall is being remarketed with the services of a local property agent. It is anticipated that a report will be presented to Cabinet on 1 July 2014 with further options for Cabinet to consider.	
	30-Jun-2014	Agreed strategy to maximise council's portfolio		<p>There are several strands of work at present:</p> <ul style="list-style-type: none"> • Finding a tenant for Bridgford Hall • Reviewing the existing asset register. Cabinet agreed to dispose of Rushcliffe Lodge, Park Lodge and the Bungalow on Boundary Road, as surplus to requirements, at Cabinet on 13 May 2014. • Undertaking the business case for a potential relocation of the Civic (to the Arena). This was considered by Corporate Governance Group and reported to Cabinet on 14 January 2014. Cabinet supported the business case subject to necessary costs and planning checks. 	

Summary of Performance Indicators

PI Status			Long Term Trends		
	Alert	Indicator is greater than 5% from target		Improving	The calculation within Covalent for trend is made from a comparison of the data for the current quarter with the same quarter in the three previous years
	Warning	Indicator is between 5% and 1% from target		No Change	
	OK	Indicator has achieved target or is within 1% of the target		Getting Worse	
	Unknown	No data reported or data not due for this period (reported annually)		New indicator, no historical data	
	Data Only	A contextual indicator, no target is set			














Communities									
Status	Reference	Description	2010/11	2011/12	2012/13	Q4 2013/14			2013/14
			Value	Value	Value	Value	Target	Long Trend	Target
	LICO36	Percentage of residents who believe they can influence decisions that affect their local area	-	-	50.0%	Will be reported 2014/15			-
	LICO40	Percentage of customers satisfied with the development control service received	-	-	86.00%	Will be reported 2014/15			90.00%
	LICO41	Percentage of householder planning applications processed within target times	-	-	91.09%	90.0%	88.00%		88.00%
	LICO61	Percentage of adults (16+) participating in at least 30 minutes of sport at moderate intensity at least once a week	36.1%	41%	-	Will be reported 2014/15			-
	LICO62	Percentage of young people satisfied with the Borough as a place to live	-	-	-	Will be reported 2014/15			-
	LICO63	Percentage of young people actively participating in sports or organised social activities outside of school	-	-	-	Will be reported 2014/15			-

Corporate Governance									
Status	Reference	Description	2010/11	2011/12	2012/13	Q4 2013/14			2013/14
			Value	Value	Value	Value	Target	Long Trend	Target
	LICG16	Percentage of residents satisfied with the way Rushcliffe Borough Council runs things	-	-	77.00%	Will be reported 2014/15			-
	LICG17	Number of complaints received by the council at initial stage	96	116	61	40	-		-
	LICG28	Corporate Sickness	9.28	8.06	7.00	6.97	8.00		8.00










Finance & Commercial									
Status	Reference	Description	2010/11	2011/12	2012/13	Q4 2013/14			2013/14
			Value	Value	Value	Value	Target	Long Trend	Target
	LIFC01	Percentage of users satisfied with sports and leisure centres	82%	84%	85.9%	91.9%	75%		75%
	LIFC08	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	99.50%	92.75%	97.12%	99.21%	98.00%		98.00%
	LIFC09	Value of savings achieved through the Four Year Plan		£1.8m	£2.7m	£3.2m	£2.5m		£2.5m
	LIFC18	Percentage of Council Tax collected in year	98.90%	99.00%	99.10%	99.10%	99.10%		99.10%
	LIFC19	Percentage of Non-domestic Rates collected in year	97.80%	98.40%	99.00%	98.80%	98.80%		98.80%
	LIFC20	Average time taken to process Housing Benefit/Council Tax Benefit new claims and change events	9.0 days	7.23 days	5.3 days	4.61%	9.0 days		9.0 days
	LIFC21	Percentage of council tax support customers satisfied with the service received	-	-	92%	97%	-		-

















Neighbourhoods									
Status	Reference	Description	2010/11	2011/12	2012/13	Q4 2013/14			2013/14
			Value	Value	Value	Value	Target	Long Trend	Target
	LICO23	Domestic burglaries per 1,000 households	8.93	6.86	5.73	6.48	5.15		5.15
	LICO24	Robberies per 1,000 Population	0.66	0.54	0.18	0.25	0.17		0.17
	LICO25	Vehicle crimes per 1,000 population	6.68	4.25	4.04	3.91	3.63		3.63
	LINS01	Percentage of streets passing clean streets inspections	-	-	99.2%	99.0%	99.0%		99.0%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough	-	-	71.0%	Will be reported 2014/15			70.0%
	LINS17	Percentage of residents satisfied with the refuse and recycling service	-	-	75.0%	Will be reported 2014/15			80.0%
	LINS18	Percentage of household waste sent for reuse, recycling and composting	53.45%	51.15%	51.53%	50.7%	52.00%		51.00%
	LINS24	Number of affordable homes delivered	27	53	41	30	30		30
	LINS31	Percentage of applicants rehoused within 26 weeks of their application	-	-	-	67.2%	40%	-	40%

Transformation									
Status	Reference	Description	2010/11	2011/12	2012/13	Q4 2013/14			2013/14
			Value	Value	Value	Value	Target	Long Trend	Target
	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre	99.2%	97.6%	97.0%	98.0%	94%		94.0%
	LITR02	Percentage of calls answered in 30 seconds at Rushcliffe Community Contact Centre	72.1%	64.8%	72.8%	66.3%	70.0%		70.0%

Status	Reference	Description	2010/11	2011/12	2012/13	Q4 2013/14			2013/14
			Value	Value	Value	Value	Target	Long Trend	Target
	LITR03	Percentage of transactions done through self-service	-	-	58.7%	69.4%	58%		58%
	LITR04	Percentage of residents satisfied with the variety of ways they can contact the Council	-	-	79%	Will be reported 2014/15			-
	LITR12	Percentage of RBC owned industrial units occupied	98.44%	98.7%	98.14%	98.96%	93%		93%
	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council	-	£639,000	£755,000	£842,411	£764,000		£764,000
	LITR15	Percentage of privately owned industrial units occupied	-	88.6%	90.7%	94.1%	90%		90%
	LITR16	Increase in rateable value of commercial property in the borough	-	0.8%	-3.9%	0.2%	0.0%		0.0%
	LITR17	Percentage of households with access to at least 2mbps broadband in the home	-	77.0%	94.0%	95.9%	96.0%		96.0%

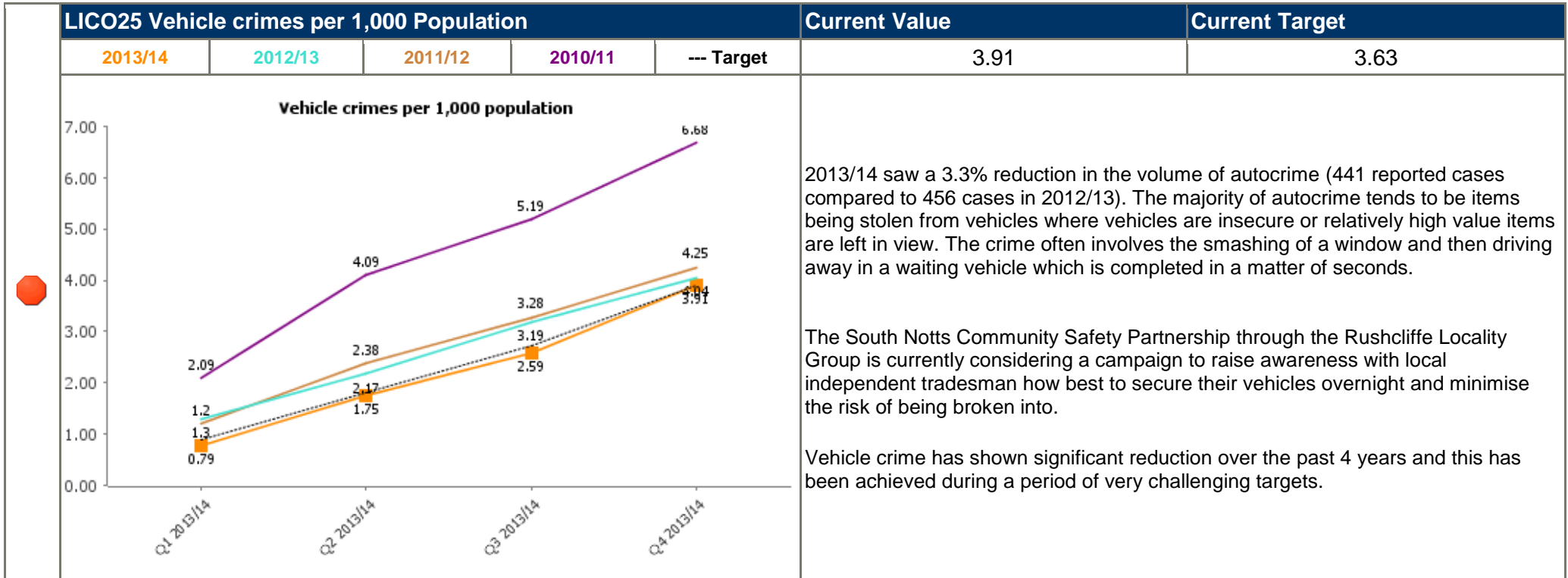
Performance Highlights

PI Status			Long Term Trends		
	Alert	Indicator is greater than 5% from target		Improving	The calculation within Covalent for trend is made from a comparison of the data for the current quarter with the same quarter in the three previous years
	Warning	Indicator is between 5% and 1% from target		No Change	
	OK	Indicator has achieved target or is within 1% of the target		Getting Worse	
	Unknown	No data reported or data not due for this period (reported annually)		New indicator, no historical data	
	Data Only	A contextual indicator, no target is set			

Communities									
Status	Reference	Description	2010/11	2011/12	2012/13	Q4 2013/14			2013/14
			Value	Value	Value	Value	Target	Long Trend	Target
	LICO41	Percentage of householder planning applications processed within target times	-	-	91.09%	90.00%	88.00%		88.00%
Corporate Governance									
	LICG28	Corporate Sickness	9.28	8.06	7.00	6.97	8.00		8.00
Finance & Commercial									
	LIFC01	Percentage of users satisfied with sports and leisure centres	82%	84%	85.9%	91.9%	75%		75%
	LIFC08	Percentage of invoices for commercial goods & services which were paid by the authority in payment terms	99.50%	92.75%	97.12%	99.21%	98.00%		98.00%
	LIFC09	Value of savings achieved through the Four Year Plan	-	£1.8m	£2.7m	£3.9m	£2.5m		£2.5m
	LIFC18	Percentage of Council Tax collected in year	98.90%	99.00%	99.10%	99.10%	98.50%		99.10%
	LIFC19	Percentage of Non-domestic Rates collected in year	97.80%	98.40%	99.00%	98.80%	98.60%		98.80%
	LIFC20	Average time taken to process Housing Benefit/Council Tax Reduction Scheme new claims and change events	9.0 days	7.23 days	5.3 days	4.61 days	9.0 days		9.0 days

Neighbourhoods									
Status	Reference	Description	2010/11	2011/12	2012/13	Q4 2013/14			2013/14
			Value	Value	Value	Value	Target	Long Trend	Target
	LINS01	Percentage of streets passing clean streets inspections	-	-	99.2%	99.0%	99.0%		99.0%
	LINS18	Percentage of household waste sent for reuse, recycling and composting	53.45%	51.15%	51.53%	50.70%	51.00%		51.00%
	LINS24	Number of affordable homes delivered	27	53	41	30	30		30
	LINS31	Percentage of applicants rehoused within 26 weeks of their application	-	-	-	67.2%	40%		40%
Transformation									
	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre	99.2%	97.6%	97.0%	98.0%	94.0%		94.0%
	LITR03	Percentage of transactions done through self-service	-	-	58.7%	69.4%	58%		58%
	LITR12	Percentage of RBC owned industrial units occupied	98.44%	98.7%	98.14%	98.96%	93%		93%
	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council	-	£639,000	£755,000	£842,411	£764,000		£764,000
	LITR15	Percentage of privately owned industrial units occupied	-	88.6%	90.7%	94.1%	90%		90%
	LITR16	Increase in rateable value of commercial property in the borough	-	0.8%	-3.9%	0.2%	0.0%		0.0%
	LITR17	Percentage of households with access to at least 2mbps broadband in the home	-	77.0%	94.0%	95.9%	96.0%		96.0%

Performance Exceptions



Numerical Data - Performance Indicators (Year to date)

Communities		
Numerical data	Reference	Description
Survey in 2014/15	LICO36	Percentage of residents who believe they can influence decisions that affect their local area
Survey in 2014/15	LICO40	Percentage of customers satisfied with the Development Control service received
543 out of 603 applications within 8 weeks	LICO41	Percentage of householder planning applications processed within target times
Survey in 2014/15	LICO61	Proportion of adults achieving at least 150 minutes of physical activity per week
Survey in 2014/15	LICO62	Percentage of young people satisfied with the Borough as a place to live
Survey in 2014/15	LICO63	Percentage of young people actively participating in sports or organised social activities outside of school

Corporate Governance		
Numerical data	Reference	Description
Survey in 2014/15	LICG16	Percentage of residents satisfied with the way Rushcliffe Borough Council runs things
40 received	LICG17	Number of complaints received by the Council at the initial stage
2,264 days sickness out of 79,858 working days	LICG28	Corporate Sickness

Finance & Commercial

Numerical data	Reference	Description
1064 ratings have been made	LIFC01	Percentage of users satisfied with sports and leisure centres
7740 out of 7799 paid in terms	LIFC08	Percentage of invoices for commercial goods and services which were paid by the authority within payment terms
£3.1m achieved	LIFC09	Value of savings achieved through the Four Year Plan
£63,235,000 collected	LIFC18	Percentage of Council Tax collected in the year
£24,624,000 collected	LIFC19	Percentage of Non-Domestic Rates Collected in the year
2084 new claims 21,396 change events	LIFC20	Average time taken to process Housing Benefit/Council Tax Reduction new claims and change events
36 respondents	LIFC21	Percentage of Council Tax Support customers satisfied with the service received

Neighbourhoods

Numerical data	Reference	Description
310 crimes reported	LICO23	Domestic burglaries per 1,000 households
28 crimes reported	LICO24	Robberies per 1,000 population
441 crimes reported	LICO25	Vehicle crimes per 1,000 population
39.5 fails from 3791 inspections	LINS01	Percentage of streets passing clean streets inspections
Survey in 2014/15	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough
Survey in 2014/15	LINS17	Percentage of residents satisfied with the refuse and recycling service
Recyclables = 7,714 tonnes Composting = 11,744 tonnes	LINS18	Percentage of household waste sent for reuse, recycling and composting
22 completions	LINS24	Number of affordable homes delivered (gross)
265 rehoused; 492 active applicants at end of March	LINS31	Percentage of residents rehoused by Choice Based Lettings within 26 weeks

Transformation

Numerical data	Reference	Description
953 out of 974 responders were satisfied	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre
68,080 calls answered in 30 secs out of 102,810 calls	LITR02	Percentage of calls answered in 30 seconds at the Rushcliffe Community Contact Centre
563,479 self-serve 261,985 non self-serve	LITR03	Percentage of transactions done through self-service
Survey in 2014/15	LITR04	Percentage of residents satisfied with the variety of ways they can contact the Council
67 out of 68 units let	LITR12	Percentage of Rushcliffe Borough Council owned industrial units occupied
£842k received	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council
562 out of 597 occupied	LITR15	Percentage of privately owned industrial units occupied
0.2% increase	LITR16	Increase in rateable value
95.9% with access	LITR17	Percentage of households with access to at least 2mbps broadband in the home

Report of the Executive Manager - Operations and Corporate Governance

1. Summary

1.1. 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 2013/14 and 2014/15.

2. Recommendation

2.1. It is RECOMMENDED that the Performance Management Board agrees the proposed rolling work programme for 2014/15.

3. Reasons for Recommendation

Date of Meeting	Item
17 June 2014	<ul style="list-style-type: none"> • Civil Parking Enforcement Contract Update • Performance Monitoring – Quarter 4 2013/14 • Annual Report 2013/14 • Work Programme
16 September 2014	<ul style="list-style-type: none"> • Review of Complaints and Ombudsman Letter 2013/14 • Performance Monitoring – Quarter 1 2014/15 – including the Corporate Basket of Indicators • Diversity Annual Report 2013/14 • Work Programme
25 November 2014	<ul style="list-style-type: none"> • Annual Report – Parkwood • Performance Monitoring – Quarter 2 2014/15 • Work Programme
3 February 2015	<ul style="list-style-type: none"> • Annual Report – Glendale Golf • Work Programme
24 March 2015	<ul style="list-style-type: none"> • Annual Report – Carillon Leisure • Performance Monitoring – Quarter 3 2014/15 • Work Programme

4. Implications

4.1. Finance

No direct financial implications arise from the proposed work programme.

4.2. Legal

There are no direct legal implication arising from the proposed work programme.

4.3. Corporate Priorities

Items included in the work programme assist the Council to meet its Corporate Priorities.

4.4. Other Implications

There are no other implications.

For more information contact:	Name: Viv Nightingale Senior Member Support Officer 0115 914 8481 email ynightingale@rushcliffe.gov.uk
Background papers Available for Inspection:	None
List of appendices (if any):	None