

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

CORPORATE PERFORMANCE PANEL

Minutes from the Meeting of the Corporate Performance Panel held on Tuesday, 27th November, 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, P Beal (Vice-Chairman), P Kunes, C Manning, J Moriarty,
A Morrison, D Pope, T Tilbrook and D Tyler

Portfolio Holders

Councillor I Devereux, Environment
Councillor B Long, Leader

Observing

Councillor Mrs S Fraser

Officers

S Clifton, Communications Manager
A Howell, ICT Web Manager
H Howell, Assistant Director

CP59 **APOLOGIES**

An apology for absence was received from Councillor G Howman.

CP60 **MINUTES**

The minutes of the Corporate Performance Panel held on 22 October 2018 were agreed as a correct record and signed by the Chairman.

CP61 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP62 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP63 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

There were no Members present under Standing Order 34.

CP64 CHAIRMAN'S CORRESPONDENCE

There was no Chairman's Correspondence.

CP65 CABINET RESPONSE TO THE PANEL'S RECOMMENDATION

The Panel noted the response from the Cabinet on 13 September 2018 regarding the Refit Report.

CP66 COUNCIL TAX SUPPORT: FINAL SCHEME FOR 2019/2020

The Assistant Director presented the update report on progress with the Council Tax Support Scheme for 2019/2020 and explained that there were two minor changes, both of which were beneficial to customers.

The Assistant Director provided feedback from the consultation exercise which closed on 9 November 2018.

Members were informed that the Revenues and Benefits Manager liaised with other District Councils. It was highlighted that Norfolk County Council was looking to implement a countywide scheme from 2020/2021.

In response to a question from Councillor Tilbrook on the two minor changes, the Assistant Director explained that the changes related to discretionary payments to customers with an infected blood disorder and thalidomide.

Following a question from Councillor Morrison as why the report was a summary and not full report, the Chairman, Councillor Humphrey informed the Panel that he had discussed the detail of the report with the Revenues and Benefits Manager and decided that because the scheme only proposed two minor changes and the consultation period was still ongoing when the Agenda was published, a short summary report would be acceptable to the Panel, together with a verbal update on feedback from the consultation exercise.

The Leader, Councillor Long reminded Members that over the years the Borough Council had been able to determine its own scheme. It was noted that a consultation exercise was undertaken on an annual basis and that in practice minor amendments were made to coincide with legislative changes.

RESOLVED: The Panel noted the update report.

CP67 HUNSTANTON RECREATION GROUND AND LAWN TENNIS COURTS - INTERIM UPDATE REPORT

The Chairman, Councillor Humphrey informed the Panel that the Executive Director, Commercial Services had advised that discussions were being held with Hunstanton Town Council. The subject was complex and there was currently nothing further to update the Panel on. A report would be presented to a future meeting of the Panel.

CP68 **ANNUAL COMMUNICATIONS UPDATE**

The Panel received an annual communications update from the Communications Manager, Assistant Director and ICT Web Team Manager (copy of which was attached to the Agenda).

Officers responded to questions relating to:

- The redesign of the home page to become more user friendly with mobile devices and being able to monitor which device was being used by the customer.
- Sharing information and learning from other Norfolk local authorities on areas for improvement in relation to the SOCITM Better Connected rating. Members were informed that the Borough Council benchmarked against other authorities and had an improvement plan going forward.
- ICT Security systems.
- Advantages of web chat, which included the Council adopting a user friendly approach and achieving efficiencies and savings. It was noted that a CIC Adviser could be involved in up to 5 web chats at any one time. The Panel was advised that in 2019, the Council was looking to introduce an automated web chat service for customers.
- Reduction in emails from 15,000 to 4,000.
- Telephone contact volumes relating to housing related enquiries and potential reasons for the increase – for example: stress, complexity of lengthy form and other factors.
- Provision of affordable housing and private rented accommodation.
- Borough Council's programme to deliver affordable housing and work being undertaken by Freebridge Community Housing to build new housing stock.
- Roll out of Universal Credit and lessons learned from other pilots.

Councillor Beal congratulated the ICT Web Team on the design of the homepage of the Council's internet and added that it was easy to use and navigate to find the information required by the customer.

The Leader, Councillor Long provided an overview of the Borough Council's housing projects to provide affordable accommodation, either for sale or private rental, which would in turn bring a revenue income to the authority. The Leader highlighted the importance of tenants being granted a longer tenancy, especially a family with children of school

age. Those families only managing to secure a 6 month tenancy would incur a significant amount of cost, which included a number of deposits for short term tenancies.

Councillor Moriarty congratulated the Communications Team on the informative articles published in KL Magazine.

The Communications Manager provided an overview of the marketing and social media activities. The Panel was informed that the Communications Assistant had been instrumental in setting up the Council's social media accounts, but was leaving the Council to take up a new post. The Leader, Councillor Long proposed that a vote of thanks for all her efforts involved with the Council's social media be passed onto the Communications Assistant which was agreed by the Panel.

RESOLVED: The Panel continue to receive annual update reports.

CP69 **WORK PROGRAMME 2018/2019**

The Panel noted the work programme.

The Chairman, Councillor Humphrey informed Members that update report on the Hunstanton Recreation Group and Tennis Courts would be given at a future meeting.

CP70 **CABINET FORWARD DECISION LIST**

The Panel received the Cabinet Forward Decision List.

CP71 **DATE OF NEXT MEETING**

The next meeting of the Corporate Performance Panel will be held on Tuesday 30 January 2019 at 6.00 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 7.25 pm