

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



Corporate Performance Panel

Agenda

**Monday, 17th October, 2022
at 4.30 pm**

in the

**Council Chamber, Town Hall, Saturday
Market Place, King's Lynn and available
for the public to view on You Tube.**



King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200
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Friday 7th October 2022

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Monday, 17th October, 2022 at 4.30 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

To approve the minutes from the previous meeting held on 3rd October (to follow).

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 a decision on that item is taken.

6. Chair's Correspondence (if any)

7. Call-in (if any)

8. Report from the Informal Working Group - Review of the Corporate Complaints Policy (Pages 6 - 21)

9. Formal Complaints against the Borough Council 1 April 2021 - 31 March 2022 (Pages 22 - 27)

Please note that the number of compliments received will also be included in the report.

10. Corn Exchange Cinema Post Project Evaluation (Pages 28 - 37)

11. Cabinet Report - Microsoft Enterprise Agreement (Pages 38 - 43)

To consider the report and make any appropriate recommendations to Cabinet.

12. Portfolio Question and Answer Session

Questions should be submitted in advance of the meeting.

13. Panel Work Programme (Pages 44 - 54)

To note the Panel's work programme.

14. Cabinet Forward Decisions List (Pages 55 - 59)

15. Date of Next Meeting

To note that the date of the next meeting of the Corporate Performance Panel will take place on 31 October 2022 at 4.30 pm in the Council Chamber, Town Hall, King's Lynn.

16. Exclusion of Press and Public

To consider passing the following resolution:

"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”.

17. EXEMPT: Appendix to the Corn Exchange Cinema Post Project Evaluation (Pages 60 - 64)

To:

Corporate Performance Panel: B Ayres, C Hudson, H Humphrey, J Kirk, J Lowe, C Manning, J Moriarty (Chair), C Morley, S Nash, C Rose, V Spikings and D Tyler.

Portfolio Holders:

Councillor S Dark – Leader of the Council

Councillor B Long – Portfolio Holder for Corporate Services

Officers:

Alexa Baker, Monitoring Officer

Becky Box, Assistant Director, Central Services

Honor Howell, Assistant to the Chief Executive

Richard Godfrey, ICT Manager

Lorraine Gore, Chief Executive