

MINUTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY, 25 SEPTEMBER 2018

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

PRESENT:

Councillors N Clarke (Chairman), J Thurman (Vice-Chairman), S Bailey,
H Chewings, T Combellack, A Phillips, L Plant and R Walker

OFFICERS IN ATTENDANCE:

D Burch	Service Manager - Neighbourhoods
C Caven-Atack	Performance, Reputation and Constitutional Services Manager
E Dodd	Principal Area Planning Officer
P Linfield	Executive Manager - Finance and Corporate Services
D Musto	Parking Manager - Broxtowe Borough Council
A Pegram	Service Manager - Communities
L Webb	Constitutional Services Officer

APOLOGIES:

Councillors K Beardsall and Mrs C Jeffreys

7 Declarations of Interest

There were no declarations of interest.

8 Minutes of the Meeting held on 26 June 2018

The minutes of the meeting held on Tuesday 26 June 2018 were approved as a true record and were signed by the Chairman.

9 Civil Parking and Enforcement Contracts Update 2017/18

The Service Manager – Neighbourhoods presented the report of the Executive Manager – Neighbourhoods that provided the Group with an update on the Civil Parking Enforcement Contract that was operated in partnership with Nottinghamshire County Council and the other district councils in the county. It was noted that during 2017/18 a number of changes had been introduced including the implementation of the Council's first off street car parking strategy, short stay provision in two Bingham car parks and the planned introduction of Ring-Go which would provide users with the option to pay for parking via their mobile device. The Service Manager informed the Board that

future plans included the installation of electric car charging points and an increased commitment to offering short stay parking solutions in towns and villages within the Borough. It was also noted that the Council were keen to receive the Park Mark Safe Parking Award by improving lighting and cutting back shrubs and bushes in car parks to ensure car parks were safe for users to use at all times

It was noted that since 2014 the Council had worked in partnership with Broxtowe Borough Council in managing the Civil Parking Contract. The Board were informed that Broxtowe Borough Council managed the day to day deployment of Civil Enforcement Officers, enquiries and appeals against Penalty Charge Notices.

Members of the Board asked several specific questions regarding surplus made by both Rushcliffe for off street parking, and Nottinghamshire County Council for on street parking. The Service Manager agreed to provide the Board with more detailed information following the meeting.

The Board were pleased to see the introduction of short stay parking in order to support economic growth in the towns and villages within the Borough however, it was noted that those who were working in West Bridgford were still resorting to parking on the streets which were producing complaints from residents.

The Board were pleased that there was potential for other councils to join Rushcliffe Borough Council and Broxtowe Borough Council which would see a reduction in management costs. It was also noted that the Department for Transport recognised that the size of cars was increasing and that consequently if parking spaces were increased, the number of parking spaces would reduce. The Parking Manager also informed the Group that parking fines would not be produced if a resident had made a reasonable attempt to park their car and that one vehicle was permitted to only one parking space regardless of its size.

It was RESOLVED that:

- a) the report of the Executive Manager – Neighbourhoods be noted.
- b) further information be provided to members of the Performance Management Board on the amount of surplus made by Rushcliffe Borough Council for off street parking and by Nottinghamshire County Council for on street parking.

10 Planning Enforcement Update

The Service Manager – Communities presented the report of the Executive Manager – Communities that provided information on the delivery of the Council's Planning Enforcement function. The Service Manager delivered a presentation on planning enforcement procedures and investigations of alleged breaches of planning control. The presentation covered:

- Categories of Complaint/Investigation
- Land South of Wilford Lane

- Park Lodge, Central Avenue
- 22 Landcroft Lane, Sutton Bonington
- Wilford Lane, West Bridgford
- Windows
- Flintham Lane, Screveton

Following the presentation, the Board asked several specific questions regarding the discretion of the Planning Enforcement function. The Service Manager informed the Board that although Planning Enforcement was discretionary, failure to respond promptly to complaints regarding alleged breaches of planning control would impact on the public confidence of the planning service as well as the reputation of the Council as a whole.

Members of the Board advised that they were aware of three incidents of alleged breaches that had received no further response from the Planning Enforcement Team. The Service Manager acknowledged this and agreed to follow up the alleged breaches and for the level of responses to enquiries to be reviewed. It was also noted that a development without planning permission or in breach of a condition was unauthorised development activity, but was not illegal.

Members of the Board requested that all Councillors receive a Planning Enforcement workshop both before the May 2019 local election and following the election for new councillors, as they found the presentation informative. It was also requested for a report regarding planning an update of the service function.

It was RESOLVED that:

- a) the report of the Executive Manager – Communities be noted.
- b) three incidents of Planning Enforcement in the Leake ward to be followed up and that the level of responses to enquiries be reviewed.
- c) the Group be provided with more information regarding the legal implications of making planning enforcement enquiries public information.
- d) a Planning Enforcement workshop and information regarding the revised NPPF be delivered to current councillors and also be included in the induction programme following the local election in 2019.

11 Performance Monitoring Quarter 1 2018/19

The Service Manager – Finance and Corporate Services presented the report of the Executive Manager – Transformation and Operations that provided a summary of the Council's performance for quarter 1 2018/19 that contained tasks from the Council's Corporate Strategy 2016 – 2020 and performance indicators.

There were five performance highlights that were selected for the report:

LINS27a Average length of stay of all households in temporary accommodation – the average time spent in temporary accommodation was 5 weeks in this quarter, significantly lower than the 9 weeks average for 2017/18

LINS51 Number of leisure centre users – public – the number of leisure centre users continued to grow, the number of visitors was almost 27,000 higher than the first quarter in 2017/18.

LINS60 Number of users of paid council car parks – usage had increased, up over 22,000 compared to the first quarter in 2017/18.

LITR09 Percentage of customer face to face enquiries to RCCC responded to within 10 minutes – performance had achieved 92% this quarter, a further improvement on the 90% average achieved for 2017/18

LITR12 Percentage of RBC owned industrial units occupied – occupation had returned to 100% following the addition of new units in Cotgrave.

Five performance exceptions were noted for quarter 1:

LICO41 Percentage of householder planning applications processed within target times – performance had dropped to 78.2% compared to the target of 88% as a result of staff vacancies and increased workload.

LICO46a Percentage of appeals allowed against total number of Major planning applications determined by the authority – although performance was 12.5%, this was only 2.5% over target and was due to one appeal (allowed) against 8 major applications in the period.

LINS06 Cumulative number of fly tipping cases (against cumulative monthly comparison for last year) – fly tipping reports had been rising year on year both locally and nationally, with 264 made in the first quarter in Rushcliffe. A number of fly tippers had been caught and a vehicle has been seized.

LINS32 Average waiting time of applicants rehoused by Choice Based Lettings – this indicator had been an exception in the past and was subject to factors that determine property types available and length of time on the waiting list of successful applicants. Although 3 weeks over target at 38 weeks, past experience had shown that performance could improve over the year.

LINS39 Vehicle crimes per 1,000 population – the current value of 1.53 related to 173 reported offences compared to 159 in the first quarter last year. Campaigns were being directed at crime hotspots to alert vehicle owners.

Members of the Board asked if the information provided on the average waiting time of applicants rehoused by Choice Based Lettings be broken down further to increase clarity. It was also noted that consideration be given to the setting of targets for tasks which did not currently have them such as number of apprenticeships and number of work experience placements provided by the Council. The Service Manager explained that the Council's custom and practice was to set targets after the first year in which new targets were introduced.

It was **RESOLVED** that:

- a) the report of the Executive Manager – Transformation and Operations be noted.
- b) the information provided on the average waiting time of applicants rehoused by Choice Based Lettings be broken down further to increase clarity.
- c) consideration be given to the setting of targets for tasks which did not currently have performance targets.

12 **Annual Customer Feedback Report 2017/18**

The Service Manager – Finance and Corporate Services presented the report of the Executive Manager – Finance and Corporate Services that summarised the complaints received during 2017/18 and provided a comparison to previous performance. It was noted that there had been a decline in the number of total complaints since 2011/12 by 65.5% (116 to 40) and that the percentage of complaints escalated past stage 1 had increased to 32.5%. The Board were also advised that the Council had received 69 compliments about its services in 2017/18, which was 19 more than during 2016/17. It was also noted that the Local Government Ombudsman had received 11 complaints and/or enquiries about the services that they offered. The Service Manager assured the Board that the Council always aimed to resolve residents' complaints as quickly as possible and was confident that residents were satisfied with the services that were provided by the Council.

The Board asked several specific questions regarding the escalation of complaints and justified complaints. The Service Manager advised that residents who escalated their complaints were usually concerned with a Council policy rather than a particular issue. The Service Manager also noted that justified complaints were referred back to team leaders and that if any learning points arose as a result of a complaint about a particular service area they were raised at sectional team meetings as part of on-going training for staff.

It was RESOLVED that the report of the Executive Manager – Finance and Corporate Services be noted.

13 **Work Programme**

The Board considered its Work Programme.

It was **RESOLVED** that the Work Programme as set out below be approved.

27 November 2018

- Parkwood Annual Report
- Environmental Health Enforcement Update
- Diversity Annual Report

- Performance Monitoring – Quarter 2 2018/19
- Work Programme

5 March 2018

- Glendale Golf Annual Report
- Streetwise Environmental Ltd Annual Update
- Performance Monitoring Quarter 3 2018/19
- Work Programme

**Action Sheet – Performance Management Board
Tuesday 25 September 2018**

Minute No.	Action	Officer Responsible
9.	Further information be provided to members of Performance Management Board on the amount of surplus made by Rushcliffe Borough Council for off street parking and by Nottinghamshire County Council for on street parking.	Service Manager – Neighbourhoods
10.	a) Three incidents of Planning Enforcement in the Leake ward be followed up and that the level of responses to enquiries be reviewed b) the Group be provided with more information regarding the legal implications of making planning enforcement enquiries public information c) a planning enforcement and information regarding the revised NPPF workshop be delivered to current councillors and be included in the induction programme following the local election in 2019.	Service Manager – Communities
11.	a) the information provided on the average waiting time of applicants rehoused by Choice Based Lettings be broken down further to increase clarity b) consideration be given to the setting of targets for tasks which did not currently have performance targets.	Service Manager – Finance and Corporate Services

The meeting closed at 8.51 pm.

CHAIRMAN