

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



Corporate Performance Panel

Agenda

Monday, 21st October, 2019
at 6.00 pm

in the

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



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

11 October 2019

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Monday, 21st October, 2019 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. Apologies

2. Minutes (Pages 6 - 28)

To approve the minutes from the Corporate Performance Panel held on 9 September 2019.

3. 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.

4. 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.

5. 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.

6. Chairman's Correspondence (if any)

7. Corporate Complaint Policy (Pages 29 - 38)

8. Managing Unreasonable Complainant Behaviour (Pages 39 - 45)

9. Formal Complaints against the Borough Council 1 April 2018 to 31 March 2019 and Compliments received - REPORT TO FOLLOW

10. Q1 2019/2020 Corporate Performance Monitoring Report (Pages 46 - 55)

11. Panel Work Programme 2019/2020 (Pages 56 - 60)

To note the Panel's Work Programme for 2019/2020.

12. Cabinet Forward Decisions List (Pages 61 - 63)

13. Date of Next Meeting

To note that the date of the next meeting of the Corporate Performance Panel will take place on 26 November 2019 at 6 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

14. FOR INFORMATION ONLY: Employment Monitoring Figures - Annual Report (Pages 64 - 78)

15. FOR INFORMATION ONLY: Annual Sickness Monitoring Report (Pages 79 - 93)

To:

Corporate Performance Panel: B Ayres, P Beal, J Collop, S Dark (Chair), A Dickinson, C Hudson, H Humphrey, C Manning, J Moriarty, D Pope, C Rose and D Tyler

Portfolio Holders:

Councillor B Long, Leader

Officers:

Lorraine Gore, Chief Executive

Honor Howell, Assistant Director

Becky Box, Policy, Performance and Personnel Manager

Management Team Representative:

D Gates, Executive Director Community and Central Services