

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

**CORPORATE PERFORMANCE PANEL**

**Minutes from the Meeting of the Corporate Performance Panel held on  
Monday, 9th September, 2019 at 6.00 pm in the Council Chamber - Town  
Hall, Saturday Market Place, King's Lynn PE30 5DQ**

**PRESENT:** Councillor S Dark (Chair)  
Councillors J Collop, A Dickinson, C Hudson, H Humphrey, C Manning,  
J Moriarty (Vice-Chair), D Pope, C Rose and D Tyler

**Portfolio Holders:**  
Councillor I Devereux – Environment  
Councillor B Long – Leader

**Under Standing Order 34:**  
Councillor A Ryves for all items

**CP30     APOLOGIES**

There were no apologies for absence.

**CP31     MINUTES**

The Minutes of the meeting held on 22 July 2019 were agreed as a correct record and signed by the Chairman.

**CP32     DECLARATIONS OF INTEREST**

There were no declarations of interest.

**CP33     URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

**CP34     MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor A Ryves for all items.

**CP35     CHAIRMAN'S CORRESPONDENCE**

There was no Chairman's correspondence.

**CP36     EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED:** That under Section 100(A)(4) 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 paragraph 3 of Part 1 of Schedule 12A to the Act.

CP37 **EXEMPT ITEM: HUNSTANTON SAILING CLUB**

Tony Devenish representative from Hunstanton Sailing Club gave an overview of the objectives, memberships, competitions, training, activities and venue hire.

The representative from Hunstanton Sailing Club responded to questions relating to:

- Events including how they were publicised.
- Membership figures/costs.
- Annual Plan which would be published on the Sailing Club's website when available.
- Borough Council representative as an observer role.
- Contact with governing organisations to attract/encourage regional and national events.
- Engagement with primary and secondary schools to encourage younger children to participate in activities.
- Club open to non-members.

The Chair thanked the representative from Hunstanton Sailing Club for attending and giving an update report to the Panel and wished the club every success for the future.

**RESOLVED:** An annual update be presented to the Panel either by the Borough Council representative or a representative from Hunstanton Sailing Club.

## **RETURN TO OPEN SESSION**

CP38 **CORPORATE BUSINESS PLAN 2020-2024**

The Senior Policy and Performance Officer presented that Corporate Business Plan, which set the broad framework for the council's work over the next four years. It was highlighted that following the Borough Elections, it was timely to review the four year plan and the report set out the indicative process and timetable and a high level view of proposed priorities and objectives for the Panel to consider.

Members of the Panel divided into two workshop groups to explore ideas to help inform the Corporate Business Plan. The Senior Policy

and Performance Officer collated the suggestions of the Panel and advised that he would bring back a more detailed report to the Panel at their next meeting.

The Chair invited the Panel to forward any additional suggestions to the Senior Policy and Performance Officer by 13 September 2019.

In response to a question from Councillor Moriarty on how those Councillors not on Panels would be involved, the Senior Policy and Performance Officer explained that an article would be published in the Member's Bulletin inviting comments.

Councillor Pope commented that once the plan was finalised, it would only leave a three year period for the plan until the next election. In response, the Senior Policy and Performance explained that in order to provide stability to the authority, the plan would include a short period following the next borough election.

The Chair commented that he had found the workshop session to be both meaningful and useful and thanked the Senior Policy and Performance Officer.

**RESOLVED:** 1) The Panel considered and commented on the draft priorities and objectives.

2) The Panel to receive a more detailed report at their next meeting.

## CP39 **EQUALITIES UPDATE**

The Policy, Performance and Personnel Manager gave a PowerPoint presentation (copy attached) and explained that the Council's Equality Policy was reviewed during 2017 and a new policy was agreed by Cabinet and Council in January 2018. It was noted that a part of the review process, it was agreed that an annual equalities update should be reported to the Corporate Performance Panel.

The Chair thanked the Policy, Performance and Personnel Manager for the presentation and invited questions from the Panel, a summary of which are set out below.

In response to a question from Councillor Humphrey, on the role of the Corporate Equalities Group and frequency of meetings, the Policy, Performance and Personnel Manager explained that if an urgent complaint/grievance had been received, a meeting of the group could be called if required. It was highlighted that a monitoring process was in place if a complaint/grievance was received. During the current monitoring period, it was confirmed that no grievances had been received.

Following questions from Councillor Moriarty, the Policy, Performance and Personnel Manager explained that when the council let contract/tenders equality was given full consideration early in the process and advised that the council's contract standing orders were currently being reviewed.

In response to a question on the diversity of the council's workforce, the Policy, Performance and Personnel explained that the council had an increasingly diverse workforce and explained that during the recruitment process there was monitoring of equalities issues but that following the interview, the best candidate for the vacancy would be offered the position. The Leader commented that he had observed an increase in diversity in the council's workforce and explained that some good employees from European countries had gained experience with the borough council and had subsequently left the authority to take up a position in another part of the country.

The Chair asked if the data available allowed the council to identify rural areas where services were not being received. In response, the Policy, Performance and Personnel Manager explained that the detail could not be obtained from the data collated. However, the Panel was given an example of the consultation on the closure of the Customer Information Centre in Hunstanton, where an equalities impact assessment had been undertaken and the borough council looked at alternative options to provide the service to the public.

In response to a further question from the Chair on the review of the council's Equalities policy in 2020, the Policy, Performance and Personnel Manager explained that the Corporate Performance Panel would be consulted on the review of the policy.

**RESOLVED:** The Panel to receive an annual update in 2020.

#### CP40 **CABINET FORWARD DECISIONS LIST**

The Chair invited the Panel to consider the Cabinet Forward Decision List and identify any items for the Panel's work programme.

A discussion took place on the Cabinet Forward Decision List for 24 September 2019 and which Panel should look at the Cinema Development Tender Results report. The Leader advised that the Regeneration and Development Panel had looked at the cinema proposal and reminded the Panel that all Councillors could request to attend any meeting of the council under Standing Order 34 and that all agendas were available to view on Mod Gov.

The Chair explained that the Cabinet Decision Sheet was published and that with the required number of supports, a Councillor could call in a Cabinet decision.

**RESOLVED:** Following completion of the Cinema project, the Corporate Performance Panel under a post implementation review.

CP41 **PANEL WORK PROGRAMME 2019/2020**

Councillor Moriarty proposed that the Panel review the performance of the Borough Council Elections held in May 2019 and the wider performance of elections in general in February 2020 which was agreed by the Panel. The Chair explained that the item would be discussed at the next sifting meeting.

The Chair invited Members to forward any items for the work programme via the eform.

CP42 **DATE OF NEXT MEETING**

The next meeting of the Corporate Performance Panel would take place on 21 October at 6.00 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

**The meeting closed at 8.21 pm**

# Annual Equalities Update 2019

Becky Box, Policy, Performance and Personnel Manager

Borough Council of  
King's Lynn &  
West Norfolk



# Background

- New corporate Equality Policy developed during 2017
- Policy approved by:
  - Cabinet 9<sup>th</sup> January 2018
  - Full Council 25<sup>th</sup> January 2018
- First annual update to CPP – September 2018



# Equality Policy

The policy sets out the Council's commitment to ensuring equality for all residents of and visitors to west Norfolk, and to its employees.

And how this will be achieved through:

- The delivery of accessible, fair services
- Treating our employees and service users with fairness and respect
- Ensuring all contractors and other third party organisations we work with share our commitment to equalities





# The Public Sector Equality Duty

The Equality Act 2010 placed a requirement on all Local Authorities to comply with the Public Sector Equality Duty. The Equality Duty aims to promote and protect the dignity of all persons in society, and covers all nine protected characteristics.



# Equality Act 2010 (Specific Duties) Regulations

- Came into force in September 2011
- Are designed to help authorities meet the general duty
- Place a requirement for public bodies to:
  - publish information to demonstrate their compliance with the general equality duty, including information relating to people who share a protected characteristic who have been affected by its policies and practices,
  - Set specific, measurable equality objectives. These objectives must be published in a manner which is accessible to the public



# Equality Objectives 2017 to 2020 - Services

1. We will use fair and evidence based decision making when reviewing Council policies, services and functions, including ensuring equality implications are taken into consideration
2. We will improve the quality of life for people in West Norfolk through improved access to information and services
3. We will ensure the Council's approach to equalities issues are regularly reviewed and promoted



# Equality Objectives 2017 to 2020 - Employment

1. We will maintain a diverse workforce that reflects the community that we serve
2. We will maintain a working environment that is inclusive and where all staff are treated fairly
3. We will ensure all our employment policies, practices and procedures comply with equalities legislation

## **Service Objective 1 - Use fair and evidence based decision making**

Examples of work undertaken in past year:

- Equality Impact Assessment toolkit reviewed
- Service Managers refreshed on need to complete EIA's
- Post implementation reviews of key EIA's
- Equality group members involved in reviewing corporate complaints with an equality strand



## Service Objective 2 - Improved access to information and services

Examples of work undertaken:

- Work on assisted digital support for Universal Credit applications (in partnership with DWP)
- Highest rating for website
- Work with ACCESS to improve knowledge/ understanding of issues for migrants living in WN
- Support for first (and second) KL Pride



Home > Accessibility statement

## Accessibility statement

We are committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability.

We are actively working to increase the accessibility and usability of our website.

We aim to meet Double-A standard of the [Web Content Accessibility Guidelines 2.1](#). These guidelines explain how to make web content more accessible for disabled people.

### Readability

We have made every effort to ensure this web site is easily readable using 'Plain English'. All our content authors have attended training to present content in an easy to read format.

### Change text size, colours and fonts

You can [change the text size, colours and fonts](#) of our website to suit your needs. Changes can be saved for your future visits. In order to remember your preferences as you navigate through the site, a cookie will be set.

### Listen to and translate our website

*Alive*

VENUES MEMBERSHIPS FITNESS SWIMMING ACTIVITIES COMMUNITY SIGN IN

**Accessibility**

**Access**

We are committed to providing a website that is accessible to the widest possible audience

Regardless of ability or browsing technology and including those who have visual, hearing, motor and cognitive impairments. The site aims to achieve overall





## **Service Objective 3 - Equality issues regularly reviewed and promoted**

Examples of work undertaken:

- Up-to-date information on website, including latest gender pay gap information
- Equality Working Group meeting quarterly
- Regular column in Internal Affairs
- Support for first 'Yes I Can' event



# Employment Objective 1 – Maintain a diverse workforce

Examples of work undertaken:

- Review of employment monitoring criteria in progress
- Annual workforce and recruitment monitoring completed and reported
- Support for employees who need to apply for EU settlement scheme



## **Employment Objective 2 – Maintain an inclusive working environment**

Examples of work undertaken:

- Annual update training provided to harassment advisers
- Development of new training programme for employees and Elected Members in progress
- Cultural Sensitivities training planned for late 2019



## **Employment Objective 3 – Ensure policies remain compliant**

Examples of work undertaken:

- Compliance with obligations with regards to gender pay gap reporting, including development of action plan
- Compliance with the “Code of Practice on the English Language requirements for Public Sector Workers”
- Awareness of forthcoming changes, eg proposed Statutory Code of Practice on harassment



# Equality Working Group

- Met quarterly
- Developed work plan for 19/20
- Membership revised
- Agreed and monitored actions to support equality objectives
- Update reports to Management Team
- Developing own knowledge/understanding – ACCES, Refugees & Asylum seekers, Gypsy, Roma and Travellers



# Priorities for the coming year

- Roll out of cultural sensitivities training to front line employees
- Development of new digital inclusion strategy
- Review plain English campaign/Crystal Mark guidance for websites
- Improvements to accessibility of other Council systems/websites (eg My Revenues, Alive West Norfolk)
- Development of knowledge/understanding of Gypsy, Roma and Traveller diversity and culture
- Support for world mental health day



# Thank you....

..... Any questions?

