

MINUTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 7 NOVEMBER 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),
Mrs C E M Jeffreys, N C Lawrence, Mrs M M Males, S C Matthews, A Phillips,
E A Plant, J E Thurman (substitute for Councillor S P Bailey)

ALSO IN ATTENDANCE:

Alex Godfrey Regional Director, Parkwood
Luke Colaluca Interim General Manager, Parkwood

OFFICERS PRESENT:

D Burch Service Manager – Neighbourhoods
C Caven-Atack Performance, Reputation and Constitutional Service
 Manager
T Coop Constitutional Services Officer
J Hicks Strategic Human Resources Manager
K Marriott Executive Manager – Operations and Transformation
H Penniston Leisure Contracts Manager

APOLOGIES FOR ABSENCE:

Councillor S P Bailey

12. **Declarations of Interest**

There were no declarations of interest.

13. **Minutes of the Previous Meeting**

The Minutes of the meeting held on Tuesday 26 September 2017 were accepted as a true record. The Executive Manager – Operations and Transformation provided an update in respect of the actions required as follows:

- Glendale Golf course – Grass cutting had been completed and lighting was being improved. The red cable in the disabled toilet had also been replaced.
- Customer compliments – Compliments received had been included in the weekly newsletter for Councillors “Councillors Connection”.

Councillor Plant commented on the Civil Parking Enforcement Contract Update from the meeting on 26 September 2017, and that a more detailed report on the introduction of new charges should be included in the next annual report. The Service Manager – Neighbourhoods advised that a draft

Parking Policy was being worked on and would be presented at the next Community Development Group and then a consultation process on the draft policy would begin.

Councillor Males queried the issue with grass cutting at Glendale Golf Course, and added this was an ongoing concern. The Leisure Contract Manager advised the grass cutting was being monitored with regular visits to the site and that improvements had been made.

14. **Parkwood Leisure Contract – Annual Review 2016/17**

The Service Manager – Neighbourhoods provided a report on the Parkwood Leisure Contract and advised the Board that after recent negotiations with Parkwood, following the closure of Rushcliffe Leisure Centre and the opening of Rushcliffe Arena, the contract had been extended to run until 2025. It was noted that the changes to the contract had provided a £2.4m saving over the lifetime of the contract and had also reduced the management fees paid in the current year.

The Regional Director – Parkwood Leisure and Interim General Manager – Parkwood Leisure delivered a presentation on the Annual Leisure Centre Service Report 2017, which summarised a broad range of information and performance data and provided a comprehensive review of the effectiveness of the delivery of the contract provided by Parkwood Community Leisure Ltd across the four sites, The Arena, Bingham, Cotgrave and Keyworth.

It was noted from the presentation and accompanying report that the closure of Rushcliffe Leisure Centre and the opening of the Rushcliffe Arena had gone smoothly over the Christmas break and that the opening of the new Arena had been a great success, exceeding all expectations. The presentation was well received by the Board and the Interim General Manager for Parkwood Community Leisure Ltd was complimented on his delivery of Parkwood's Annual Review.

Members of the Board enquired about the Leisure Centre's promotional offers and how these were managed in order to attract and retain customers. The Interim General Manager advised that they used a variety of marketing methods, for example direct marketing to existing memberships with 'bring a friend' or a free month's membership offers. It was also noted that the access control at all four leisure centres monitored members' activity so that Parkwood could target specific groups with relevant offers.

Members of the Board enquired whether schools continued to use the pools for swimming lessons and what ages were targeted for swimming lessons. The Interim General Manager advised that school attendance had declined across all four centres and that Parkwood provided a range of group and individual lessons which parents could access through a portal to view their child's progress. Members requested a report on the school swimming programme and the age demographics that were targeted. The Interim General Manager agreed to provide a report to update the Board

Members commented on the information regarding minor accidents, particularly those at Cotgrave Leisure Centre. The Leisure Contract Manager

assured members that these accidents were mainly due to trips and slips on the poolside, and added that the pool at Cotgrave was a leisure pool with a beach areas and slides and therefore had an increased the risk for trips and slips.

Members of the Board raised concerns in respect of Bingham Leisure Centre with regards to its cleanliness and maintenance and asked whether there were any plans to make improvements to the facilities there. The Executive Manager advised that some improvements to the sites had already been made, funded from the Capital Programme, and that a feasibility study was currently underway for Bingham with the Council looking at three options which were to rebuild on the current site, to build a new centre somewhere else on the school site or to build a new centre somewhere else in Bingham.

Members of the Board noted that they used the four leisure centres regularly and complimented Parkwood Community Leisure on their excellent customer service, adding that the website and phone App were very user friendly when booking classes.

The Chairman and members of the Board thanked the Regional Director – Parkwood Leisure and Interim General Manager – Parkwood Leisure for attending and answering their questions.

It was RESOLVED that:

- a) the performance report and Parkwood Community Leisure Ltd Annual Review be noted.
- b) the Board be provided an update on the school swimming programme and the user age demographics for the centres.

15. Equality Annual Report 2016/17

The Strategic Human Resources Manager provided the Equality Annual Report which set out the Council's performance against the objectives in the Single Equality Scheme during 2016/17 which were to:

- a) monitor the demographic make-up of our residents and workforce
- b) consult customers and staff where appropriate
- c) carry out equality impact assessment as part of our four-year plan.

The information contained in the officer's report compared the demographic information for the Borough, using the latest census information, with that of the workforce. Data on the demographics of the Borough as well as Workforce Equality information were included as appendices to the officer's report.

The Strategic Human Resources Manager noted that equality impact assessments are undertaken on key policies and strategies in order to ensure that new policies did not adversely affect residents of the Borough with protected characteristics.

Members of the Board noted with concern the lack of diversity within the makeup of employees within the Council and that this was an issue shared

with Nottinghamshire County Council. Members agreed however that as the demographic of the Borough as a whole were predominantly white that it would be challenging to change the situation. The Executive Manager – Transformation and Operations advised that the Council did have a number of female employees working in manual roles with a ranger at Rushcliffe Country Park, a Dog Warden and one working in the facilities team at the Arena.

Members of the Board also commented on the gender pay gap and enquired about the Council's Pay Policy Statement. The Strategic Human Resources Manager advised that the Gender Pay Gap report was ongoing would be reported to the Performance Management Board when completed.

It was RESOLVED that the Equality Annual report 2016/17 be endorsed.

16. **Performance Monitoring – Quarter 2 2017/18**

The Performance, Reputation and Constitutional Services Manager provided a report summarising the Council's performance for Quarter 2 of 2017/18, containing tasks from the Corporate Strategy 2016-20, and the Corporate Performance Indicators. The Corporate Scorecard which included full information on performance was included as an appendix to the officer's report. The progress of the exceptions reported in Quarter 1 was also reported.

The Performance, Reputation and Constitutional Services Manager advised of three new figures that had been collated since the report had been published.

LICO59 – Income received for fee earning pre-planning application advices - £19,598.87

LIFCS22 - Average time to process Housing Benefit/Council Tax Benefit new claims and changes – 6.33 days

LINS18 – Percentage of household waste sent for reuse, recycling and composting - 54.99%

Members of the Board expressed concern that the Police crime figures were not clear due to the reporting mechanisms used by the Police and noted that household burglaries within the Borough were increasing particularly in rural areas. There was also concern that the nearest police station to report crime was in West Bridgford and there were no contact details identified for a PCSO available to residents. Members of the Board asked whether there was any regular officer contact with the Police Crime Commissioner or Chief Constable to raise any concerns regarding crime and the reporting of crime. The Executive Manager advised that Dave Banks, Executive Manager for Neighbourhoods attended the Safer Nottingham Board where crime and its reporting was discussed and monitored. The Safer Nottingham Board work is scrutinised by Partnership Delivery Group and will be considered at its next meeting on 20 March PDG. (The Safer Nottingham Board next meets on 9 March, 2018.)

Members discussed the corporate sickness indicators and how the figure was distorted due to long term sickness. Members suggested that short and long

term sickness should be reported separately. The Performance, Reputation and Constitutional Services Manager agreed to provide members of the group with this information

Members of the Board also asked several question about how food standards were monitored and reported, the frequency of inspection visits and whether officers attended food outlets unannounced. It was advised that generally inspections were carried out unannounced apart from where this was this was not practicable or possible because of security issues (e.g. at HMP Whatton). It was also noted that inspection frequency was done on a risk based model with some establishments being inspected annually, but others being inspected less frequently (up to every three years).

It was RESOLVED that:

- a) the progress of the Corporate Strategy and the progress of exceptions identified throughout the year be noted.
- b) members of the board be provided with a breakdown between long and short term absence figures.
- c) members of the board be provided with information on how other Councils were dealing with the problem of fly tipping.
- d) the Board's concerns about the increase in crime be passed on to the Chief Executive.

17. Work Programme

The Board considered its Work Programme.

The Executive Manager – Operations and Transformation requested that Enforcement Activity be included in the Work Programme for next year, split into two areas, Planning Enforcement and Environmental Enforcement and that these would be reported in at least two meeting sessions.

It was RESOLVED that

- a) the Work Programme be noted.
- b) Enforcement activity be included in next year's Work Programme for at least two of the meeting sessions.

Date of Meeting	Item
6 March 2018	<ul style="list-style-type: none">• Glendale Golf Annual Report• Streetwise Environmental Ltd Annual Report• Performance Monitoring - Quarter 3 2017/18• Work Programme

The meeting closed at 9.00pm.

ACTION SHEET

PERFORMANCE MANAGEMENT BOARD - TUESDAY 7 NOVEMBER 2017

Minute Number	Actions	Officer Responsible
14	Members requested the school swimming programme and age demographics – This information will be provided by Luke Colaluca	Leisure Contracts Manager
16	Reporting of sickness – can the short term and long term sickness be split to give better clarity	Performance, Reputation and Constitutional Services Manager
16	Fly tipping - Members asked for further details on how other authorities were dealing with this problem – 'Best Practice'	Service Manager - Neighbourhoods