

MINUTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 26 SEPTEMBER 2017

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

PRESENT:

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

ALSO IN ATTENDANCE:

Derek Musto Parking Services Manager - Broxtowe

OFFICERS PRESENT:

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

APOLOGIES FOR ABSENCE:

Councillors S C Matthews, A Phillips

6. Declarations of Interest

There were no declarations of interest.

7. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 20 June 2017 were accepted as a true record. The Executive Manager – Operations and Transformation provided an update in respect of the actions required as follows:

- Carillion Annual Report – an email was sent to the members on the 5 July regarding East Leake Leisure Centre's gas usage.
- Performance Monitoring Quarter 4 – The Performance Officer contacted the police with regards to how crime within the Borough is recorded and an email was sent to Councillors on 15 September 2017. With regard to Councillor training on planning appeals, this will be provided once the Planning Committee has been reviewed after six months. With regards to the cost of planning appeals, this will be table in the meeting to follow. In line with the review of the Planning Committee, more context and statistics will be provided as part of the review report. Finally, Councillors requested more detail in regard to the value of savings

achieved by the Transformation Strategy and an email providing this information was sent to Councillors on 5 July 2017.

Councillor Males also provided an update on Edwalton Golf Club, reporting that usage had increased and the Fun Day event had been a great success. There were however concerns about the grass cutting, the lighting in the car park and driveway, and also the red cable in the disabled toilet that required replacing. There were also continuing issues with the Golf Course being open to dog walkers. The Executive Manager – Operations and Transformation agreed to report these observations to the contracts team.

8. Item 4 - Civil Parking Enforcement Contract Update 2016/17

The Service Manager – Neighbourhoods provided a report and update on the Civil Parking Contract which had commenced in May 2008 and which was run in partnership with Nottinghamshire County Council and each district council within the County.

The Service Manager – Neighbourhoods reported that 2016/17 had been a busy year with a number of changes being introduced. The tariff changes which had been previously approved had been introduced in West Bridgford in November 2016 which had increased the charges from £1.00 to £1.50 for 1 hour and introduced a new £1.00 all day charge for Sundays. These charges had been revised and amended in April 2017 based on customer feedback and a 'step' tariff had been introduced starting at 50p for half an hour's stay applicable Monday to Sunday and Bank Holidays.

In January 2017, new pay and display machines were installed in the West Bridgford and Rushcliffe Country Park. The new machines had enabled the Council to offer a greater choice of payment options including card pay and Apple Pay. It was noted that there had been few initial technical issues, however it was reported that the use of the non-cash payment option had been positively received with an average of 9.5% of users using the cashless options from January to March 2017. Rushcliffe Country Park had moved from a voluntary parking contribution to a compulsory £1 charge from June 2017, and in Bingham changes had been made to introduce some short stay parking in Needham Street and Union Street car parks which have been well received locally. The Service Manager noted that a more detailed report on the introduction of these new charges would be included in the next annual report.

Mr Musto – Parking Services Manager, Broxtowe Borough Council, advised that the Parking Enforcement Contract covered two main areas referred to as off street enforcement activities carried out at Council owned car parks, and on street accounts, referring to enforcements carried out across the Borough where designated on street parking restrictions were in place. The supporting evidence in table 4.4 of the officer's report showed that the off street and on street accounts had achieved a surplus of £21,237 and £73,242 respectively.

Members of the Board noted that problems with car parking in West Bridgford were increasing and expressed concern that the changes to parking tariffs in car parks were contributing to the increase in the number of vehicles parking on the roads where restrictions did not apply. Members of the Board suggested that the provision of long stay parking across the Borough as a

whole was an issue that required further investigation. Mr Musto advised that was that it was difficult to achieve a balance between long and short stay parking and that the cost of providing long stay parking was expensive provided little return by way of income.

Members of the Board also commented on the parking arrangements in Radcliffe on Trent and Bingham, where a mixture of short and long stay parking had been implemented recently. Feedback from Councillors and the public had positive, however it was agreed that there was need for a long stay parking solution in Bingham.

The Service Manager – Neighbourhoods advised that he would be working on developing a Parking Strategy for the Borough in the next few months.

It was resolved that:

- a) the report on Civil Parking Enforcement Contract be noted.

9. Item 5 - Annual Customer Feedback Report

The Performance, Reputation and Constitutional Services Manager provided a report which summarised the customer feedback received during 2016/17.

It was reported that the number of complaints received by the Council in 2016/17 was 42, a figure similar to last year's total. The trend for complaints received by the Council had shown a positive downward trend since 2011/12 of 63.7% (116 to 42). The percentage of complaints escalated past stage 1 had been slightly higher than in previous years, although the overall number of complaints received had remained relatively low at 23.8% (10/42) in 2016/17. The consistency in handling complaints had stayed at a high level (100%), as had the number of complaints that had been responded to within the target time – 42 out of 42. The Council received 50 compliments about its services in 2016/17 (less than the previous year). The Performance, Reputation and Constitutional Services Manager noted that managers had been reminded about the importance of passing on compliments.

Members of the Board complimented the Performance, Reputation and Constitutional Services Manager and Council officers as a whole for the excellent work they did for the Council and the community. Members of the Board also requested that compliments be added to the bottom of Councillor's Connection each week.

It was resolved that the Annual Customer Feedback Report for 2016/17 be noted

10. Item 6 – Performance Monitoring – Quarter 1

In line with the Council's Performance Management Framework, the Performance, Reputation and Constitutional Services Manager provided a summary of the Council's performance for quarter 1 2017/18, containing tasks from Corporate Strategy 2016-20, and the corporate basket of performance indicators.

The corporate scorecard, at appendix 1 of the officer's report, provided detailed progress reports for each corporate task, and the corporate basket of performance indicators. When reviewing performance, members of the Board were reminded that the Council was operating within a backdrop of diminishing resources and that resources were managed and allocated to achieve the Council's agreed priorities.

Members of the Board asked about the number of apprenticeships organised within the Council. The Executive Manager – Operations and Transformation advised that the Council were taking full advantage of the apprenticeship levy and were looking to increase staff skills in the long term, in addition housing developers were also being encouraged to employ apprentices locally.

Members of the Board also asked several specific questions on:

- LINS25 – number of households living in temporary accommodation
- LINS27 – average length of stay of all households in temporary accommodation
- LINS29 – number of successful homelessness preventions undertaken

The scorecard and indicators showed very positive trends in these areas. The Executive Manager – Operations and Transformation added that these were in part the result of working with other authorities such as Nottingham City, Gedling and Broxtowe Borough Councils.

Members of the Board commented on the feasibility study for the Fourth Trent Bridge crossing which had been added to the Corporate Strategy in March 2016 and which would form part of a larger public sector partnership with Nottinghamshire County Council and Gedling Borough Council. It was noted that the Borough Council would see what the County Council approach was to this priority as it would need County Council involvement to proceed.

It was resolved that:

the progress of the Corporate Strategy and the progress of exceptions identified throughout the year be noted.

11. Work Programme

The Chairman requested for the date of the next Performance and Management Board meeting to be rescheduled

It was resolved that:

the next meeting of the Performance Management Board be rescheduled to Tuesday 7 November.

Date of Meeting	Item
7 November 2017	<ul style="list-style-type: none"> • Parkwood Annual Report • Diversity annual Report • Performance Monitoring – Quarter 2 2017/18 • Work programme
6 March 2018	<ul style="list-style-type: none"> • Glendale Golf Annual Report • Streetwise Environmental Ltd Annual report • Performance Monitoring – Quarter 3 2017/18

The meeting closed at 8.10 pm.

Action Sheet
PERFORMANCE MANAGEMENT BOARD - TUESDAY 26 SEPTEMBER
2017

Minute Number	Actions	Officer Responsible
1. Glendale Golf	Issues with grass cutting, lighting and the red cable in the disabled toilet requires replacing	Leisure Contracts Manager
3. Annual Customer Feedback Report	Members have requested that could customer compliments be added to Councillor's Connections	Constitutional Services