

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**

**CORPORATE PERFORMANCE PANEL**

**Minutes from the Meeting of the Corporate Performance Panel held on Monday, 19th December, 2016 at 6.00 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn**

**PRESENT:** G Wareham (Chairman)  
Councillors B Anota, B Ayres, P Beal, J Collop, H Humphrey, J Moriarty,  
A Morrison and D Tyler

**Observing:**

Councillor I Devereux, Deputy Cabinet Member - Performance

**Officers:**

Debbie Gates, Executive Director Head of Central & Community Services

Becky Box, Policy, Performance and Personnel Services Manager

CP64 **APOLOGIES**

Apologies for absence were received from Councillors R Bird and I Gourlay.

CP65 **MINUTES**

The minutes from the Corporate Performance Panel held on 9 November 2016 were agreed as a correct record and signed by the Chairman.

CP66 **DECLARATIONS OF INTEREST**

None.

CP67 **URGENT BUSINESS UNDER STANDING ORDER 7**

None.

CP68 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

None.

CP69 **CHAIRMAN'S CORRESPONDENCE (IF ANY)**

None.

CP70 **2016/2017 QUARTER 2 - PERFORMANCE MONITORING AND ACTION REPORT**

In presenting the report, the Personnel Services Manager reminded the Panel that the Corporate Performance Monitoring Report had been developed to monitor progress against agreed performance indicators for the year. The monitoring report highlighted specific performance issues and where indicators had not met agreed targets.

The Personnel Manager informed Members that 55% of targets had been met and performance had improved against target for 13 indicators during the quarter. The indicators which had not met target were drawn out into an Action Plan.

The full summary of all indicators had been attached as an Appendix to the report.

The Personnel Services Manager responded to questions relating to:

- CE8 – Number of residential house sales completed – NORA. She explained that the target was currently on track and the reason for the red flag was the time taken to complete the purchase of units.
- CE1 - % of known licensable HMO's with a correct licence. Comments were made that there were more HMO's in the Borough than were registered. The Executive Director, Central and Community Services advised that the Borough Council's Housing Standards Team adopted a pro-active approach to follow up any information received. The Personnel Services Manager undertook to obtain details on the Council's approach to unlicensed HMO's and email a response direct to the Panel.
- CC6 - % of Careline alarms installed within 10 days from date of enquiry. The Executive Director, Central and Community Services explained that a number of sickness absences during Q2 had kept performance levels below target. As a short term solution, it was noted that some alarm systems had been posted to clients and families had installed them for their relative(s). The Panel was reminded that Careline was a paid service and that once a client had been referred as a client there was no assessment process and the alarm system would be installed as soon as possible.
- EP2c – Processing of planning applications (other) – Questions were asked if the figures took account of the Borough Council seeking an extension period during the planning process. The Personnel Services Manager undertook to liaise with the Planning Department regarding the performance being slightly below the local target and to email a response direct to the Panel.

- C04 - % of rent arrears on industrial estates and C06 - % rent arrears on retail/general units. The Personnel Services Manager advised that the Borough Council's Property Services Team was actively seeking payment of the arrears accrued and worked with tenants to agree a repayment plan.

The Executive Director, Central and Community Services informed Members that if they had specific questions relating to any of the performance indicators they could be submitted to either herself or the Personnel Services Manager prior to the meeting so that a response could be given or an officer be present at the appropriate meeting.

**RESOLVED:** The Panel reviewed the report and in particular the Action Report. Members are also asked to agree the actions outlined in the Action Report.

CP71 **2016/2017 QUARTER 2 - CORPORATE BUSINESS PLAN MONITORING REPORT**

The Personnel Services Manager explained that the Corporate Business Plan monitoring report had been developed to demonstrate progress against the Council's Corporate Business Plan. The report contained information on the progress made on the key actions up to the end of Quarter 2 2016/17. The report contained information on the progress made on the key actions up to the end of Quarter 2 2016/17.

The Panel was informed that there were currently 52 agreed actions being undertaken to progress the Council's Corporate Business Plan. The 2016/17 Q2 monitoring report indicated that 87% of the actions were progressing well and that 13% had been completed in Q2.

The Panel commented that the footfall in King's Lynn Town Centre had increased, but the local press had reported that car park income was down and questioned why the two sets of figures were not comparable. The Personnel Services Manager undertook to liaise with the relevant officers and email a response to the Panel.

In response to a question on using the Council's website as a platform for e-marketing, the Personnel Services Manager reminded the Panel that this report contained information on progress to 30 September 2016 and that this key action was currently on track. A position statement would therefore be reported in the next quarterly report to Members.

**RESOLVED:** The Panel reviewed the Q2 2016/17 Corporate Business Plan monitoring report.

CP72 **COMMITTEE WORK PROGRAMME 2016/2017**

The Panel noted the Work Programme for 2016/2017.

CP73 **DATE OF NEXT MEETING**

The next scheduled meeting of the Panel would be held on Monday 20 February 2017.

**The meeting closed at 6.26 pm**