

**NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 16 JUNE 2015**

Held at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors D G Wheeler (Chairman), K P Beardsall, H A Chewings,
A J Edyvean, Mrs C E M Jeffreys, Mrs M M Males, S C Matthews, A Phillips,
E A Plant

OFFICERS PRESENT:

C Caven-Atack	Performance and Reputation Manager
Nigel Carter	Service Manager - Operations and Corporate Governance
B Knowles	Leisure Facilities Manager
I Meader	Performance Officer
V Nightingale	Senior Member Support Officer
D Swaine	Executive Manager - Operations and Corporate Governance

APOLOGIES FOR ABSENCE:

There were no apologies for absence

1. Declarations of Interest

There were none declared.

2. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 24 March 2015 were accepted as a true record.

With regard to the actions raised the Performance and Reputation Manager provided Members with further information regarding the number of calls received by the Contact Centre, which identified that there had been an improvement in performance rather than a reduction in phone calls. It was noted that there had been a problem on the length of time to answer a call at the beginning of the year and that this was attributable to Council Tax bills, election queries and green bin payments. The Chairman explained that a query had been raised regarding the remote access points, however it was felt that it would be beneficial for Members to visit these centres during Customer Services Week to ascertain if this service should be a subject for scrutiny.

The Leisure Facilities Manager gave Members an update on the facilities at Edwalton Golf Course. He stated that Glendale Golf had been running the facilities for 13 years and that, as part of the contract, they paid a management fee to the Council. At the last meeting the company had informed the Board that nationally golf was a declining sport, with 26% fewer players. This was

attributable to a number of reasons including economic downturn, people's lifestyle and the time it takes to play. Officers had met with the company to ascertain how the Council could help increase the usage of the facilities. The Council's Communications Team was providing publicity via Twitter.

The Leisure Contracts Manager was pleased to say that from January to May usage had increased compared to the previous year. Work had been undertaken to improve the practice facilities and usage had increased by 500. Also the pro-shop had been converted into an activity room and the bar was used for payments and sale of small items. Glendale had introduced new initiatives including a night golf event and Footgolf, which was proving to be very popular with over 1,500 users.

With regards to the course he informed Members that he conducted regular inspections and had noted that the state of the greens was very poor. A survey had been commissioned with Sports Turf to provide a maintenance programme and to inform the Council of the condition of the ground. Members queried the need to use an external body and were informed that this survey would assist the Council and would be used as part of the procurement process. The Executive Manager - Operations and Corporate Governance stated that at its meeting the Board had requested that the Council should consider how it could assist Glendale Golf, also this was a valuable community facility and if not maintained would reflect unfavourably on the Council by the public.

Following a question the Leisure Contracts Manager stated that the contract expired in 2017 and that it would then be put out to tender.

Members felt that as Edwalton had a Par 3 course this should encourage more users as it took less time to play. The Leisure Contracts Manager stated that on average it took approximately 90 minutes to complete the Par 3 course, however there was increasing competition with play and pay facilities and the private sector. One initiative being discussed was to increase the size of the holes which was purported to encourage more people to play and made the game more exciting.

Members asked that officers inspect the facilities within the Clubhouse as there were often complaints regarding the ladies facilities, the Leisure Contracts Manager stated that he would inspect the pavilion on his next visit, especially as it was envisaged that the Clubhouse would be used to accommodate displaced bookings during the refurbishment of Rushcliffe Arena.

In conclusion, the Chairman requested that there be a further update prior to the next annual report by Glendale Golf.

3. Role and Remit

The Service Manager - Operations and Corporate Governance gave a presentation outlining the Group's role in the Council's scrutiny process. He outlined that scrutiny was a method for non executive members to consider and have an influence on the Council's policy. It gave an opportunity for Members to hold the Cabinet to account via the Call In process. He stated

that there were four scrutiny groups, two outward and two inward looking groups. The Chairman highlighted the role of the Scrutiny Chairmen and Vice Chairmen's meetings, which were to ensure that topics were scrutinised by the most appropriate group and also to raise awareness of each group's activities.

With regard to the Performance Management Board, it was the principle committee to scrutinise the Council's performance, customer feedback and the performance of established partnerships. In respect of partnerships Members were informed that newly formed partnerships were scrutinised by the Partnership Delivery Group and that when Members were satisfied with their performance the scrutiny was transferred to the Performance Management Board.

In respect of performance Members were informed that monitoring reports were produced each quarter detailing the progress on the 9 strategic tasks from the Council's Corporate Strategy 2012-16 and the 34 agreed indicators. The report would draw Members' attention to any areas of concern/interest by identifying tasks or indicators that were either not meeting their target, known as exceptions, or exceeding their target, known as highlights. The Service Manager - Corporate Governance also explained how these tasks, partnerships and indicators were regularly monitored by officers.

In conclusion the Service Manager - Corporate Governance outlined the Board's work programme and how items could be added to it. He summarised the scrutiny matrix, which assisted Members to identify if the issue was appropriate to scrutinise and the likely impacts and benefits scrutiny would provide.

4. Civil Parking Enforcement Contract Update 2015

The Leisure Contracts Manager presented a report which outlined the financial performance of the Civil Parking Enforcement Contract. He informed the Board that, following the decriminalisation of parking offences in 2008, a partnership was formed by the majority of the Nottinghamshire district councils and Nottinghamshire County Council, with the districts responsible for the off street accounts and the County Council for the on street account. It was noted that the partnership was set up to be financially neutral although there had been a deficit in both accounts at March 2014. He informed the Board that the contract had been relet and that by the end of the 2014/15 financial year a surplus of £23,082 had been generated in the off street account, which the Council had received. This income would be used to provide security measures and maintain the car parks.

In respect of the contract the Leisure Contracts Manager informed the Board that the County Council oversaw the Central Processing Unit and enforcement activity. Savings had been made as the service had become more efficient which had been reflected in the new contract. Also a partnership had been entered into with Broxtowe Borough Council who had a dedicated team to manage and monitor the contract, this had resulted in a further saving of £14,026.

With regard to Penalty Charge Notices (PCNs) Members were informed that the number issued had decreased as the public were now more aware of the

service. It was noted that West Bridgford had the largest number of PCNs issued as it was the largest area of the Borough and the most traffic restrictions. Members were informed that there were Council owned car parks in West Bridgford, Bingham, Radcliffe on Trent and Keyworth and officers were considering, as part of the Transformation Strategy, how the pressure on these spaces could be managed to make the car parks more efficient.

Following a question the Leisure Contracts Manager explained that for 2014/15 there was approximately 20% of the charges was attributable to appeals. With regard to the cases assigned to the bailiffs some cases were often unrecoverable due to people either not having the ability to pay or they were untraceable. When these debts would be written off was at the discretion of the Executive Manager – Finance and Commercial. The Executive Manager - Operations and Corporate Governance agreed to clarify the write off period and process and stated that, on occasions, it could be more costly, financially or reputationally, to keep pursuing the debt.

In respect of appeals Members were informed that it was difficult to quantify the average cost as it was mostly officer time. The Leisure Contracts Manager stated that approximately 55% of appeals were upheld.

Regarding the bailiffs Members were informed that there needed to be two letters sent and two visits before the case could be referred to the bailiffs. The company collected its own fee as well as the outstanding money. Members were informed that there were four operators and that the recovery rate was approximately 32%.

Councillor Mrs Jeffreys suggested that for frequent offenders there should be a method of the Driver and Vehicle Licensing Agency to register the debt against the registered keeper of the car. Officers stated that this was beyond the Council's remit and that new legislation could be required, however, it was felt that this idea should be passed to the parking manager at the County Council.

It was AGREED that the Performance Management Board noted the financial performance of the Civil Parking Enforcement Contract.

5. Performance Management Board Annual Report 2014/15

The Board considered its annual report for 2014/15, which outlined the work undertaken by the Board during the year, including performance monitoring, review of customer feedback and monitoring the performance of established partners. Officers stated that a composite document of all the scrutiny groups' annual reports would be presented to Council on 25 September 2015.

It was AGREED that the Performance Management Board approved the report and forwarded it on to Council for consideration

6. Performance Monitoring – Quarter 4 2014/15

The Performance and Reputation Manager presented the monitoring report for Quarter 4 of 2014/15. She informed Members that there were no concerns regarding eight of the nine key tasks. She explained that the task relating to Welfare Reform had not been monitored during 2014/15 as there was no indication of when it would be implemented nationally. Members were informed of the progress of the tasks including the adoption of the Core Strategy by Council in December 2014.

With regard to the Performance Indicators there were five highlights and no new exceptions. As this was the final quarter of the year Members were provided with an update on those indicators that had been identified as an exception during the year. The Performance and Reputation Manager stated that the majority of indicators were now on track with Corporate Sickness being the only indicator not meeting its target. She stated that in 2013/14 this had been a highlight with a figure of 6.97 days compared to 9.08 for 2014/15 against a target of 8 days. This was mainly due to long term sickness. The Executive Manager - Operations and Corporate Governance explained that in 2009/10 there had been a review of Absence Management Policy and how the Council could support people to return to work if possible. Members were pleased to note that officers conducted welfare visits and if necessary engaged the services of external professionals such as counsellors. Members queried why some indicators had no data available. The Performance and Reputation Manager explained that this related to seven indicators, two of which referred to a youth survey which Sport England used to carry out, figures relating to Broadband were collated by Ofcom and the others related to a 2012 residents' survey. Officers were anticipating conducting the survey later this year.

In respect of the number of phone calls answered by the Rushcliffe Community Contact Centre Members queried if the target could be raised. The Performance and Reputation Manager explained that this was based on the old national target and that customer satisfaction was very high. The service had to balance the customers' expectations against the cost of providing the service. It was felt that, due to the high level of satisfaction, this had been achieved. Members were assured that officers continually monitored performance to ensure that residents' needs were being met. Officers stated that Members would be reviewing the Corporate Strategy later in the year and that this would include consideration of the corporate tasks and performance indicators.

Following a question regarding the Cotgrave Masterplan the Board was informed that this task would be updated every quarter. It was also confirmed that this task could be carried forward into the next Corporate Strategy. Councillor Chewings pointed out that the public event planned for July 2015 had now been postponed until September.

Finally the Board queried the target for affordable housing. Officers explained that this figure was contained within the Housing Strategy and was based on need and supply.

It was AGREED that the Performance Management Board had considered the report.

7. Work Programme

The Board considered, and agreed, its work programme with the inclusion of an update from the Leisure Contracts Manager regarding Glendale Golf in November 2015.

The meeting closed at 8.45 pm.

Action Sheet

PERFORMANCE MANAGEMENT BOARD - TUESDAY 16 JUNE 2015

Minute Number	Actions	Officer Responsible
2. Notes of the Previous Meeting	The Leisure Contracts Manager to inspect the Clubhouse facilities	Leisure Contracts Manager
	Further update on Glendale Golf be included in the Board's work programme	Leisure Contracts Manager
4. Civil Parking Enforcement Contract Update 2015	Officers to provide further information on the Write off process including time periods	Executive Manager - Operations and Corporate Governance
	The Leisure Contracts Manager to inform the Parking Manager at Nottinghamshire County Council regarding the Board's suggestion regarding allocating outstanding fines	Leisure Contracts Manager