

NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
THURSDAY 29 SEPTEMBER 2016

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

PRESENT:

Councillors D G Wheeler (Chairman), H A Chewings, A J Edyvean, Mrs C E M Jeffreys, Mrs M M Males, S C Matthews, A Phillips, E A Plant, J E Thurman (substitute for N C Lawrence)

ALSO IN ATTENDANCE:

D Musto Broxtowe Borough Council

OFFICERS PRESENT:

D Burch Service Manager - Neighbourhoods
C Caven-Atack Performance, Reputation and Constitutional Services
Manager
K Marriott Executive Manager – Transformation and Operations
I Meader Performance Officer
V Nightingale Constitutional Services Officer

APOLOGY FOR ABSENCE:

Councillor N C Lawrence

9. Declarations of Interest

There were none declared.

10. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 7 June 2016 were accepted as a true record.

Following consideration of the actions from the last meeting, Councillor Mrs Males stated that the Ladies Committee of the Edwalton Golf Course now met on an informal basis and did not have scheduled meetings and therefore she was unable to fulfil her role as the Borough's representative. The Executive Manager – Transformation and Operations agreed to investigate this further.

Councillor Mrs Males informed Members that the 'Disability Sports Day' that had been held at Cotgrave Leisure Centre had been very successful and well organised. She stated that the 2017 Games would be held at the Arena. Officers agreed to keep Members informed. It was also noted that further publicity could be circulated on notice boards in the close vicinity of the building.

11. Civil Parking Enforcement Contract Update

The Service Manager – Neighbourhoods presented a report which updated Members on the work of the Civil Parking Enforcement Contract during 2015/16. He stated that through partnership working with Broxtowe Borough Council, there was greater resilience and that Mr Musto had a vast knowledge of the subject. Following a question the Service Manager – Neighbourhoods explained that he oversaw the Council's car parks in the Borough and where charges had been introduced, he worked with the Estates team on the condition of the car parks including the lighting, and that he liaised with Mr Musto on changes to policies and charging regimes as well as the implementation of the Contract.

Members were informed that both the on-street and off-street accounts had made a profit and that the Council received the surplus of £27,067 from the off-street account. The Service Manager – Neighbourhoods stated that 8,310 fixed penalty notices had been issued during the year which was an increase of 540; he said there had been 1,180 appeals of which 312 had been successful. It was noted that the majority of activity was in the West Bridgford area. Following a question, Members were informed that any decision to introduce charging at other Council car parks could be part of the Budget Workshop discussions and that any decisions would need to be agreed by Members. The Service Manager – Neighbourhoods informed the Board that there were plans to upgrade the pay and display machines in West Bridgford, to replace the lighting in the car parks and to apply for a parking order for the car park at Rushcliffe Country Park.

Members queried the new technology that was being introduced in West Bridgford and were informed that the new machines, which were anticipated to be in place by April 2017, would be able to accept all types of payments including debit/credit cards and pay by phone. It was noted that there had been an issue with previous machines that had number plate recognition however this had been resolved and would be incorporated into the new machines. Councillor Matthews gave an example of how a fine had been issued due to the fact that the parking ticket had been placed upside down in the car's windscreen; it was noted that the pay by phone ability would prevent this from being an issue.

With regard to the number of appeals it was noted that over 10% of the fixed penalty notices were contested. Mr Musto explained that the number of appeals was increasing and that he expected this to rise over the next five years. He stated that there were three stages to the appeals process, with recourse to an independent adjudicator being the final stage. He also explained how the charge in relation to the discount period was frozen during the time of the appeal.

Following a question regarding the number of wardens allocated to the Rushcliffe area, Members were informed that there were four, two based in West Bridgford. In respect of the other towns and villages, Mr Musto stated that enforcement was based on need and demand; officers undertook an observation period and measured the number of incidents; this enabled them to identify hot spots, which was mainly outside schools at peak times.

Members asked about the Council owned car park at East Leake and how the parish council had placed parking notices restricting people to a maximum of four hours. Mr Musto stated that these notices were unenforceable as there was no parking order in place. The Executive Manager – Transformation and Operations stated that if Members or the parish council felt there was an issue an exercise could be undertaken to identify if a car parking order was necessary. East Leake members were asked to let officers know if this should be explored. She also reminded Members that the Council owned car parks in other areas where there weren't parking orders in place, for example Cotgrave shopping centre.

In respect of the car park at Bunny Lane, Keyworth, officers stated that there had always been a twelve hour restriction in place. Members stated that long stay parking was affecting shoppers' ability to park. Officers agreed to take Members' comments on board.

The Chairman thanked Mr Musto and the Service Manager – Neighbourhoods for a detailed report and for answering Members' questions.

AGREED that the Board had considered and commented on the performance of the Civil Parking Enforcement contract.

12. Review of Customer Feedback 2015/16

The Performance, Reputation and Constitutional Services Manager presented the annual customer feedback report. She stated that there had been a slight increase in the number of complaints received and that 22% had been escalated to Stage 2. In respect of complaints to the Local Government Ombudsman, six had been finalised, of which only one had been upheld. Members noted that the number of complaints was very low at 41 and that there had been 174 compliments received. The Chairman stated that it was important that Members fed back any compliments from residents.

With regard to a specific complaint, Members were informed that all calls received through the Customer Contact Centre were recorded. These calls were often used for training sessions.

The Board queried how complaints were judged to be justified. The Executive Manager – Transformation and Operations stated that this was an officer judgement at management level. Officers would admit when something had gone wrong and would make redress. Sometimes however, residents simply did not like the answer they were given, and officers were unable to change this. She said that officers were not complacent and were aware that mistakes could happen.

AGREED that the report was accepted as a true record of customer feedback in 2015/16.

13. Performance Monitoring – Quarter 1 2016/17

The Performance, Reputation and Constitutional Services Manager presented the data for Quarter 1 which included information on the 12 tasks contained in

the new Corporate Strategy, which had all commenced. She stated that five of the tasks had been rolled forward from the previous Strategy.

One highlight, percentage of clean streets, and one exception, number of calls answered in 30 seconds, had been identified this quarter. It was noted that Quarter 1 was the busiest quarter for the Contact Centre with queries on annual billing, green bin renewals and elections. Officers explained that some members of staff had left and it had taken time to train new staff. Officers recognised that this was a short term issue and that performance would improve over the next two quarters. Members noted that it was a difficult balance staffing the Call Centre. The Executive Manager – Transformation and Operations stated that the Management Team were monitoring the situation and that they did not anticipate any problems. Members queried the target of 30 seconds and were informed that this had been a national indicator and 30 seconds was judged as best practice. Officers stated that the system could be interrogated to identify a wide variety of data including the number of abandoned calls, call back rate and length of time taken. Members felt that as there had been no complaints received, and that officers were monitoring this on a weekly basis there was no need for them to be concerned.

The Board queried the length of time taken to rehouse applicants. The Executive Manager – Transformation and Operations stated that some residents were in temporary accommodation for longer than officers would have liked. She explained that there were some very complex cases that were difficult to resolve. She assured Members that the Housing Options Manager was closely monitoring the situation.

In respect of the proposed additions to the Corporate Basket of Indicators Members felt that the data for the Cotgrave colliery site and town centre improvements was being scrutinised by the Cotgrave Strategic Board. It was felt that this should not be referred to this Board at this time as it would be duplication. Councillor Mrs Jeffreys commended the Executive Manager – Transformation and Operations and her staff for the excellent work that had been undertaken at Cotgrave. She said that staff had listened to the community and the Town Council, dealt with the awkward questions and reported back as and when appropriate. She felt that it was good that the Borough Council had staff who were willing to do an excellent job.

Members felt that the following indicators should not be in the basket:

- Number of social media followers
- Information on sports and leisure centres, reported as part of the Parkwood and Carillion annual reports
- Streets passing clean streets inspections, reported as part of the scrutiny of Streetwise Environmental Ltd
- Land charges fees received
- Number of planning applications received
- Percentage usage of community facilities
- Cash income from investments
- Percentage of Members attending training events, considered by the Member Development Group

- Percentage of complaints responded to within target times, reported as part of the annual customer feedback report
- Percentage of eligible households taking up the green waste collection service
- Residual waste collected per household, in kilos
- Total days lost following staff accidents, scrutinised by the Corporate Governance Group
- Number of Neighbourhood Plans adopted

With regard to the collection of recyclable waste, officers explained that the percentage figure was lower than some members expected as there were items that could not be collected due to the waste disposal contract. Also Members had previously decided that the kerbside collection of glass would put too much onto the Council precept. The Executive Manager – Transformation and Operations explained that next year there could be changes introduced nationally that could increase the cost of kerbside collection for local authorities. The data did include waste collected from bring sites. Members also noted that the target was profiled throughout the year and that more waste was collected during the first two quarters due to the collection of green waste. Officers stated that more detailed information would be included on the Extranet.

Members discussed the need to continue to monitor the number of fly tipping incidents. It was also noted that although the hygiene rating for food establishments was contained on the Council's website it was felt that it was an important issue and should be monitored.

The Performance, Reputation and Constitutional Services Manager explained that all the data would be available on the Members' Extranet and would only be presented to the Board when it was available.

AGREED that the Board had considered the progress of the Corporate Strategy, any exceptions identified and had reviewed the indicators they wished to oversee.

14. **Work Programme**

The Board considered and agreed its work programme.

The Chairman stated that work had been undertaken with Glendale Golf on developing a programme to improve the asset. It was noted that the company would be investing £50,000 of capital works and members expressed the desire to see further council money invested in the facility. Following a question, Members were informed that the task and finish group set up to consider the Edwalton Golf Course had just had its first meeting and that it would be reporting back to Cabinet in September 2017.

The meeting closed at 8.30 pm.

Action Sheet
PERFORMANCE MANAGEMENT BOARD – THURSDAY 29
SEPTEMBER 2016

Minute Number	Actions	Officer Responsible
10. Notes of the Previous meeting	Investigate the Council's representation on the Ladies Committee of the Edwalton Golf Course	Executive Manager – Transformation and Operations
11. Civil Parking Enforcement Contract Update	East Leake Members to advise if they and the East Leake parish council believe an exercise should be undertaken to identify if a car parking order should be introduced in East Leake	East Leake PMB members