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**Direct dial** 0115 914 8481  
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**Our reference:**  
**Your reference:**  
**Date:** 08 June 2015

To all Members of the Performance Management Board

Dear Councillor

A meeting of the PERFORMANCE MANAGEMENT BOARD will be held on Tuesday 16 June 2015 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 24 March 2015 (pages 1 - 6)
4. Role and Remit

The Executive Manager - Operations and Corporate Governance will give a presentation

5. Civil Parking Enforcement Contract Update 2015

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

6. Performance Management Board Annual Report 2014/15

The report of the Executive Manager - Operations and Corporate Governance is attached (pages 11 - 16).

7. Performance Monitoring - Quarter 4 2014/15

The report of the Executive Manager - Operations and Corporate Governance is attached (pages 17 - 40).

## 8. Work Programme

The report of the Executive Manager - Operations and Corporate Governance is attached (pages 41 - 42).

### Membership

Chairman: Councillor D G Wheeler

Vice-Chairman: Councillor H A Chewings

Councillors K P Beardsall, A J Edyvean, Mrs C E M Jeffreys, Mrs M M Males, S C Matthews, A Phillips, E A Plant

<b>Meeting Room Guidance</b>
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**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.

**Microphones:** When you are invited to speak please press the button on your microphone, a red light will appear on the stem. Please ensure that you switch this off after you have spoken.

**NOTES**  
**OF THE MEETING OF THE**  
**PERFORMANCE MANAGEMENT BOARD**  
**TUESDAY 24 MARCH 2015**

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 F A Purdue-Horan), N K Boughton-Smith (substitute for Councillor A MacInnes), B Buschman (substitute for Councillor B A Nicholls), R M Jones, Mrs M M Males, Mrs M Stockwood substitute for (Councillor J A Stockwood)

**ALSO IN ATTENDANCE:**

D Curtis       Facilities Manager, Carillion  
B Neath       Leisure Centre Manager, Carillion

**OFFICERS PRESENT:**

N Carter               Service Manager - Operations and Corporate Governance  
C Caven-Atack       Performance and Reputation Manager  
B Knowles            Leisure Facilities Manager  
V Nightingale       Senior Member Support Officer

**APOLOGIES FOR ABSENCE:**

Councillors A MacInnes, B A Nicholls, F A Purdue-Horan, J A Stockwood

**22. Declarations of Interest**

There were none declared.

**23. Notes of the Previous Meeting**

The notes of the meeting held on Tuesday 3 February 2015 were accepted as a true record.

The Leisure Facilities Manager explained that work had commenced at Edwalton Golf Courses. The pro-shop had been completely refurbished and was now a useful area that could hold meetings and activities. New lounge chairs had been ordered and Glendale Golf had improved the patio and outside area. In respect of the new golf events he was pleased to say that there had been 25 players for the night golf and 70 people had attended the launch event for footgolf. There had been a large article in the Evening Post and in Rushcliffe Reports. A new fairway mower had been purchased and was making a difference. A further update would be presented at the Board's meeting in June.

Following a question the Leisure Facilities Manager explained that there had been a leak in the committee room and a dehumidifier had been put in place. This room was not as well used and any refurbishment of the committee room would be a consideration for the Council, to ascertain if any works would add

value to the existing contract or for any potential contracts in the future. The Chairman asked for a future update.

**24. East Leake Leisure Centre – Annual Report 2014**

The Leisure Facilities Manager introduced the annual report by Carillion plc who, under the Private Finance Initiative, ran East Leake Leisure Centre. He stated that the report was in a similar format to those from Parkwood and Glendale to assist Members with comparisons.

Mr Curtis gave Members an update on the work being undertaken at East Leake Leisure Centre. He stated that a usage target of 205,000 had been set for the year and this had been surpassed, and there were over 600 children enrolled in the swimming programme. There were 450 people who had signed up for an annual membership and it was expected that this would rise in this year. Junior activities were working well with weekly coaching courses for football, trampolining, gymnastics, hockey, badminton and martial arts. There were many clubs that used the facilities including the Four Life Triathlon Club, Leander Swimming Club and Kingston Vale Gymnastics, who had used the Centre for a number of years. In respect of junior activities the Centre had introduced street dance and junior zumba. They were also working with Prospect Education who ran the holiday activities. Members queried why there were no activities during the Christmas period. Mr Curtis explained that this was because there had been very little take up during that holiday period. He stated that the swimming programme was extended during the season. The Leisure Facilities Manager explained that some academies had extended the Christmas school holiday to assist with savings on energy consumption but that it was up to each school to decide.

Mr Curtis informed the Board that the Centre had both a Twitter and Facebook account that it used to advertise its promotions. It also used other websites including the Council's to inform people of the Centre's facilities. With regard to marketing he was happy to say that their marketing policy had worked well in the past and would be continued. They did targeted promotions during the year including New Year new you, spring into summer, etc. For children's parties each guest received a swimming pass and the birthday child was given a junior monthly pass.

In respect of customer satisfaction an overall satisfaction level of 98%, against a target of 75% was recorded. Feedback was collected verbally, by form and from individual hirers. Mr Curtis stated that comments were reported at management meetings and negative comments were discussed. In response to a question Mr Curtis stated that one of the changes introduced after a negative comment had been the format of children's parties. From the Centre's perspective parties were given an hour for their activity followed by an hour to eat their food, parents had felt that the time for food was too long and the Centre now gave children an additional short activity to entertain them. Also if a trainer changed an exercise class to bring it up to date this could bring about negative comments from users which would be fed back. He felt that it was important to gain a customer's point of view.

With regard to health and safety he felt that as the Centre had a pool and quite a lot of combat sports there would always be accidents/incidents, however he

felt that these were kept at an acceptable level. Accident forms were checked by managers to ensure that the incident could not have been avoided. In 2013 there had been 19 incidents and this had risen to 27 in 2014, but, in his opinion, this was symptomatic of the leisure industry and there were no trends.

Mr Curtis explained that as part of the contract there was a requirement to make the Centre as energy efficient as possible. During 2014 all pumps had been fitted with inverters, the pools had covers and LED lights had been fitted throughout. It was anticipated that during this summer LED lights would be fitted to the artificial pitch floodlights. One of the main measures undertaken was staff training to ensure that everyone understood what the Centre was trying to do. Mr Curtis explained that he had been promoted to Facilities Manager and had overall responsibility for the site, however as he understood the leisure side of the complex he could help Mr Neath with advice and joint working with the school. The school had a Building Management System which affected the temperatures in different areas. The previous manager had not understood that leisure centres could have a cooler temperature as people were working out. Following a question regarding the utility costs, the Leisure Facilities Manager explained that, as part of the contract, the Borough Council paid for a certain volume of energy per year and that Carillion took the risk of increased costs. He explained that the site was part of the Nottinghamshire County Council's energy purchase scheme. In respect of the energy consumption in different areas it was acknowledged that there had been an issue in the past however Members were assured that staff were able to ascertain costs for each zone. The Service Manager - Operations and Corporate Governance stated that the contract gave Carillion an incentive to combat climate change.

Following questions Mr Curtis said that the Centre was very active in East Leake and the surrounding villages, and listened to local people. In respect of youth centres Members were informed that there were no Council run centres in East Leake, although it was noted that the youth centres in other areas did not open during the holiday periods.

The Chairman thanked Mr Curtis and Mr Neath for attending the meeting and answering Members' questions. Councillor Mrs Males, one of the East Leake Ward Members, also thanked them as public confidence had grown and, nowadays, she did not receive any complaints regarding the Centre.

It was AGREED that the Board had noted the performance of Carillion's delivery of the contract over the past year and welcomed the results.

## **25. Performance Monitoring – Quarter 3 2014/15**

The Performance and Reputation Manager presented the Quarter 3 performance report in respect of the eight strategic tasks and the thirty four performance indicators. Two new highlights, LITR02 - Percentage of calls answered in 30 seconds at Rushcliffe Community Contact Centre, and LITR13 - Level of income generated through letting property owned by the Council but not occupied by the Council, had been identified and one new exception, LIFC19 – Percentage of Non-domestic Rates collected in year. She stated that the exception had been anticipated as large businesses were now able to opt to pay the charge over twelve months and not ten. She informed the

Board that the present collection rate was 98.9%. She outlined the progress of those exceptions that had been reported during the year.

In respect of the number of calls answered at Rushcliffe Community Contact Centre Members were informed that there had been an average number of calls but officers agreed to provide comparative figures. Members queried the performance of the remote contact points and were informed that this was reported to the Transformation performance clinic. It was felt that this issue should be raised as an item for scrutiny via the Scrutiny Chairmen and Vice Chairmen's meeting.

With regard to the income generated by letting properties Members were informed that this was after the purchase of The Point. Following a comment the Performance and Reputation Manager stated that all targets were revised annually.

Members queried the sickness levels and were informed that the Council's performance was better than the national average, and that last year, for the first time, it had been identified as a highlight. The Performance and Reputation Manager stated that there had been a number of long term sicknesses that were now concluding.

The Board discussed the new Streetwise Environmental company and queried how it would be scrutinised. The Service Manager - Operations and Corporate Governance explained that it had been considered at the last Partnership Delivery Group meeting and that next year it would be presented to this Board. In respect of street cleansing Members were informed that sections were inspected monthly. With regard to trunk roads it was acknowledged that any litter reflected badly on the area, however this was an identified issue as staff were only allowed to litterpick when the road was closed. Concerns were raised in relation to the imminent closure of the amenity site at Langar and a potential increase in fly tipping. The Service Manager - Operations and Corporate Governance stated that this issue had been raised by officers and the situation was being monitored.

With regard to the work undertaken by Streetwise the Service Manager - Operations and Corporate Governance stated that the primary contract had been carefully assessed and detailed and that the Council's responsibilities to the parishes had been included. Following a comment regarding work being undertaken privately the Chairman advised Members to contact Mr Scott-Lee the company's managing director or the Executive Manager – Neighbourhoods who was the client officer.

It was AGREED that the identified exception had been considered.

## **26. Work Programme**

The Board considered its work programme for the forthcoming year. It was agreed to include an update regarding Glendale Golf for the June meeting and Streetwise to the programme for March 2016.

## 27. Chairman's Remarks

As this was the Board's last meeting for this term of office the Chairman thanked all members of the Board for their hard work and in particular Councillor Jones, the Vice Chairman, for all his assistance.

The meeting closed at 8.00 pm.

## Action Sheet

### PERFORMANCE MANAGEMENT BOARD - TUESDAY 24 MARCH 2015

Minute Number	Actions	Officer Responsible
23. Notes of the Previous Meeting	The Leisure Contracts Manager to provide a further update on the facilities at Edwalton Golf Course	Leisure Contracts Manager
25. Performance Monitoring - Quarter 3 2014/15	a) Officers to provide comparative figures for the number of calls received by the Contact Centre b) The Chairman to raise the subject of the remote access points as a scrutiny item at the Scrutiny Chairmen and Vice Chairmen's meeting	Performance and Reputation Manager  Chairman
26. Work Programme	Items to be included: <ul style="list-style-type: none"><li>An update on Glendale Golf in June 2015</li><li>Streetwise Environmental Ltd in March 2016</li></ul>	Member Services

## Responses

Minute Number	Actions	Officer Responsible	Officer's Response
23. Notes of the Previous Meeting	The Leisure Contracts Manager to provide a further update on the facilities at Edwalton Golf Course	Leisure Contracts Manager	Negotiations with Glendale to agree performance measures have been delayed. The conversion of the former Professional's shop has now been completed and Glendale has been taking a range of bookings in this room. Glendale is continuing to search out further bookings for this room and will accommodate some displaced groups from Rushcliffe Arena when it closes. Usage of the facilities has been much better this year so far compared to last year; Footgolf is continuing to be popular with over 600 users in April.
25. Performance Monitoring - Quarter 3 2014/15	a) Officers to provide comparative figures for the number of calls received by the Contact Centre	Performance and Reputation Manager	The Performance and Reputation Manager will provide further information at the Board's meeting on 16 June 2015.
	b) The Chairman to raise the subject of the remote access points as a scrutiny item at the Scrutiny Chairmen and Vice Chairmen's meeting	Chairman	Members will be given an opportunity to visit the remote access points during Customer Services Week.
26. Work Programme	Items to be included: <ul style="list-style-type: none"> <li>An update on Glendale Golf in June 2015</li> <li>Streetwise Environmental Ltd in March 2016</li> </ul>	Member Services	These items have been added to the Board's work programme



## **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 2015, the performance each year within this period and also a breakdown of the age of outstanding debts and the geographical distribution of Penalty Charge Notices (PCN's) issued over the period 2008-2015. The off street account has achieved a surplus of £42,791 and the on street account a deficit of £17,253 resulting in an overall surplus of £25,539.
- 1.2. This is the first time that an overall surplus on the contract has been achieved. This has been achieved due to reduced costs for the Central Processing Unit (CPU) and Enforcement activity, totalling £53,168. Income is also down by £26,006 although the number of PCN's issued also fell by 1,090.
- 1.3. In addition to the above savings a partnership with Broxtowe Borough Council has also been put in place for the management of this contract. Broxtowe employs a parking manager and assistant who are able to manage the contract alongside their own off street operation generating an improved service and savings for both authorities. The Broxtowe staff will manage the day to day deployment of the Civil Enforcement Officers (CEO's), deal with all queries, manage all appeals against PCN's, liaise with the CPU and other bodies as appropriate. This has resulted in savings of £14,026 to the Council

### **2. Recommendation**

It is RECOMMENDED that the Performance 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 to the end of March 2015. The off street account started the year with a deficit of £1,434 but has generated a surplus of £24,516 in 2014/15. The net amount of £23,082 has been paid over to the Council in accordance with the partnership agreement.

May 08 Mar 15	On Street	Off Street	Total
Number of PCN's	31,766	27,002	58,768
CPU Charges £	159,719	137,029	296,748
External Charges £	42,785	36,992	79,777
Enforcement Contractor Charges £	798,244	422,263	1,220,507
Income Collected £	982,974	639,068	1,622,042
Totals £	-17,774	42,785	25,011
Outstanding PCN value £'s	£81,997	£34,277	£116,274

- 3.2. The details of performance for each year are provided in the tables below. The numbers of PCN's issued has been falling for the last two years and is now back to the level when the Parking Partnership was first introduced.

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	145,542	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

Apr 14 Mar 15	On Street	Off Street	Total
Number of PCN's	4,464	3,306	7,770
Expenditure £'s	130,532	63,312	193,844
Income £'s	144,944	87,828	232,772
Total £'s	14,412	24,516	38,928

- 3.3. The table below illustrates the outstanding debt for each year of the contract. 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 a year or longer to be resolved. As the software system runs on real time it is not possible to directly compare previously reported figures.

Financial Year	Outstanding Debt
2008/09	£7,345
2009/10	£6,300
2010/11	£9,431
2011/12	£16,203
2012/13	£17,519
2013/14	£23,323
2014/15	£36,126
Total	£116,247

#### 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	25549	24394	43518
Bingham	2580	1527	4107
Radcliffe on Trent	1156	789	1945
Keyworth	615	292	907
Ruddington	1549	0	1549
East Leake	40	0	40
Holme Pierrepont	76	0	76
Other	201	0	201
Total	31766	27002	58,768

#### 5. Risk and Uncertainties

- 5.1. Failure to properly monitor the contractual arrangements will restrict the Council's ability to effectively deliver car parking across the Borough.

## **6. Implications**

### **6.1. Finance**

The Council's financial accounts for 2014/15 reflect the expenditure and income recorded for the year. The £23,082 has been credited to car park account and will support the maintenance costs of car parks across the Borough.

### **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 own homes.

### **6.4. Other Implications**

There are no other implications arising from this report.

<b>For more information contact:</b>	Brian Knowles Leisure Contracts Manager 0115 914 8454 email <a href="mailto:bknowles@rushcliffe.gov.uk">bknowles@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	Report to Performance Board 17 June 2014 'Civil Parking Enforcement Contract Update 2014'
<b>List of appendices (if any):</b>	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 2014/15. 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:

- East Leake Leisure Centre Annual Report 2013
- Parkwood Leisure – Review of Strategic Objectives
- Civil Parking Enforcement Contract Update 2014
- Review of Customer Feedback 2013/14
- Parkwood Leisure Contract Annual Review
- Equality and Diversity Annual Report 2013/14
- Edwalton Golf Courses Annual Contract Report
- East Leake Leisure Centre Annual Report 2014

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**

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

### **3. Risk and Uncertainties**

3.1. Risks are considered as an integral part of Performance Monitoring.

### **4. Implications**

#### **4.1. Finance**

There are no direct financial issues arising from this report.

#### **4.2. Legal**

There are no legal issues arising from this report.

#### 4.3. Corporate Priorities

The Corporate Priorities are considered as an integral part of Performance Monitoring.

#### 4.4. Other Implications

There are no other issues arising from this report.

<b>For more information contact:</b>	Nigel Carter Service Manager – Corporate Governance 0115 914 8340 email <a href="mailto:ncarter@rushcliffe.gov.uk">ncarter@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	Not relevant for this report
<b>List of appendices (if any):</b>	Performance Management Board's Annual Report

**Chairman's Foreword**

This annual report summaries the main work undertaken by this scrutiny group during the year. Scrutiny ensures the Borough Council makes its decision properly underpinning policy-making on thoroughness, 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 and development is needed. We celebrated and highlighted the good performance and reviewed and investigated areas where improvements are required. Our work has been rewarding and fulfilling. The role of an 'overseer' and 'surveillance' helps the Council to maintain its high standards and value for money in these current 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
- East Leake Leisure Centre Annual Report 2013
- Parkwood Leisure – Review of Strategic Objectives
- Civil Parking Enforcement Contract Update 2014
- Review of Customer Feedback 2013/14
- Parkwood Leisure Contract Annual Review
- Equality and Diversity Annual Report 2013/14
- Edwalton Golf Courses Annual Contract Report
- East Leake Leisure Centre Annual Report 2014

## **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:

- A review of the strategic objectives which form part of the Parkwood contract
- Implementing welfare reform and Universal Credit
- Satisfaction with leisure facilities
- Corporate sickness
- Crime statistics



## **East Leake Leisure Centre Annual Report 2013**

Members received a report in respect of the agreement with Carillion plc for the management of East Leake Leisure Centre during 2013.

Members were informed that a quality of service of 75% had been achieved at the Centre. Usage was slightly lower than the previous year due to less learn to swim courses being held, and similarly due to this, income was down. Utility usage had increased as well. However, customer satisfaction scores continue to be very high at 99% over the year. The Centre offers a broad range of exercise classes, club and casual use and school holiday activity programmes. Members noted the performance of the East Leake Leisure Centre in 2013.

## **Parkwood Leisure – Review of Strategic Objectives**

Following a request for scrutiny, the Board considered the strategic objectives and associated performance measures to see if there are areas where review was required.

However, as the strategic objectives and associated performance measures form part of the contractual arrangement with Parkwood any suggested changes would need to be agreed with the contractor before they can be implemented. Following discussion of this topic the Board agreed to include a review of these objectives in their future work programme.

## **Civil Parking Enforcement contract update 2014**

In June 2014, Members discussed the financial performance of the contract including the costs associated with the contract, deficits, number of Penalty Charge Notices issued on street and off street and income and expenditure. 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. Effective management of parking helps to ensure town centres are attractive places to visit and ensures that congestion is reduced and residents are able to park close to their homes.

## **Review of Customer Feedback 2013/14**

The number of complaints is falling (61 in 2012/13 down to 40 in 2013/14) and the percentage of complaints escalated past Stage 1 has reduced from 13.1% in 2012/13 to 10.0% in 2013/14. The Council received 164 compliments about its services.

During 2013/14, the Local Government Ombudsman (LGO) received six complaints about Borough Council services. The LGO issued eight decisions on complaints received about the Council. Four were closed after initial enquiries, one was referred back to the Council for a local resolution, and in the three remaining cases, the LGO upheld the Council's decision.

## **Parkwood Leisure Contract Annual Review**

Members received a presentation which highlighted the work undertaken in 2013/14. Some of the success included Quest visits, open days and a successful review of the Investors in People award. Membership had increased at most of the sites and progress had been made in ISO14001, Environmental Management Systems.

2013/14 had seen the highest membership figures since the beginning of the contract, the modern apprenticeship schemes with Central College and the Amateur Swimming Association continued and many staff were achieving NVQS. Members asked many questions about factors including online transaction and use of social media and challenges being caused by the new centre on the Arena site. Members agreed that Parkwood was operating within agreed parameters of the contract.

### **Equality and Diversity Report 2013/14**

Members considered the Council's performance during 2013/14 against the objectives set out in the Single Equality Scheme, which had been adopted by the Council in April 2012. Following the Board's consideration in November 2013 an exercise had been undertaken to update the information held. Members were pleased to note there had been a 95% return rate. The Council's Equality Scheme expired this year and a new scheme was being drafted which would be presented to the Board following a public consultation exercise. Members were pleased to hear that several apprentices had gained employment with the Council.

### **Edwalton Golf Courses Annual Contract Report**

Members received the annual report from Glendale who highlighted that it had been a challenging year for many reasons – inclement weather, the golf professional had taken up new employment, golf was declining as a sport nationally and other reasons. Glendale outlined all the positive actions being taken including taking on a new golf professional, making improvements to food and drink and the clubhouse and investing in greens, tees, fairways and mowers. Glendale had also introduced a 'loyaltee' discount card rewarding customer loyalty. New products were also being introduced to stimulate demand such as footgolf.

### **East Leake Leisure Centre Annual Report 2014**

In March 2015, Members received a report in respect of the agreement with Carillion plc for the management of East Leake Leisure Centre during 2014. Usage has increased across all activity areas compared to the previous year. Swimming attracts the highest number of users and there are around 600 children on the learn to swim programme. The health and fitness use continues to develop with around 450 members attending the fitness suite and various classes that are offered. Improved marketing has attracted more followers on Facebook and many successful promotional initiatives have run throughout the year. Overall satisfaction continues to be high at 98%.

### **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.

 <p>Rushcliffe Borough Council</p>	<p><b>Performance Management Board</b></p> <p><b>16 June 2015</b></p> <p><b>Performance Monitoring – Quarter 4 2014/15</b></p>	<p><b>7</b></p>
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## **Report of the Executive Manager - Operations and Corporate Governance**

### **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 2014/15, 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 8 active tasks to be monitored in 2014/15 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. There are 9 Corporate Tasks, 8 of which will be monitored this year. Full details are in **Appendix 1**.
- 4.4. There has been significant progress this year for the majority of the strategic tasks that will deliver lasting community benefits and support the aim to improve the economic prosperity of the Borough. Building on the key achievements reported in quarter 4 2013/14 are new developments and these are set out below:
  - The Local Plan – Core Strategy was approved in December 2014. This will provide the framework to ensure that housing is provided in accordance within the agreed provisions of the strategy.
  - Groundwork started in December 2014 in preparation for the building of 450 new homes at Cotgrave on the former colliery site. Agreement was achieved with Barratts to provide apprenticeship opportunities for young local people.
  - An application for Strategic Economic Plan funding or 'Growth Deal 2' was submitted and £6.25m has been secured for 2016/17. This will be used to assist with the development of sites in Bingham, Cotgrave and RAF Newton.

- Over 60 apprenticeships have been created by local businesses in the Borough, this a significant step towards our aspiration to create 100 apprentices to give local young people employment opportunities.
- Work continued on the Four Year Plan (now superseded by the Transformation Strategy) with an aim to save £2.8m. To date £3.9m has been saved and new opportunities for savings or additional income will continue to be sought.

4.5. There are 19 indicators that have achieved green status (achieving or within 1% of target). Five highlights have been selected this quarter as a result of outstanding improvement;

- LINS37 – Domestic burglaries per 1,000 households
- LINS39 – Vehicle crimes per 1,000 population
- LITR02 – Percentage of calls answered in 30 seconds at Rushcliffe Community Contact Centre
- LITR13 – Level of income generated through letting property owned by the Council
- LITR16 – Increase in rateable value of commercial property in the borough.

4.6. There are no new exceptions to report in quarter four. There have been five exceptions reported in quarters one to three, an update on their progress is below:

- **LIFC19 – Percentage of Non-domestic Rates collected in year** – the collection rate was behind target through the year but has now met the 90% target
- **LINS01 – Percentage of streets passing clean street inspections** – this has improved from 96.2% when reported as an exception in quarter 2 to 97.1%. Although this remains lower than the target of 99% improvement has been made over the past 6 months
- **LINS24 – Number of affordable homes delivered** – this was reported as an exception in quarter 1 when there had been no completions, however there has been an excellent end to the year with 68 delivered against a target of 65
- **LINS38 – Robberies per 1,000 population** – this was reported as an exception in quarter 1 when at 0.14 and there had been 6 more crimes than during the same period in the previous year (a 60% increase). There has been a significant improvement since and performance now stands at 0.25 (against a target of 0.24) with the number of crimes remaining the same as last year
- **LICG28 – Corporate Sickness** – the sickness rate was reported as an exception in quarter 1 when at 2.14 days, and an update has been provided in each report throughout the year. The sickness rate continued to increase to the end of the year and the outturn figure is 9.08 days. This increase is mainly attributable to the number of long term sickness cases.

## 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 and Strategic Tasks 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	

<b>For more information contact:</b>	Nigel Carter Service Manager - Corporate Governance 0115 914 340 email <a href="mailto:ncarter@rushcliffe.gov.uk">ncarter@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	Not relevant for this report
<b>List of appendices (if any):</b>	Appendix 1 – Corporate Scorecard Appendix 2 – Contextual performance indicator data

## Performance Progress

### Summary

#### Corporate Tasks

Of the 9 Strategic Tasks from the Corporate Strategy 2012-16, one task is completed: ST14 – Adopt the Rushcliffe Local Plan. The Local Plan – Core Strategy was adopted at Council on 22 December 2014 and will be removed from the report in 2015/16. In some cases the milestone due dates of some strategic tasks have been refreshed and are progressing well.

#### Performance Indicators

There are 34 performance measures in the corporate scorecard; 25 have data, the remainder are awaiting data. There are 18 indicators with a positive trend showing an improvement in performance, 7 have a negative trend, and 9 are unknown as there is no data to report this quarter.

There are no new exceptions to report this quarter. Of the 5 indicators that have been reported as exceptions this year, there has been positive progress as shown below:

LIFC19 - Percentage of Non-domestic Rates collected in year, which was showing a collection rate of 82.88% in quarter 3 due to legislative changes enabling bills to be paid over twelve months rather than ten instalments, has out-turned on target at 90%.

LINS01 Percentage of streets passing clean street inspections has improved from 96.2% when reported as an exception in quarter 2 to 97.1%. Although this remains lower than the target of 99% improvement has been made over the past 6 months by Streetwise Environmental Ltd.

LINS24 Number of affordable homes delivered – this was reported as an exception in quarter 1 when there had been no completions, however there has been an excellent end to the year with 68 delivered against a target of 65.

LINS38 Robberies per 1,000 population – this was reported as an exception in quarter 1 but has improved to 0.25 with the number of crimes remaining the same as last year.






One exception to this improved performance is LICG28 - Corporate Sickness which did not improve during quarter 4 remaining high with an outturn of 9.08 days which has missed the target of 8.00 days and is a result of long term sickness.



5 indicators have been selected as highlights – having met their target and significantly improved when compared to previous performance:

- LINS 37 Domestic burglaries per 1,000 households
- LINS39 Vehicle crimes per 1,000 population
- LITR01 Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre
- LITR13 Level of income generated through letting property owned by the Council but not occupied by the Council (£000s)
- LITR16 Increase in rateable value of commercial property in the borough











# 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		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		
	11-Dec-2014	Core Strategy adopted	22-Dec-2014	<p>The Local Plan – Core Strategy was adopted at Full Council on 22 December 2014.</p> <p>Work is continuing on Part 2 – Land and Planning Policies. This supporting document will be subsumed into the daily workload and will not be reported as updates to this Strategic Task.</p>		

This Strategic Task will be removed from the report in 2015/16.





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	
	31-Aug-2015*	Work with Barratts to deliver identified employment outputs - year 1		Successful launch events for the CREST project have been held for year 9 students at South Wolds and South Notts Academy. The outcome of their project work will be presented at the June Cotgrave Strategic Board meeting.  4 young people who have completed the pre apprenticeship course have now applied for apprenticeship positions with Barratt. The recruitment process is currently ongoing.	
	30-Sep-2015*	Reach agreement with public sector partners and GPs over delivery of public sector accommodation in town centre		Plans have been developed by the GP's and have been shared with public sector partners. These have been presented at the strategic board meeting in May. Cotgrave Town Council will make a decision whether they wish to relocate into the building. Growth deal funding will be used to bring forward the town centre development.	
	30-Sep-2015*	Achieve vacant possession of town centre site - phase 1		Negotiations are on-going with business leaseholders.	
	31-Nov-2015*	Complete town centre acquisitions		Work has commenced on a red line Compulsory Purchase Order (CPO) area for whole town centre area to help prevent any future issues with acquisitions.	
	31-Nov-2015*	Developer to undertake a planning performance agreement for the town centre area.		Work on a planning performance agreement has been delayed, but now that Growth Deal 2 money is secured, this work will progress in 2015.	
	30-Nov-2015*	Planning application to be submitted by developer for phase 1 town centre area		An event is being planned for July 2015 to share the phasing plans for the town centre with the community.	

	31-Dec-2015*	Agree heads of terms with developer for town centre scheme		<p>The Council was successful in its bid to Growth Deal for funding towards the scheme and will be available in 2016/17. This money will assist with town centre acquisitions and employment land units in Cotgrave and other locations.</p> <p>A successful stakeholder event was held in February 2015 to update parties about the Growth Deal funding with senior representation from RBC, NCC, police, town council, health and the developers. Details will be developed for public sector agreements.</p>
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\*Milestone due dates updated









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	
	31-Mar-2015	Implement the economic growth action plan	31-Mar-2015	An economic growth action plan for 2014/15 has been completed and a new plan has been produced for 2015/16.	
	30-Sep-2015	Provide 100 apprenticeship opportunities in the Borough		Over 50 additional apprenticeships have been supported to date. The aspiration to create more apprenticeships in the Borough continues to be promoted to local businesses via the Rushcliffe Business Partnership, Rushcliffe Reports and the Business Newsletter.	
	31-Mar-2016	Work with developers to bring forward development sites in Rushcliffe		<p>A second application for Strategic Economic Plan funding or 'Growth Deal 2' was submitted for Bingham, Cotgrave and RAF Newton. £6.25m has been secured for 2016/17.</p> <p>This has been allocated towards infrastructure costs such as flood mitigation, road widening and electricity servicing as well as potential contributions to industrial units.</p>	

\*Milestone due dates updated





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		
	30-Jun-2015*	Contract award for build phase at the Arena site, Rugby Road, West Bridgford		The procurement process is continuing and a site visit was held on 21 January 2015 for shortlisted developers. Invitations to tender were issued to the six shortlisted developers on 23 February 2015. The award of this contract was considered by Cabinet on 9 June 2015.		
	31-Oct-2016*	Build of new Leisure Facility at Rugby Road, West Bridgford completed		Subject to the necessary approval building work is scheduled to commence in July 2015 with intended completion by October 2016.		
	30-Nov-2016*	Launch event and opening of new leisure facilities at Rugby Road, West Bridgford		The formal opening of the new facility is likely to occur in early 2017.		

\*Milestone due dates updated

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	31-Mar-2015	<p>YouNG were commissioned by D2N2 to organise a 'Venturefest' event at East Midlands Conference Centre on Tuesday 14 April which provided careers guidance to young people from throughout Nottinghamshire. A report on the future development of YouNG will be taken to Cabinet in July.</p> <p>YouNG promoted employment opportunities for the May elections to young people and 46 young people were employed.</p>		






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-2015*	Member services review completed		Democratic Services has been partially reviewed with the post of lead specialist being vacant since November 2014; a full review will commence in June 2015.	
	30-June-2015	Contracts and procurement	21-May-2015	Work has been on-going to secure savings from existing contracts.	
	31-Mar-2015	Customer services and Corporate Admin review	05-Jan-2015	Review completed and staffing recommendations implemented.	
	31-Mar-2015	Development Control admin	21-May-2015	Collaborative work has been undertaken, but on hold now until June 2015.  A new planning portal has been implemented, which has reduced the administrative workload and allowed the team to process the additional planning applications without having to increase the resource of the admin team. The admin team will form part of the new Business Support Unit transferring in September 2015.	
	31-Oct-2015*	Environment & Licensing		Potential future delivery models have been developed and a report to Cabinet is proposed for later in 2015.	
	31-Mar-2016*	Implementation of actions arising from previous reviews		Streetwise Environmental Ltd fully established and completed first 7 months of trading.	
	31-Mar-2015	Revenues and Benefits Review	01-Jun-2015	The review has been completed and it is now being implemented. Consultation has been completed and new arrangements were put in place from 1 June 2015.	

\*Milestone due dates updated

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-Dec-2015*	Design and develop web enhancements and channel shift opportunities		<p>The Council's digital programme will enhance the customer experience, and create a digital culture within the organisation. The web development element of this project started in the new year - the first priority was to make the existing website responsive and this has been completed, going live in June, which means that it will adapt successfully to the device the user is using to access the site. This will make our website more accessible to those using tablets and mobile phones.</p> <p>Future work includes bringing forward the most frequent transactions to the forefront of the website and improving the web search facility.</p> <p>Review of the Extranet is to be undertaken in 2015 to increase functionality and assist Councillors in their community leadership roles.</p>	
	31-Mar-2015	Refresh the core network infrastructure - 2014/15 programme		Phase 2 of the new network has been completed.	
	31-Mar-2015	Develop innovative solutions following the introduction of Superfast Broadband/4G availability	31-Mar-2015	A Private Secure Network (PSN) has been set up to enable secure transfer of information between 5 councils – Rushcliffe Borough Council, Broxtowe Borough Council, Gedling District Council, Mansfield District Council and Newark and Sherwood District Council.	












\*Milestone due dates updated











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		
	30-Sep-2016*	Approve options for the Depot		Work is ongoing to identify costs and sites for a relocated depot. A solution is to be finalised and the due date has therefore been extended to 30 September 2016.		
	31-Jul-2015*	Determine future use of Civic Centre		An options appraisal was completed in March 2015 and is scheduled for consideration by Corporate Governance Group and Cabinet in the near future.		
	31-Jan-2016*	Disposal of Boundary Road bungalow		A decision has been made to sell this property once the tenant vacates in October 2015.		
	30-Jan-2016*	Start of Bridgford Hall refurbishment		£1.5m Heritage Lottery Funding has been secured at Stage 1. A Stage 2 application was submitted in May 2015 as will a planning application for change of use to an apart-hotel and Register Office.		




\*Milestone due dates updated

# Summary of Performance Indicators








PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

















Communities									
Status	Reference	Description	2011/12	2012/13	2013/14	Q4 2014/15			2014/15
			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%		No residents survey planned in 2014/15			
	LICO40	Percentage of customers satisfied with the development control service received		86.00%		No residents survey planned in 2014/15			90.00%
	LICO41	Percentage of householder planning applications processed within target times		91.09%	90.00%	89.7%	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	41%	41.2%	-	41%			No target set
	LICO62	Percentage of young people satisfied with the Borough as a place to live				No data to report			
	LICO63	Percentage of young people actively participating in sports or organised social activities outside of school				No data to report			

















## Corporate Governance

Status	Reference	Description	2011/12	2012/13	2013/14	Q4 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
	LICG16	Percentage of residents satisfied with the way Rushcliffe Borough Council runs things		77.00%		No residents survey planned in 2014/15			
	LICG17	Number of complaints received by the council at initial stage	116	61	40	35	No target	↑	No target
	LICG28	Corporate Sickness	8.06	7.00	6.97	9.08	8.00	↓	8.00

## Finance & Commercial

Status	Reference	Description	2011/12	2012/13	2013/14	Q4 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
	LIFC01	Percentage of users satisfied with sports and leisure centres	84%	85.9%	91.9%	92.8%	75%	↑	75%
	LIFC08	Percentage of invoices for commercial goods and services which were paid by the authority in payment terms	92.75%	97.12%	99.21%	99.3%	99.00%	↑	99.00%
	LIFC09	Value of savings achieved through the Four Year Plan	£1.8m	£2.7m	£3.2m	£3.9m	£3.1m	↑	£3.1m
	LIFC18	Percentage of Council Tax collected in year	99.00%	99.10%	99.10%	99.10%	99.00%	↑	99.00%
	LIFC19	Percentage of Non-domestic Rates collected in year	98.40%	99.00%	98.80%	99.00%	99.00%	↑	99.00%
	LIFC20	Average time taken to process Housing Benefit/Council Tax Benefit new claims and change events	7.23 days	5.3 days	4.61 days	6.63 days	9.0 days	↓	9.0 days
	LIFC21	Percentage of council tax support customers satisfied with the service received		92%	97%	100%	95%	↑	95%

Neighbourhoods									
Status	Reference	Description	2011/12	2012/13	2013/14	Q4 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
	LINS01	Percentage of streets passing clean streets inspections		99.2%	99.0%	97.1%	99.0%		99.0%
	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough		71.0%		No residents survey planned in 2014/15			70.0%
	LINS17	Percentage of residents satisfied with the refuse and recycling service		75.0%		No residents survey planned in 2014/15			
	LINS18	Percentage of household waste sent for reuse, recycling and composting	51.15%	51.53%	50.70%	50.10%	50.00%		50.00%
	LINS24	Number of affordable homes delivered	53	41	22	68	65		65
	LINS31	Percentage of applicants rehoused within 26 weeks of their application			67.2%	70.5%	60%		60%
	LINS37	Domestic burglaries per 1,000 households	6.86	5.73	6.48	4.56	6.40		6.40
	LINS38	Robberies per 1,000 Population	0.54	0.18	0.25	0.25	0.24		0.24
	LINS39	Vehicle crimes per 1,000 population	4.25	4.04	3.91	3.67	3.80		3.80

Transformation									
Status	Reference	Description	2011/12	2012/13	2013/14	Q4 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre	97.6%	97.0%	98.0%	99.0%	95.0%		95.0%
	LITR02	Percentage of calls answered in 30 seconds at Rushcliffe Community Contact Centre (cumulative)	64.8%	72.8%	66.3%	72.6%	65.0%		65.0%
	LITR03	Percentage of transactions done through self-service			68.3%	68.1%	70.0%		70.0%
	LITR04	Percentage of residents satisfied with the variety of ways they can contact the Council		79%		No residents survey planned in 2014/15			80%
	LITR12	Percentage of RBC owned industrial units occupied	98.7%	98.14%	98.96%	98.04%	97%		97%
	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council (£000s)	£639	£755	£842	£1,047	£1,000		£1,000
	LITR15	Percentage of privately owned industrial units occupied	88.6%	90.7%	94.1%	92.88%	92%		92%
	LITR16	Increase in rateable value of commercial property in the borough	0.8%	-3.9%	0.2%	0.6%	0.2%		0.2%
	LITR17	Percentage of households with access to at least 2mbps broadband in the home	77.0%	94.0%	95.9%	No 2014/15 data currently available			98.0%

# Performance Highlights

Status	Reference	Description	2011/12	2012/13	2013/14	Q4 2014/15			2014/15
			Value	Value	Value	Value	Target	Long Trend	Target
✓	LINS37	Domestic burglaries per 1,000 households	6.86	5.73	6.48	4.56	6.40	↑	6.40
✓	LINS39	Vehicle crimes per 1,000 population	4.25	4.04	3.91	3.67	3.80	↑	3.80
✓	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre	97.6%	97.0%	98.0%	99.0%	95.0%	↑	95.0%
✓	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council (£000s)	£639	£755	£842	£1,047	£1,000	↑	£1,000
✓	LITR16	Increase in rateable value of commercial property in the borough	0.8%	-3.9%	0.2%	0.6%	0.2%	↑	0.2%

# Performance Exceptions

There are no new exceptions this quarter. There has been excellent improvement through the year for those that have been reported in quarters 1-3.

- LIFC19 - Percentage of Non-domestic Rates collected in year, was showing a collection rate of 82.88% in quarter 3 but has now met the 90% target.
- LINS01 Percentage of streets passing clean street inspections has improved from 96.2% when reported as an exception in quarter 2 to 97.1%. Although this remains lower than the target of 99% improvement has been made over the past 6 months by Streetwise Environmental Ltd.
- LINS24 Number of affordable homes delivered – this was reported as an exception in quarter 1 when there had been no completions, however there has been an excellent end to the year with 68 delivered against a target of 65.
- LINS38 Robberies per 1,000 population – this was reported as an exception in quarter 1 but has improved to 0.25 with the number of crimes remaining the same as last year.

One exception to this improved performance is LICG28 - Corporate Sickness which did not improve during quarter 4 remaining high with an outturn of 9.08 days which has missed the target of 8.00 days and is a result of long term sickness.

## Numerical Data - Performance Indicators (Year to date)

Communities		
Numerical data	Reference	Description
No residents survey planned in 2014/15	LICO36	Percentage of residents who believe they can influence decisions that affect their local area
No residents survey planned in 2014/15	LICO40	Percentage of customers satisfied with the Development Control service received
604 out of 673 applications within 8 weeks	LICO41	Percentage of householder planning applications processed within target times
41% achieved	LICO61	Proportion of adults achieving at least 150 minutes of physical activity per week
No survey planned in 2014/15	LICO62	Percentage of young people satisfied with the Borough as a place to live
No survey planned 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
No residents survey planned in 2014/15	LICG16	Percentage of residents satisfied with the way Rushcliffe Borough Council runs things
35 received	LICG17	Number of complaints received by the Council at the initial stage
2,787 days sickness out of 68,991 working days	LICG28	Corporate Sickness



## Finance & Commercial

Numerical data	Reference	Description
1,595 ratings have been made	LIFC01	Percentage of users satisfied with sports and leisure centres
6294 out of 6335 paid in terms	LIFC08	Percentage of invoices for commercial goods and services which were paid by the authority within payment terms
£3.9m achieved (£0.7m in 2014/15)	LIFC09	Value of savings achieved through the Four Year Plan
£65,752,000 collected	LIFC18	Percentage of Council Tax collected in the year
£26,650,000 collected	LIFC19	Percentage of Non-Domestic Rates Collected in the year
2,074 new claims 19,723 change events	LIFC20	Average time taken to process Housing Benefit/Council Tax Reduction new claims and change events
36 respondents – all satisfied	LIFC21	Percentage of Council Tax Support customers satisfied with the service received

## Neighbourhoods

Numerical data	Reference	Description
218 crimes reported	LINS37	Domestic burglaries per 1,000 households
27 crimes reported	LINS38	Robberies per 1,000 population
414 crimes reported	LINS39	Vehicle crimes per 1,000 population
107 fails from 3,642 inspections	LINS01	Percentage of streets passing clean streets inspections
No residents survey planned in 2014/15	LINS02	Percentage of residents satisfied with the cleanliness of streets within the Borough
No residents survey planned in 2014/15	LINS17	Percentage of residents satisfied with the refuse and recycling service
Data to be supplied	LINS18	Percentage of household waste sent for reuse, recycling and composting
68 completions	LINS24	Number of affordable homes delivered (gross)

227 rehoused in 26 weeks; 322 applicants rehoused within past 12 months (as at end of March)	LINS31	Percentage of residents rehoused by Choice Based Lettings within 26 weeks
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## Transformation

Numerical data	Reference	Description
Data to be supplied	LITR01	Percentage of users satisfied with the service received from the Rushcliffe Community Contact Centre
Data to be supplied	LITR02	Percentage of calls answered in 30 seconds at the Rushcliffe Community Contact Centre
551,024 self-serve 258,0015 non self-serve	LITR03	Percentage of transactions done through self-service
No residents survey planned in 2014/15	LITR04	Percentage of residents satisfied with the variety of ways they can contact the Council
All 68 units currently let	LITR12	Percentage of Rushcliffe Borough Council owned industrial units occupied
£1,047k received	LITR13	Level of income generated through letting property owned by the Council but not occupied by the Council
561 out of 611 occupied	LITR15	Percentage of privately owned industrial units occupied
0.6% increase	LITR16	Increase in rateable value
No 2014/15 data currently available	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 work programme is a standing item for discussion at each meeting of the Performance Management Board. This report presents the draft programme for 2015/16 and 2016/17.

**2. Recommendation**

- 2.1. It is RECOMMENDED that the Performance Management Board agrees the proposed rolling work programme.

**3. Reasons for Recommendation**

Date of Meeting	Item
16 June 2015	<ul style="list-style-type: none"> <li>• Civil Parking Enforcement Contract Update</li> <li>• Update on Glendale Golf</li> <li>• Annual Report 2013/14</li> <li>• Performance Monitoring – Quarter 4 2014/15</li> <li>• Work Programme</li> </ul>
15 September 2015	<ul style="list-style-type: none"> <li>• Review of Complaints and Ombudsman Letter 2014/15</li> <li>• Performance Monitoring – Quarter 1 2015/16</li> <li>• Work Programme</li> </ul>
24 November 2015	<ul style="list-style-type: none"> <li>• Annual Report – Parkwood</li> <li>• Diversity Annual Report 2014/15</li> <li>• Performance Monitoring – Quarter 2 2015/16</li> <li>• Work Programme</li> </ul>
15 March 2016	<ul style="list-style-type: none"> <li>• Annual Report – Glendale Golf</li> <li>• Performance Monitoring – Quarter 3 2014/15</li> <li>• Streetwise Environmental Ltd</li> <li>• Work Programme</li> </ul>

Date of Meeting	Item
16 June 2016	<ul style="list-style-type: none"> <li>• Annual Report – Carillon Leisure</li> <li>• Performance Monitoring – Quarter 4 2014/15</li> <li>• Annual Report 2014/15</li> <li>• Work Programme</li> </ul>

#### **4. Implications**

##### **4.1. Finance**

No direct financial implications arise from the proposed work programme.

##### **4.2. Legal**

There are no direct legal implications 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.

<b>For more information contact:</b>	Name: Member Services 0115 914 8481 email <a href="mailto:memberservices@rushcliffe.gov.uk">memberservices@rushcliffe.gov.uk</a>
<b>Background papers Available for Inspection:</b>	None
<b>List of appendices (if any):</b>	None