

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

CORPORATE PERFORMANCE PANEL

**Minutes from the Meeting of the Corporate Performance Panel held on
Monday, 13th January, 2020 at 6.00 pm in the Council Chamber - Town Hall,
Saturday Market Place, King's Lynn PE30 5DQ**

PRESENT: Councillor S Dark (Chair)
Councillors B Ayres, P Beal, A Dickinson, C Hudson, H Humphrey, C Manning,
J Moriarty (Vice-Chair), C Rose and D Tyler

Portfolio Holders:

Councillor I Devereux – Environment
Councillor P Kunes – Commercial Services
Councillor B Long – Leader

Under Standing Order 34:

Councillor C Morley for all items

Officers:

Becky Box – Assistant Director, Central Services
Dale Gagen – Assistant Director, Companies and Housing Delivery
Honor Howell – Assistant to the Chief Executive

CP70 **APOLOGIES**

There were no apologies for absence.

CP71 **MINUTES**

The minutes of the Corporate Performance Panel held on 26 November 2019 were agreed as a correct record and signed by the Chair, subject to the following amendment:

Page 9: Paragraph 6: Additional text to be added:

Councillor Bunt also advised that at the same meeting of Norfolk County Council on 25 November 2019, a new environmental policy had been approved.

CP72 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP73 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP74 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor C Morley was present under Standing Order 34 for all items.

CP75 **CHAIR'S CORRESPONDENCE**

There was no Chair's correspondence.

CP76 **CALL IN**

There were no call-ins.

CP77 **MAJOR HOUSING UPDATE**

The Panel received an update on the major housing projects from the Assistant Director, Companies and Housing Delivery.

The Assistant Director, Companies and Housing Delivery and the Leader responded to questions and comments in relation to:

- Provision of affordable housing.
- Housing needs survey undertaken by the Council's Housing Team.
- Different types of houses – 2, 3 and 4 bed properties.
- Mix of tenure – for sale, social housing, private rental.
- Role of housing associations.
- Role of housing and property companies set up by the Borough Council.
- Properties for private rental.
- Risk assessment undertaken prior to the purchase of land.
- Proposed Parkway Scheme.
- Borough Council's Homelessness Strategy and joint working undertaken by Borough Council Officers.
- Environmental friendly standards/green issues.
- Renewables which included brickwork and insulation, provision of electric car charges points, etc.
- Current and potential future demand for Borough Council developed housing units.

The Chair thanked the Assistant Director, Companies and Housing Delivery for an interesting and informative presentation.

CP78 **Q2 2019/2020 CORPORATE PERFORMANCE MONITORING REPORT**

The Assistant to the Chief Executive presented the corporate monitoring report which was in place to monitor progress against agreed performance indicators for the year. The report contained information on the corporate performance monitoring undertaken for Q2 2019/20.

The Panel was informed that the Q2 2019/20 monitoring report showed that 33% of targets had been met and performance had improved against target for 21 indicators. It was highlighted that all calculations and analysis in the report was based on 54 indicators.

It was highlighted that where indicators had not met agreed targets they were drawn out into an action report.

The Assistant to the Chief Executive responded to questions and comments from the Panel, a summary of which is set out below:

Councillor Humphrey referred to HS15 – Number of days to process change of circumstances and commented that the target was 11 days and the cumulative performance was 14 days and commented that if the target was 11 days, it had already been met which indicated a good performance and therefore questioned why it had been marked with a red flag and included in the action report. In response, the Assistant to the Chief Executive explained that the target was 11 days, but during July to September it had taken 14 days to process the change in circumstances and therefore the target had not been met and added that from September 2019 onwards performance had been improved, officers had indicated therefore that they were confident the 11 day target would be met. The Assistant to the Chief Executive undertook to discuss the comments made with the relevant service manager.

The Chair made reference to HS11 – Time taken (in weeks) from first contact to completion of work on Disabled Facilities Grants and commented that there had been an increase from 30 to 57 weeks and commented that reassurance was required by members when an update would be given at the Environment and Community Panel on 21 January 2020. The Assistant to the Chief Executive commented that an increase could occur if one or two cases were complex and took longer to action therefore this would then impact upon the overall performance to deliver within the required target.

Councillor Mrs Dickinson asked if any benchmarking was undertaken with other local authorities. In response, the Assistant to the Chief Executive explained that the collection and processing of council tax were regulated and benchmarked against other local authorities and comparisons could be included in future reports.

Following further questions from Councillor Mrs Dickinson on the level of staff sickness and turnover compared to other local authorities, the Assistant to the Chief Executive explained that the Borough Council published Annual Sickness Monitoring Report and Employment Monitoring Figures – Annual Report which provided comparisons with other local authorities. The Assistant Director, Central Services advised that the reports were also presented to the Council's Joint Welfare and Safety Committee and that the Corporate Performance Panel received the two annual reports on 21 October 2019 for information.

RESOLVED: The Panel:

- 1) Reviewed the performance monitoring report.
- 2) Agreed the actions outlined in the action report.

CP79 **Q2 2019/2020 CORPORATE BUSINESS PLAN MONITORING REPORT**

The Assistant to the Chief Executive presented the Corporate Business Plan monitoring report that 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 end of Quarter 2 2019/2020.

The Panel was advised that there were currently 54 agreed actions being undertaken to progress the Council's Corporate Business Plan. The Q2 2019/20 monitoring report indicated that 48 of the actions were progressing well, 4 actions had been completed, and due to changes to proposals 2 actions will be removed from the monitoring report to be replaced with new key actions in the next update.

The Assistant to the Chief Executive responded to questions and comments from the Panel, a summary of which is set out below.

In response to a question from Councillor Humphrey in relation to Priority 1 – Progress towards £3.1m savings per annum required by 2019/20 identified in the Financial Plan for 2015-2020. Cumulative target savings of £337,196 for 2019/20, the Assistant to the Chief Executive explained that the £3.1m quoted in the Corporate Business Plan covered the period 2015 to 2020 and the quarter figures provided a snapshot not the full amount of the saving achieved.

Following a further question from Councillor Humphrey on Priority 3 – Reduce contamination of recycling to 15%, performance not improving and what steps could be taken to reduce the level of contamination, the Assistant to the Chief Executive explained that work was being undertaken and new initiatives had come forward and it was anticipated therefore that with the focus being placed on improved

recycling rates, the target of 15% could be achieved. The Portfolio Holder for Environment advised that there were incentives for performance in the new refuse and recycling contract and gave an example of a missed bin collection which would incur a significant financial penalty. The Portfolio Holder, Environment provided an overview of previous Government funding and how the Council had undertaken work on students knocking on residents' doors to encourage improved recycling rates.

Councillor Morley commented that it would be useful for new Members to receive a briefing on how the Corporate Business Plan was put together and actions required to meet the indicators. The Chair explained that the current business plan was coming to an end and it may therefore be opportune for Members to receive a briefing on the new Corporate Business Plan. The Leader commented that a Member training session would be scheduled at a date to be confirmed.

The Chief Executive reminded Members that the Senior Policy and Performance Officer had attended the three Policy and Development Panels, all of which had put forward ideas, which would be included in the new Corporate Business Plan.

Councillor Moriarty referred to the delivery of the Channel shift project and asked if the Council had considered using three words only to report a fly tipping incident. In response, the Assistant to the Chief Executive explained that the Council was looking at "three words" in response of digital work and discussions had been held with the ICT Manager.

Following further questions from Councillor Moriarty on improving recycling rates for trade waste, the Assistant to the Chief Executive advised that she did not have the information to hand. The Portfolio Holder for Environment explained that trade waste was collected by a commercial supplier. The Leader advised that the commercial waste cost was published in the Council's fees and charges, therefore a commercial company was able to undercut the Council's fee.

In response to questions and comments on how "green" businesses were, for example, energy production, the Leader explained that the Borough Council was undertaking work on the green environmental issues to ensure that business were aware.

RESOLVED: The Panel reviewed the Q2 2019/20 Corporate Business Plan.

CP80

CABINET FORWARD DECISIONS LIST

The Panel noted the Cabinet Forward Decisions List.

Councillor Hudson referred to the King's Lynn Transport Study and enquired if any feedback had been received from the public meeting. In response, the Chair explained that the King's Lynn Transport Study would be presented to the Regeneration and Development Panel on 28 January 2020.

CP81 **PANEL WORK PROGRAMME**

Councillor Humphrey commented that it would be useful for Members to receive feedback on the education and activities for young children in relation to recycling. The Portfolio Holder for Environment referred to the Climate Change Motion to Full Council and that it would be considered at the February Cabinet meeting. Members were advised that the Council was in the process of procuring the new refuse contract and once more detail was available, the Panel could scrutinise the process.

The Leader explained that the scrutinising of the refuse contract was a matter for the Chairs of the Committees to determine which Panel should scrutinise the refuse contract.

CP82 **DATE OF NEXT MEETING**

The next meeting of the Corporate Performance Panel will be held on 25 February 2020 at 6 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 7.45 pm