

**NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 17 JUNE 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, D G Bell (substitute for Councillor D V Smith), R M Jones, A MacInnes, Mrs M M Males, B A Nicholls, F A Purdue-Horan and Mrs M Stockwood (substitute for Councillor J A Stockwood)

ALSO IN ATTENDANCE:

G Johnson Civil Parking Enforcement Manager, Nottinghamshire County Council

OFFICERS PRESENT:

C Caven-Atack Service Manager – Corporate Governance
B Knowles Leisure Contracts Manager
I Meader Performance Officer
V Nightingale Senior Member Support
D Swaine Executive Manager – Operations and Corporate Governance
E Walters Democratic Services Assistant

APOLOGIES FOR ABSENCE:

Councillors D V Smith and J A Stockwood

1. Declarations of Interest

There were none declared.

2. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 22 April 2014 were accepted as a true record.

Councillor Mrs Males made comments with regard to the Action Sheet on page 6 at point 31. She informed the Group that she sat on the Clinical Commissioning Group (CCG) and had raised the issue of GP referrals. Councillor Mrs Males reported that East Leake was not the only Leisure Centre that did not receive referrals.

The Executive Manager – Operations and Corporate Governance stated that in view of these comments there were options for taking this issue forward. Members could take time to see if the action taken at the CCG had any effect, or alternatively they could write a letter on behalf of the Board highlighting the issue further. Having considered this issue it was agreed that the CCG should be given a chance to reply before any formal letter was sent about the issue.

Commenting on the action points from the previous minutes Councillor Mrs Stockwood asked if any trends could be identified in respect of the costs associated with East Leake Leisure Centre. In response the Leisure Contracts Manager informed Members work was continuing on finalising a deal to take the Leisure Centre forward for four more years and part of this work would be looking at cost trends and where to reduce these. He reminded the Board that unitary payment is index linked and covers the term of the PFI agreement.

The Chairman expressed concern that a date had not yet been confirmed for an initial meeting between himself, the Vice Chair and the Executive Manager - Finance and Commercial to discuss how the Parkwood Leisure Contract information could be presented to the Board. The Executive Manager, Operations and Corporate Governance apologised for this and assured the Chairman that he would relay his concerns to Executive Manager - Finance and Commercial ensuring a meeting date was finalised quickly.

3. **Civil Parking Enforcement Contract Update 2014**

The Leisure Contracts Manager presented a report in respect of the Civil Parking Enforcement Contract. The key points highlighted were that the overall position after six years was that there was a deficit of £14,000 however there was significantly more than £14,000 in outstanding payments being pursued by the bailiffs. Penalty Charge Notices had found a level at around 9,000. Off street Penalty Charge Notices had decreased this year. A higher number of people were using car parks this year and it would appear that more of those people were making sure they bought a ticket. The enforcement partnership now included 23 authorities which had meant that the unit cost of the central processing unit had lowered. Unit income per penalty charge notice had increased in Rushcliffe. The Leisure Contracts Manager stated that the contract had cost the Council around £3,000 per year for civil enforcement and that this represents good value.

The Chairman invited Mr Johnson (Central Processing Unit Manager) to address the Board on the Civil Parking Enforcement Contract. Mr Johnson stated that there was no expectation to make a surplus from the scheme but that the scheme had paid for itself. The unit costs were as low as they possibly could be. Generally the Enforcement Officers would ask somebody to move their vehicle if they were incorrectly parked and still in the vicinity, rather than issuing a ticket at the earliest opportunity. Enforcement Officers were now in possession of hand held devices which were GPS enabled and directly linked to the Enforcement Offices. Officers also wore small video cameras which were successful in reducing the amount of attacks on Officers which was a problem in the past. Officers now had a new more modern uniform.

The Board were presented with an additional paper which contained questions and answers on the Civil Parking Enforcement Contract. Councillor MacInnes had some further questions which had been raised by the additional paper. In response to a question on the amount of tenders Mr Johnson informed that there had been a competitive process with three tenders received for the new contract. NSL were the cheapest and the quality that they offered was far in excess of the other tenders. They were 35% better on price and quality.

Councillor MacInnes questioned whether there were any expenses such as legal costs and Mr Johnson informed the Board that the County Council bore the full amount of procurement costs.

Councillor MacInnes referred to the fact that there was an expectation that there would be a surplus from the scheme which could be used on other initiatives. Mr Johnson stated that there had been a slight surplus overall county wide but that this had been used in other areas of the County.

Following discussion on taking enforcement action on moving traffic, for example on Central Avenue, West Bridgford, Mr Johnson confirmed that Government regulations did not allow local authorities to carry out enforcements on moving traffic. However, Mr Johnson informed Members that Local Authorities were permitted to carry out CCTV enforcement work on the 'keep clear' areas outside of schools. This was being trialled in Bassetlaw and could be introduced across the County in future.

A discussion was had over a displacement problem caused when charges on car parking go up which results in the amount of parking on streets going up. Councillor MacInnes expressed his concerns that the problem was being transferred onto the streets. He also expressed the view that West Bridgford was unique in the County as the area had a good night time economy and two large sporting venues.

In answer to a question, Mr Johnson confirmed that video evidence from the body cameras was admissible in Court. There had been issues raised regarding civil liberties in connection with members of the public being filmed by the cameras however Mr Johnson confirmed that these had been addressed. Since use of the cameras began to be used there had been a 70-80% reduction in reported incidents involving Enforcement Officers in other parts of the country.

Councillor Mrs Males referred to the table at point 4.1 at page 9 of the report and expressed surprise that the figures regarding East Leake were so low. She was of the view that there was a parking problem in East Leake and that Enforcement Officers were rarely visible in the area. The Leisure Contracts Manager informed the Board that there was currently no enforcement in the car parks in East Leake as they are not part of the contract. He suggested that there could be less of a parking problem in East Leake than some people perceived and that if there was an increase in the amount of housing in East Leake then more Enforcement Officers could be moved to the area.

Following a question from Councillor Jones, the Leisure Contracts Manager confirmed that the figures in the table at point 4.1 on page 9 related to the whole period of the contract from 2008 to the present.

Councillor Purdue-Horan expressed his surprise at the figures for Bingham in particular those for Off Street parking offences. He compared the figures for Bingham with Radcliffe-on-Trent. The Leisure Contracts Manager informed the Board that the two most common offences in Bingham were parking outside of a bay and parking in disabled areas without a disabled badge. There were issues with the bays around the market place and Councillor Purdue-Horan stated that more information needed to be disseminated to the public. He also

referred to a survey conducted by Bingham Business Club and stated that there was strong support for charging in Bingham Car Parks. The Executive Manager – Operations and Corporate Governance reminded Members that the wider review of car parking was part of the longer term Transformation Strategy.

Councillor Mrs Stockwood stated that now Market Street in Bingham was a one way system then the problems had eased. The Leisure Contracts Manager re-iterated that if traffic measures in Bingham did have a positive impact on parking offences then Enforcement Officers could be moved elsewhere such as East Leake.

Councillor Jones raised his concerns regarding the night-time economy in West Bridgford and asked how frequently Enforcement Officers would be working late. The Leisure Contracts Manager informed the Board that Enforcement Officers worked until 9pm two nights a week. Councillor Jones asked whether there was a potential for this to be reviewed. The Leisure Contracts Manager stated that more specific information would be needed on what resources were required.

In response to a question from Councillor MacInnes regarding problems with licenced taxis and private taxis, the Executive Manager – Operations and Corporate Governance provided some clarification. He explained that if the issue concerned potential illegal parking, plying for hire or anti-social behaviour associated with the night-time economy and taxis then this could be dealt with as a community safety and licensing issue. Councillor MacInnes stated he was concerned about taxis licenced by Gedling Borough Council coming to West Bridgford and causing problems. The Chairman asked for an informal discussion to take place with the Rushcliffe Licencing Officer regarding these issues. The Executive Manager - Operations and Corporate Governance stated he would make the relevant Council officers aware that concerns had been expressed.

In conclusion Councillor MacInnes raised a question regarding savings on enforcement and the price coming down. Mr Johnson stated that the market was very different from 2008 being much less buoyant now. When the scheme was set up in 2008 a model had been used as it was not known how many hours were needed. Also since then there had been a reduced number of bases across Nottinghamshire. These factors had led to lower priced bids.

4. Annual Report

The Executive Manager – Operations and Corporate Governance presented the Annual Report of the Performance Management Board. Members were informed that all annual reports would be presented to Council in September. Besides a minor typographical error, Members agreed that this was a true reflection of their work during the year and thanked officers for their hard work supporting and informing the Board's activities.

5. Performance Monitoring – Quarter 4 2013/14

The Service Manager – Corporate Governance presented the Performance Monitoring report for the final quarter of 2013/14. She reported that it had been successful year with 17 out of a total of 34 indicators highlighted for good performance. Over the course of the year, three indicators had been raised as exceptions. In the final quarter of the year, one new exception was identified relating to vehicle crime. However, vehicle crime was actually at its lowest rate for the last few years but above the stretching targets set by the Police for this year.

In response to a question from Councillor MacInnes regarding the partnership with the City Council for Garage Services, the Executive Manager – Operations and Corporate Governance informed the Board that a report on the matter was considered by Cabinet in January 2014. This report stated that the partnership would be monitored and that performance would be scrutinised at appropriate intervals via the Council's Partnership Delivery Group.

Councillor Mrs Stockwood raised a question regarding the Member Services review referred to on page 31 of the report and whether this would include a review of the polling stations in Bingham. The Executive Manager – Operations and Corporate Governance clarified that the Member Services review related to the structure and format of that service and was part of the service review programme in the Councils transformation strategy. As such it did not include a review of polling stations and polling districts, however this would be undertaken later in the year and further details of this would be communicated to all Members nearer the time.

Councillor Nicholls raised a question regarding the Building Control Service and the benefits of working with South Kesteven District Council. Councillor Bell was able to inform the Board that this was working very well and a number of authorities had made enquiries about joining the consortium.

6. Work Programme

The Report of the Executive Manager – Operations and Corporate Governance was presented and agreed.

The meeting closed at 8:15 pm.

Action Sheet

Performance Management Board - Tuesday 17 June 2014

Minute Number	Actions	Officer Responsible
2. Notes of the Previous Meeting	<p>Officers to ascertain if any action on GP referrals had been taken by the Clinical Commissioning Group</p> <p>Future reports regarding the monitoring of the Carilion contract to include further information on the costs associated with the PFI agreement.</p> <p>A meeting to be arranged with the Chairman, Vice Chairman and the Executive Manager – Finance and Commercial to discuss the information required to be included in future monitoring reports of the Leisure Contract with Parkwood Leisure.</p>	<p>Executive Manager - Operations and Corporate Governance</p> <p>Leisure Contracts Manager</p> <p>Executive Manager – Finance and Commercial</p>
3. Civil Parking Enforcement Contract Update 2014	Executive Manager - Operations and Corporate Governance to make the relevant council officers aware of the concerns regarding taxis and parking issues in Central West Bridgford during the evenings.	Executive Manager - Operations and Corporate Governance

RESPONSES

Minute Number	Action	Officer Responsible	Response
2. Notes of the Previous Meeting	<p>Officers to ascertain if any action on GP referrals had been taken by the Clinical Commissioning Group.</p> <p>Future reports regarding the monitoring of the Carilion contract to include further information on the costs associated with the PFI agreement.</p> <p>A meeting to be arranged with the Chairman, Vice Chairman and the Executive Manager – Finance and Commercial to discuss the information required to be included in future monitoring reports of the Leisure Contract with Parkwood Leisure.</p>	<p>Executive Manager - Operations and Corporate Governance</p> <p>Leisure Contracts Manager</p> <p>Executive Manager – Finance and Commercial</p>	<p>Officers have investigated this action and as this does not appear to have been addressed with the Clinical Commissioning Group a letter has been sent.</p> <p>Future reports will contain costings.</p> <p>A meeting was held on 9 July 2014</p>
3. Civil Parking Enforcement Contract Update 2014	Executive Manager - Operations and Corporate Governance to make the relevant council officers aware of the concerns regarding taxis and parking issues in Central West Bridgford during the evenings.	Executive Manager - Operations and Corporate Governance	Officers from the Licensing section were made aware of Members' concerns