

**NOTES  
OF THE MEETING OF THE  
PERFORMANCE MANAGEMENT BOARD  
TUESDAY 20 JUNE 2017**

Held at 7.00 pm in the Council Chamber, Rushcliffe Arena, Rugby Road, West  
Bridgford

**PRESENT:**

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

**ALSO IN ATTENDANCE:**

B Neath Carillion – East Leake Leisure Centre Manager

**OFFICERS PRESENT:**

D Burch Service Manager – Neighbourhoods  
C Caven-Atack Performance, Reputation and Constitutional Services  
Manager  
K Marriott Executive Manager – Operations and Transformation  
L Webb Constitutional Services Officer

**APOLOGIES FOR ABSENCE:**

Councillors Mrs M M Males, S C Matthews

**0. Declarations of Interest**

There were none declared.

**1. Notes of the Previous Meeting**

The notes of the meeting held on Tuesday 7 March 2017 were accepted as a true record. The Executive Manager – Operations and Transformation stated that in regards to the issue of dog fouling new signs had been purchased to be displayed by the end of the month at Edwalton Golf Course. Following questions, the Executive Manager – Operations and Transformation stated that those who live adjacent to the golf course should not be allowed to gain access from their homes. She also informed Councillors that this issue is being monitored by the Council's Estates team and asked Councillors to inform officers if they see any new access points being created. The Executive Manager – Transformation and Operations also informed members that the West Bridgford Commissioners were on target to present at the next West Bridgford Growth Board meeting on the 11 July, to be followed by a final report in October.

## 2. Carillion Annual Report

The Service Manager – Neighbourhoods introduced the report. He first informed Councillors of the new contract management team which sits under the Neighbourhoods service area who will oversee the Council's contracts with companies such as Parkwood Leisure, Nottinghamshire County Council and Broxtowe Borough Council. The Service Manager – Neighbourhoods stated that Carillion run the contract for management and maintenance of East Leake Leisure Centre to which the Council contributes £500,000 per annum. The Service Manager – Neighbourhoods stated some of the highlights of the report which included a total usage of 214,042 which is above the annual usage target of 180,000. Additionally, customer satisfaction rates were 93% which is higher than the leisure services agreement of 80%.

The Service Manager – Neighbourhoods then introduced Mr Neath – East Leake Leisure Centre Manager – to the Councillors who then delivered a presentation to the Councillors outlining the highlights of the report. Over the past year, highlights include the purchase of new spin bikes and that new showers and flooring had been installed in the fitness changing rooms. Mr Neath stated that one of the main reasons why usage may have increased is due to the introduction of direct debit for swimming lessons, so that parents can pay monthly for their child's swimming lessons. Although the Group was made aware that usage of the swimming pool had dropped by around 6,000 users, usage of the gym and sports hall had increased due to new facilities which had been introduced during the year.

The Leisure Centre currently has over 1,000 likes on Facebook and now has a website up and running which receives over 1,500 unique visits a month. Additionally, the induction of Course Pro means that customers are able to pay online and parents are able to track their child's progress during their swimming lessons. Carillion have now undertaken partnerships with Sportivate which enabled 16-24 year olds to join the gym at a reduced rate over a trial period. They have also joined the East Leake traders association where employers [employees?] can receive discounted memberships. There have been various marketing campaigns introduced including 'new year, new you' launched in January, 'valentines' where members were invited to bring somebody else with them to the Leisure Centre, and promoting the Leisure Centre to those who live in new developments within East Leake by offering new village residents one month's free membership.

With regard to customer satisfaction, it was made clear that the vast majority of customers were either very satisfied or satisfied. In June 2016, customer satisfaction surveys were launched. One area of concern raised was the cleanliness of the Leisure Centre. Mr Neath reassured Councillors that once these concerns were raised, the materials used for cleaning and the way certain items, such as pilates mats, were stored have been changed. Additionally, following customer comments, a lane swim now takes place in the morning which has increased usage of the swimming pool.

Mr Neath was pleased to report that accidents at East Leake Leisure Centre had decreased since the previous year. As always the main reason for accidents is children running in the swimming pool area. Mr Neath also stated that during his presentations to the Board last year Councillors asked to see

the impact of their policies when concerned with climate change. Mr Neath informed Councillors that in 2014, 375,000 kilowatt hours were used which reduced to 335,000 kilowatt hours in 2016 as a result of the energy saving measures installed at the Centre.

Mr Neath also informed Councillors that since his last presentation to the Board, six sessions a week had be introduced aimed specifically at those aged 60+. There are also reduced concession rates for those aged 60+ at £27 a month and £15.50 a month for blue badge holders. Additionally, the 'energise' branding was introduced to promote the Leisure Centre's all inclusive membership. Members of the Group were very pleased to hear that new furniture is due to be placed in the reception area by next month and new goal posts have been ordered for the Leisure Centre's Astroturf.

Following questions, Mr Neath informed Councillors that he would have liked the increase in usage to be higher as a result of the new housing developments within East Leake; his team are looking at ways of converting the new residents into regular users. Mr Neath also stated uptake had been very sporadic when concerned with new residents taking advantage of a month's free membership. In response to a question about preparedness for incidents like a fire at the Centre, Mr Neath informed the Group that full fire evacuations take place around three times a year with staff trained monthly to co-ordinate a section of their emergency action plan. Councillors requested the gas readings for the Leisure Centre to see if they have decreased alongside the electric readings. Councillors questioned Mr Neath about his main competitors, and he informed Councillors that their local competitors are the Sutton Bonington Sports Centre (at the University campus) and leisure centres within Loughborough.

**ACTION:** Councillors to be provided with East Leake Leisure Centre's gas usage from 2014-2016 and to be included in future reports.

The Chairman thanked Mr Neath for his informative presentation.

**AGREED** that the Performance Management Board had noted and commented on the performance of Carillion's delivery of the contract over the past year.

### 3. Performance Monitoring – Quarter 4 2016/17

The Performance, Reputation and Constitutional Services Manager presented the report to Councillors. She informed Councillors of some of the highlights including that 88% of major planning applications had been dealt within 13 weeks over a target of 60% and that the percentage of council tax collected was 99.2% which was the Council's highest ever collection rate. She also reassured Councillors that the new exception of applicants having to wait over the target of 33 weeks to be rehoused by Choice Based Lettings was due to some applicants wanting to wait longer for a particular type of house in a particular area. She also made Councillors aware that the indicator LIFCS14 should read £8,067 instead of £15,180.

After questions, the Service Manager – Neighbourhoods stated that despite the high volume of fly-tipping within the Borough, it is not a high priority for the Police. However, Rushcliffe is representative of the national picture. There have been two successful prosecutions of fly tipping so far this year, and although it is not always possible to identify who is responsible for the fly-tipping it is always cleared within 24 hours of it being reported. He also informed Councillors that there is a Nottinghamshire Fly-Tipping Group where Councils can learn from each other. The Service Manager – Neighbourhoods also believed that despite the closure of Langar tip and recycling centre in 2015, a decrease in number of tips and recycling centres within the Borough was not the main reason why there has been an increase in fly-tipping incidents. He reminded the Group that small tradesmen should acquire a traders' permit from Nottinghamshire County Council or make arrangements with private waste companies such as Wastecycle.

Further questions raised the issue of a decrease in the number of users of paid car parks. The Service Manager – Neighbourhoods stated that this could be a positive result, as residents may be walking or cycling into West Bridgford and so did not necessarily see this as an issue as economic growth was still increasing within the area. He also reassured Councillors that most of the issues that residents have faced when using the car park ticket machines have been fixed and that he had received positive feedback from residents regarding the introduction of a 50p fee for a short stay.

Additional questions were raised in regard to how the Police record crime within the Borough, the Performance, Reputation and Constitutional Services Manager stated that she will ask the Performance Officer to contact the Police to see how they calculate indicators. It was also spotted that the indicators LINS47, LINS38 and LINS39 should be green, rather than red.

**ACTION:** The Performance Officer to contact the Police to provide further detail about how crime within the Borough is recorded to produce indicators.

In regard to the number of planning appeals allowed against the Authority's decision, the Performance, Reputation and Constitutional Services Manager stated that the Service Manager – Communities is planning additional training for Councillors who are members of the Planning Committee to help them acquire a better understanding planning matters including the appeals process. It was also asked if the cost implications of planning appeals could be shared with Councillors. The Executive Manager – Operations and

Transformation agreed with the suggestion that Councillors should be provided with more context and statistics around planning to see if there is an effect on performance in line with the changes being made to the Planning Committee.

**ACTION:**

- a) Up-to-date planning training be made available to Councillors
- b) the cost of planning appeals to the Council to be provided to Councillors
- c) more detailed planning performance information to be provided for the next six months in line with the changes to the Planning Committee.

There was also a question about the Community Support Scheme – grants which are available to all Councillors to spend within their community. A concern was raised that three Councillors had applied for no grant funding in the year of 2015/16 and it was suggested that further investigation was needed to understand why no applications were made.

**ACTION:** The Performance, Reputation and Constitutional Services Manager to investigate why three Councillors did not spend any of their Community Support Scheme grant.

After a question, the Executive Manager – Transformation and Operations stated that savings are being made through the Transformation Strategy, but there are some profiling issues and so they will fall in to the 2017/18 financial year. The example given was the reopening of Bridgford Hall.

**ACTION:** The Executive Manager – Transformation and Operations to provide a more detailed update in regard to the value of savings achieved by the Transformation Strategy.

In regard to the length of time of all households in temporary accommodation, the Executive Manager – Operations and Transformation stated that she believed that there were 15 units at Hound Lodge in West Bridgford.

**AGREED** that the Performance Management Board had considered the progress of the Corporate Strategy and the outcomes that had been achieved.

4. **Performance Management Board Annual Report 2016/17**

The Performance Management Board Annual Report 2016/17 was AGREED and APPROVED.

5. **Work Programme**

<b>Date of Meeting</b>	<b>Item</b>
26 September 2017	<ul style="list-style-type: none"><li>• Civil Parking Enforcement Contract Update</li><li>• Review of Complaints and Ombudsman Letter 2016/17</li><li>• Performance Monitoring – Quarter 1 2017/18</li><li>• Work Programme</li></ul>
28 November 2017	<ul style="list-style-type: none"><li>• Parkwood Annual Report</li><li>• Diversity Annual Report</li><li>• Performance Monitoring - Quarter 2 2017/18</li><li>• Work Programme</li></ul>
6 March 2018	<ul style="list-style-type: none"><li>• Glendale Golf Annual Report</li><li>• Streetwise Environmental Ltd Annual Report</li><li>• Performance Monitoring - Quarter 3 2017/18</li><li>• Work Programme</li></ul>

The meeting closed at 8.20 pm.

## Action Sheet

### PERFORMANCE MANAGEMENT BOARD - TUESDAY 20 JUNE 2017

Text in actions to reflect text above

Minute Number	Actions	Officer Responsible
3. Carillion Annual Report	Councillors to be provided with East Leake Leisure Centre's gas usage from 2014 – 2016 and to be included in future reports.	Service Manager – Neighbourhoods.
4. Performance Monitoring Quarter 4	<ul style="list-style-type: none"> <li>a) The Performance Officer to contact the police to provide further detail about how crime within the Borough is recorded to produce indicators.</li> <li>b) A training session to be provided for Councillors to help them require a better understanding of planning appeals.</li> <li>c) The cost of planning appeals to be provided to Councillors</li> <li>d) More context and statistics to be provided as part of the indicators for the first six months in line with the creation of the Planning Committee</li> <li>e) Councillors to be provided with a more detailed update in regards to the value of savings achieved by the Transformation Strategy.</li> </ul>	<p>Performance, Reputation and Constitutional Services Manager</p> <p>Performance, Reputation and Constitutional Services Manager</p> <p>Service Manager – Communities</p> <p>Performance, Reputation and Constitutional Services Manager/ Service Manager – Communities</p> <p>Executive Manager – Operations and Transformation</p>