

Borough Council of  
**King's Lynn &  
West Norfolk**



# **Corporate Performance Panel**

## **Agenda**

**Monday, 21st May, 2018**  
at 6.00 pm

in the

**Council Chamber  
Town Hall  
Saturday Market Place  
King's Lynn  
PE30 5DQ**





**King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX**  
**Telephone: 01553 616200**  
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11 May 2018

Dear Member

**Corporate Performance Panel**

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Monday, 21st May, 2018 at 6.00 pm** in the **Council Chamber, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ** to discuss the business shown below.

Yours sincerely

Chief Executive

**AGENDA**

**1. Appointment of Vice Chairman for the Municipal Year 2018 - 2019**

**2. Apologies**

**3. Minutes (Pages 6 - 9)**

To approve the minutes from the Corporate Performance Panel held on 5 April 2018.

**4. Declarations of Interest**

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the Member should withdraw from the room whilst the matter is discussed.

These declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on any item or simply

observing the meeting from the public seating area.

**5. Urgent Business Under Standing Order 7**

To consider any business which, by reason of special circumstances, the Chairman proposed to accept as urgent under Section 100(b)(4)(b) of the Local Government Act 1972.

**6. Members Present Pursuant to Standing Order 34**

Members wishing to speak pursuant to Standing Order 34 should inform the Chairman of their intention to do so and on what items they wish to be heard before the meeting commences. Any Member attending the meeting under Standing Order 34 will only be permitted to speak on those items which have been previously notified to the Chairman.

**7. Chairman's Correspondence (if any)**

**8. OneVu Update**

The Panel will receive a PowerPoint presentation from the Assistant Director.

**9. Exclusion of Press and Public**

To consider passing the following resolution:

That under Section 100(4)(40) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2 and 3 of Part 1 of Schedule 12A to the Act.

**10. EXEMPT ITEM: Post Evaluation of King's Court Accommodation Project**

**RETURN TO OPEN SESSION**

**11. Nominations to Outside Bodies and Partnerships - Hunstanton Sailing Club Development Sub Committee (Pages 10 - 11)**

**12. Foward Decisions List (Pages 12 - 16)**

**13. Panel Work Programme 2018/2019 (Pages 17 - 20)**

To note the Panel's Work programme for 2018/2019.

**14. Date of Next Meeting**

To note that the date of the next meeting of the Corporate Performance Panel will take place on Tuesday 17 July 2018, 6 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

To:

**Corporate Performance Panel:** Councillors B Ayres, P Beal, J Collop, G Howman, H Humphrey (Chairman), J Moriarty, A Morrison, D Pope, T Tilbrook, D Tyler, T Wing-Pentelow and Mrs A Wright

**Portfolio Holders:**

Councillor B Long - Leader

Councillor Mrs K Mellish – Facilities and ICT

**Management Team Representative:**

Debbie Gates – Executive Director, Central and Community Services

**Appropriate Officers:** The following officers are invited to attend in respect of the Agenda item shown against their name

Item 8: Honor Howell, Assistant Director

Item 10: Matthew Henry, Property Services Manager

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

**CORPORATE PERFORMANCE PANEL**

**Minutes from the Meeting of the Corporate Performance Panel held on Thursday, 5th April, 2018 at 6.00 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ**

**PRESENT:** Councillor H Humphrey (Chairman)  
Councillors B Ayres, G Hipperson, A Morrison and D Tyler (Vice-Chairman)

**Portfolio Holder:**

Councillor P Hodson - Performance

**Officer:**

Becky Box – Policy, Performance and Personnel Manager

CP90 **APPOINTMENT OF VICE-CHAIRMAN**

**RESOLVED:** That Councillor D Tyler be appointed Vice-Chairman for the meeting.

CP91 **APOLOGIES**

Apologies for absence were received from Councillors J Collop, G Howman, B Long, J Moriarty and G Wareham.

CP92 **MINUTES**

The minutes of the meeting of the Corporate Performance Panel held on 19 February 2018 were agreed as a correct record and signed by the Chairman.

CP93 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP94 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP95 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

There were no Members present under Standing Order 34.

CP96 **CHAIRMAN'S CORRESPONDENCE (IF ANY)**

There was no Chairman's correspondence.

CP97 **GENERAL DATA PROTECTION REGULATIONS (MAY 2018)**

The Chairman, Councillor Humphrey informed the Panel that there was unfortunately not an officer available to attend for this item. However, he explained that a briefing note was attached to the Agenda and invited Members to contact Jake Currier with any specific questions. The Chairman reminded Members that an invitation to attend a training session on 17 May 2018 had been circulated and that the session would include General Data Protection Regulations.

CP98 **2017/2018 Q3 PERFORMANCE MONITORING AND ACTION REPORT**

The Policy, Performance and Personnel Manager presented the Corporate Performance Monitoring Q3 2017/2018 report and advised that the report showed that 51% of targets had been met, and performance had improved against target for 17 targets.

Members were reminded that following the collation of the full report, those indicators that had not met their target were drawn out into an Action Report, which provided additional detail on what actions were being taken to correct performance that had a variance to target.

The Panel was informed that Appendix A set out the Environment and Community Panel and Regeneration and Development Panel indicators.

Members' attention was drawn to the key points from the corporate performance monitoring report Q3 set out in section 2 of the report.

The Policy, Performance and Personnel Manager reminded the Panel that following a scrutiny review, it was agreed that "Panels should consider their own performance indicators and they be encouraged to monitor the progress in line with the Corporate Objectives through that route." Attached at Appendix A were the indicators which related to the remits of Environmental and Community Panel and Regeneration and Development Panel. To support corporate oversight, the full set of indicators would continue to be presented to the Corporate Performance Panel.

The Policy, Performance and Personnel Manager responded to questions relating to the following indicators:

- CC!1: % of customer contact made by digital channels resulting in a reduction of face to face and telephone enquiries – in particular, how were customers encouraged to use the digital

channels. It was noted that the OneVu account had been publicised to raise awareness and inform customers how to set up an account. Members were reminded that the CIC Manager had previously given a presentation to the Panel on the OneVu account and it was suggested that an update on the OneVu account be given at a future meeting. Following comments on the notes accompanying the indicator, the Policy, Performance and Policy Manager undertook to review the text and amend where appropriate.

- Column – Good Performance (Aim to maximise/minimise). Following comments, the Policy, Performance and Personnel Manager undertook to replace the text with: better than/worse than target.
- C02: Total of waste recycled and composted (tonnage) – The Panel commented that it would be useful to receive information on the % of recycling and it was therefore suggested that the relevant officer be invited to give a presentation at a future meeting.
- CO4: % of rent arrears on industrial estates – The Policy, Performance and Personnel Manager undertook to find out the reason for the 3% increase from Property Services and forward the information direct to the Panel.
- CC2: Average no of working days lost due to sickness absence per FTE employee. Members were advised changes were being made to the sickness absence management system and that there was a return to work interview procedure in place. Comments were made that it would be useful to receive a breakdown for both short and long term sickness absence. It was noted that sickness absence was identified in a number of categories which included stress. The Panel was informed that the annual sickness absence monitoring report was available to view on InSite.
- EP6: % of applications refused. It was explained that indicators EP6, EP7 and EP8 were new indicators identified by the Panel and reminded those present that the Assistant Director – S Ashworth had previously given a presentation at a previous meeting to provide more information on specific planning indicators. It would be necessary to continue to monitor the indicators in future quarters to determine if they proved meaningful.

**RESOLVED:** The Panel:

- 1) Reviewed the performance Monitoring Report.
- 2) Agreed the actions outlined in the Action Report.

CP99

**COMMITTEE WORK PROGRAMME 2018/2019**

The Chairman, Councillor Humphrey invited the Panel to forward any items for inclusion on the work programme.



Members were reminded that there was an e-form on Insite requesting that an item be added to a Panel Agenda.

The following items relating to performance indicators were suggested:

- Waste/recycling
- Digital Services/OneVu account.

CP100 **DATE OF NEXT MEETING**

The next meeting of the Corporate Performance Panel will be held on Monday 21 May 2018 at 6 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

**The meeting closed at 6.29 pm**

**POLICY REVIEW AND DEVELOPMENT PANEL REPORT**

REPORT TO:	Corporate Performance Panel		
DATE:	21 <sup>st</sup> May 2018		
TITLE:	Nominations to Outside Bodies and Partnerships – Hunstanton Sailing Club Development Sub Committee		
TYPE OF REPORT:	Operational		
PORTFOLIO(S):	Leader – Councillor Brian Long		
REPORT AUTHOR:	Rebecca Parker		
OPEN/EXEMPT	OPEN	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	NO

**REPORT SUMMARY/COVER PAGE**

PURPOSE OF REPORT/SUMMARY:
The Panel is invited to nominate a representative to participate in the outside bodies and partnerships which fall within the Corporate Performance Panel's remit; Hunstanton Sailing Club Development Sub Committee.
RECOMMENDATIONS:
<ol style="list-style-type: none"> <li>1. That a nomination be made by the Panel.</li> <li>2. That the reporting arrangements be noted, as shown in the report.</li> <li>3. That Council be requested to approve the nomination made by the Panel</li> </ol>
REASONS FOR RECOMMENDATIONS:
To ensure continued involvement in the community by the Council

**1.0 BACKGROUND**

1.1 The Cabinet at its meeting on 29<sup>th</sup> May 2018 will confirm a number of Cabinet appointments to outside bodies and partnerships. Further appointments will be made by the Council on 14<sup>th</sup> June 2018 in the following categories:

- Scrutiny and regulatory roles
- Parish level representation, parished and unparished areas
- General appointments

**2.0 INSURANCE COVER FOR BOROUGH COUNCILLORS**

2.1 The Council's insurance will indemnify any employee or member arising from their service on the board or participation in the capacity of governor, officer, trustee, director, committee member or other official of any not-for profit entity other than the insured.

Provided always that:

- a) The service or participation by the employee or member is specifically requested by or under the specific direction of the insured.
- b) The insured is legally entitled to approve the service or participation and to indemnify the employee or member in respect of it.
- c) Any payment will only be made by the insurer for an amount in excess of any indemnification or insurance coverage provided by the not-for-profit entity or afforded from any other source and to which the employee or member is entitled.

2.2 When a member is appointed to serve on an outside body, they should also ensure that as well as completing the Register of Financial and Other Interest form, they should complete the annual "Related Party Transactions form", with the details of those bodies on which they serve.

### **3.0 FEEDBACK FROM MEMBERS ON OUTSIDE BODIES**

3.1 The Corporate Performance Panel should be able to request reports from Councillors serving on outside bodies which fall within their remit. By programming the reports over the Panel's annual timetable of meetings, it would be possible for members both to assess the usefulness of making appointments to bodies and be informed of any relevant matters.

### **4.0 APPOINTMENT OF REPRESENTATIVES**

4.1 The Panel is invited to nominate a representative to participate on Hunstanton Sailing Club Development Sub Committee for the year 2018/2019. The current representative is Councillor J Collop.

### **5.0 FINANCIAL IMPLICATIONS**

5.1 Mileage and subsistence allowances for Councillor attending meetings.

### **6.0 ACCESS TO INFORMATION**

Current lists of member representation

**FORWARD DECISIONS LIST**

<b>Date of meeting</b>	<b>Report title</b>	<b>Key or Non Key Decision</b>	<b>Decision Maker</b>	<b>Cabinet Member and Lead Officer</b>	<b>List of Background Papers</b>	<b>Public or Private Meeting</b>
29 May 2018						
	East Wisbech Broad Concept Plan	Non	Cabinet	Development Exec Dir – G Hall		Public
	Local Government and Public Involvement in Health Act 2007 – Requests for variation of number of Parish Councillors Dersingham and Nordelph	Non	Council	Leader Chief Executive		Public
	Polling Place Review – Hillington	Non	Council	Leader Chief Executive		Public
	Health and Safety Policy Update	Non	Council	Leader Exec Dir – D Gates		Public
2	Cultural Prospectus	Non	Cabinet	Deputy Leader and Culture Heritage and Health		Public
	Financial Update for Major Housing Scheme	Non	Cabinet	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Outside Body appointments 2018/19	Non	Cabinet	Leader Exec Dir – D Gates		Public
	Appointment to Sub Committees/Task Groups – 2018/19	Non	Cabinet	Leader Exec Dir – D Gates		Public

	Charging for Uncontested Parish Elections	Non	Council	Leader Chief Executive		Public
	Continuation of the Borough Council as part of the CNC Building Control Partnership	Non	Council	Development Exec Dir – G Hall		Public
	Economic Development – Shared Services	Non	Council	Economic Development and Performance Exec Dir – C Bamfield		Public

<b>Date of meeting</b>	<b>Report title</b>	<b>Key or Non Key Decision</b>	<b>Decision Maker</b>	<b>Cabinet Member and Lead Officer</b>	<b>List of Background Papers</b>	<b>Public or Private Meeting</b>
25 June 2018						
	King's Lynn Property Acquisition	Key	Cabinet	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Revenue and Capital Outturn	Key	Council	Leader Exec Director – L Gore		Public
	Leisure Services Provision	Key	Council	Culture, Heritage and Health Exec Dir - C Bamfield		Private – Contains exempt information under para 3 – information relating to the business affairs of any person (including the authority)

	Difficult to Deliver Site – Hunstanton – Housing With Care	Key	Council	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Private Sector Housing Policy	Key	Council	Housing & Community Chief Executive		Public
	South East King's Lynn Strategic Growth Area / West Winch Relief Road	Key	Cabinet	Development Exec Dir - G Hall		Public
14	Proposed Enforced Sales case & future procedures	Non	Cabinet	Development Exec Dir – G Hall		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Accelerated Construction Scheme	Key	Cabinet	Housing & Community Chief Executive		Public
	West Norfolk Housing Company – conversion to not for profit organisation	Non	Cabinet	Housing & Community Chief Executive		Public
	Tree and Woodland Strategy	Non	Council	Culture, Heritage and Health Exec Dir – C Bamfield		Public
	Spec Units at NORA	Key	Cabinet	Corporate Projects and Assets Exec Dir – C Bamfield		Public

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
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21 August 2018						
	King's Lynn Property Acquisition	Key	Cabinet	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
15	Major Housing Phase 3 – Enabling Work for Lynnsport 1	Key	Council	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	NORA Phase 4	Key	Council	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
2 October 2018						
	King's Lynn Property Acquisition	Key	Cabinet	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under

						para 3 – information relating to the business affairs of any person (including the authority)
	Council Tax Discounts	Key	Cabinet	Leader Exec Director – L Gore		Public
	Lynnsport Community Facilities	Key	Council	Corporate Projects and Assets Exec Dir - C Bamfield		Public

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
13 November 2018						
16	King's Lynn Property Acquisition	Key	Cabinet	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
8 January 2019	Council Tax Support	Key	Cabinet	Leader Exec Director – L Gore		Public



## CORPORATE PERFORMANCE PANEL WORK PROGRAMME 2018/2019

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
21 May 2018	OneVu - Update	Update	H Howell	To provide the Panel with an update report.
21 May 2018	Exempt Report: Major Project – King’s Court Accommodation	Post Evaluation of Project	M Henry	
21 May 2018	Nomination to Outside Bodies and Partnerships – Hunstanton Sailing Club Development Sub-Committee	Annual		To nominate a Councillor on an annual basis to serve on the Hunstanton Sailing Club Development Sub-Committee
17 July 2018	Performance Indicator C02 Total of waste recycled and composted (tonnage).	Monitor	B Brandford	The Panel at their meeting on 5 April identified Performance Indicator C02 as a presentation from the relevant officer.
17 July 2018	2017/2018 Full Year Performance Monitoring Report and Action Report	Monitoring	B Box	To review the report and in particular the Action Report. Members are also asked to agree the actions outlined in the Action Report.
17 July 2018	Corporate Performance Monitoring – Target Setting for 2018/2019	Monitoring	B Box	To review and suggest any new targets.
17 July 2018	2018/2019 Q4 Corporate Business Plan Monitoring Report	Monitoring	B Box	The Panel are invited to review the Q4 2016/2017 Corporate Business Plan Monitoring Report.

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<b>DATE OF MEETING</b>	<b>TITLE</b>	<b>TYPE OF REPORT</b>	<b>LEAD OFFICER</b>	<b>OBJECTIVES AND DESIRED OUTCOMES</b>
17 July 2018	Review of effect of closure of Downham Market and Hunstanton Area Offices	Review	H Howell	
17 July 2018	Exempt Report: Update on Hunstanton Sailing Club	Update	Borough Council's Representative	At their meeting on 19 December 2017 the Panel resolved to receive an update in 6 months.
10 September 2018	Employment Monitoring Figures – Annual Report	To note only	B Box	
10 September 2018	Equalities Update	Update	B Box	The Panel to receive an annual update.
10 September 2018	Council Tax Discounts – Empty Property Premium 2019/2020'		J Stanton	
22 October 2018	Q1 201/2019 Performance Monitoring Report and Action Report	Monitoring	B Box	To review the report and in particular the Action Report. Members are also asked to agree the actions outlined in the Action Report.
22 October 2018	Formal Complaints against the Borough Council 1 April 2017 – 31 March 2018 Compliments received by the Borough Council	For Information only	R Harding	Report to be published on the Borough Council's Website/Insite

<b>DATE OF MEETING</b>	<b>TITLE</b>	<b>TYPE OF REPORT</b>	<b>LEAD OFFICER</b>	<b>OBJECTIVES AND DESIRED OUTCOMES</b>
27 November 2018	Council Tax Support: Final Scheme for 2019/2020	Policy Development	J Stanton	Update following consultation period. To agree the final Council Tax Support Scheme for 2018/2019.
27 November 2018	Annual Communications Update	Annual Update	S Clifton H Howell A Howell	To provide the Panel with an annual update and an opportunity to ask questions.
27 November 2018	Budget		L Gore	
14 January 2019	2018/2019 Q2 Performance Monitoring Report and Action Report	Monitoring	B Box	To review the report and in particular the Action Report. Members are also asked to agree the actions outlined in the Action Report.
14 January 2019	2018/2019 Q2 Corporate Business Plan Monitoring Report	Monitoring	B Box	The Panel are invited to review the Q4 2018/2019 Corporate Business Plan Monitoring Report.
19 February 2019	Presentation on Improving Attainment in West Norfolk	Annual Update	B Box	To provide an update on the Improving Attainment in West Norfolk.
3 April 2019	2017/2018 Q3 Performance Monitoring and Action Report	Monitoring	B Box	To review the report and in particular the Action Report. Members are also asked to agree the actions outlined in the Action Report.

## **Forthcoming items to be programmed**

### Monitoring of Corporate Projects/Evaluation:

- Refit Project (Cabinet Report presented 09.10.17)
- Major Housing
- Enterprise Zone
- Procurement Strategy (Cabinet on 17 April 2018 – That the Corporate Performance Panel be invited to consider monitoring the performance of the policy going forward).
- Impact of closure of Downham Market and Hunstanton CIC Service.

### Presentations regarding Performance Indicators:

- Industrial and Commercial Portfolio Performance