

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



Corporate Performance Panel

Agenda

Monday, 20th February, 2017
at 6.00 pm

in the

**Committee Suite
King's Court
Chapel Street
King's Lynn
PE30 1EX**



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King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200
Fax: 01553 691663

10 February 2017

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Monday, 20th February, 2017 at 6.00 pm** in the **Committee Suite, King's Court, Chapel Street, King's Lynn** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. Apologies

2. Minutes (Pages 5 - 8)

To approve the minutes from the Corporate Performance Panel held on 19 December 2016.

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. Improving Attainment in West Norfolk

The Panel will receive an update presentation.

8. Committee Work Programmes 2016/2017 and 2017/2018 (Pages 9 - 13)

To note the Committee's Work Programme.

9. Date of Next Meeting

To note that the next meeting of the Corporate Performance Panel will be held on Tuesday 21 March 2017.

To:

Corporate Performance Panel: B Anot, B Ayres, P Beal (Vice-Chairman), R Bird, J Collop, I Gourlay, G Hipperson, Lord Howard, H Humphrey, A Morrison, D Tyler and G Wareham (Chairman)

Portfolio Holder:

Councillor N Daubney – Portfolio Holder, Systems and Economic Development

Management Team Representative:

Debbie Gates, Executive Director Central and Community Services

Appropriate Officer: The following officer is invited to attend in respect of the Agenda item 7:

B Box, Policy, Performance and Personnel Manager

Executive Directors

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

CORPORATE PERFORMANCE PANEL

Minutes from the Meeting of the Corporate Performance Panel held on Monday, 19th December, 2016 at 6.00 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn

PRESENT: G Wareham (Chairman)
Councillors B Anota, B Ayres, P Beal, J Collop, H Humphrey, J Moriarty, A Morrison and D Tyler

Observing:

Councillor I Devereux, Deputy Cabinet Member - Performance

Officers:

Debbie Gates, Executive Director Head of Central & Community Services

Becky Box, Policy, Performance and Personnel Services Manager

CP64 **APOLOGIES**

Apologies for absence were received from Councillors R Bird and I Gourlay.

CP65 **MINUTES**

The minutes from the Corporate Performance Panel held on 9 November 2016 were agreed as a correct record and signed by the Chairman.

CP66 **DECLARATIONS OF INTEREST**

None.

CP67 **URGENT BUSINESS UNDER STANDING ORDER 7**

None.

CP68 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

None.

CP69 **CHAIRMAN'S CORRESPONDENCE (IF ANY)**

None.

CP70 **2016/2017 QUARTER 2 - PERFORMANCE MONITORING AND ACTION REPORT**

In presenting the report, the Personnel Services Manager reminded the Panel that the Corporate Performance Monitoring Report had been developed to monitor progress against agreed performance indicators for the year. The monitoring report highlighted specific performance issues and where indicators had not met agreed targets.

The Personnel Manager informed Members that 55% of targets had been met and performance had improved against target for 13 indicators during the quarter. The indicators which had not met target were drawn out into an Action Plan.

The full summary of all indicators had been attached as an Appendix to the report.

The Personnel Services Manager responded to questions relating to:

- CE8 – Number of residential house sales completed – NORA. She explained that the target was currently on track and the reason for the red flag was the time taken to complete the purchase of units.
- CE1 - % of known licensable HMO's with a correct licence. Comments were made that there were more HMO's in the Borough than were registered. The Executive Director, Central and Community Services advised that the Borough Council's Housing Standards Team adopted a pro-active approach to follow up any information received. The Personnel Services Manager undertook to obtain details on the Council's approach to unlicensed HMO's and email a response direct to the Panel.
- CC6 - % of Careline alarms installed within 10 days from date of enquiry. The Executive Director, Central and Community Services explained that a number of sickness absences during Q2 had kept performance levels below target. As a short term solution, it was noted that some alarm systems had been posted to clients and families had installed them for their relative(s). The Panel was reminded that Careline was a paid service and that once a client had been referred as a client there was no assessment process and the alarm system would be installed as soon as possible.
- EP2c – Processing of planning applications (other) – Questions were asked if the figures took account of the Borough Council seeking an extension period during the planning process. The Personnel Services Manager undertook to liaise with the Planning Department regarding the performance being slightly below the local target and to email a response direct to the Panel.

- C04 - % of rent arrears on industrial estates and C06 - % rent arrears on retail/general units. The Personnel Services Manager advised that the Borough Council's Property Services Team was actively seeking payment of the arrears accrued and worked with tenants to agree a repayment plan.

The Executive Director, Central and Community Services informed Members that if they had specific questions relating to any of the performance indicators they could be submitted to either herself or the Personnel Services Manager prior to the meeting so that a response could be given or an officer be present at the appropriate meeting.

RESOLVED: The Panel reviewed the report and in particular the Action Report. Members are also asked to agree the actions outlined in the Action Report.

CP71 **2016/2017 QUARTER 2 - CORPORATE BUSINESS PLAN MONITORING REPORT**

The Personnel Services Manager explained that the Corporate Business Plan monitoring report 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 the end of Quarter 2 2016/17. The report contained information on the progress made on the key actions up to the end of Quarter 2 2016/17.

The Panel was informed that there were currently 52 agreed actions being undertaken to progress the Council's Corporate Business Plan. The 2016/17 Q2 monitoring report indicated that 87% of the actions were progressing well and that 13% had been completed in Q2.

The Panel commented that the footfall in King's Lynn Town Centre had increased, but the local press had reported that car park income was down and questioned why the two sets of figures were not comparable. The Personnel Services Manager undertook to liaise with the relevant officers and email a response to the Panel.

In response to a question on using the Council's website as a platform for e-marketing, the Personnel Services Manager reminded the Panel that this report contained information on progress to 30 September 2016 and that this key action was currently on track. A position statement would therefore be reported in the next quarterly report to Members.

RESOLVED: The Panel reviewed the Q2 2016/17 Corporate Business Plan monitoring report.

CP72 **COMMITTEE WORK PROGRAMME 2016/2017**

The Panel noted the Work Programme for 2016/2017.

CP73 **DATE OF NEXT MEETING**

The next scheduled meeting of the Panel would be held on Monday 20 February 2017.

The meeting closed at 6.26 pm

CORPORATE PERFORMANCE PANEL WORK PROGRAMME 2016/2017

8 June 2016

- 2015/2016 Full Year Performance Monitoring Report – B Box
- 2015/2016 Full Year Action Report – B Box
- Q4 2015/2016 Corporate Business Plan Monitoring Report – B Box
- Nomination to Outside Bodies and Partnerships – Hunstanton Sailing Club Development Sub Committee

18 July 2016

- Employment Monitoring Annual Report – B Box
- 2016/2017 Corporate Performance Target Setting Report – B Box
- Council Tax Scheme – J Stanton
- Staff Sickness Absence 2015/2016 – D Clack

24 August 2016

- Car Parking Machines – no facility to give change – M Chisholm (first item)
- 2016/2017 Q1 Performance Monitoring and Action Report – B Box
- Council Tax Discounts for Empty and Unfurnished and Uninhabitable Properties – J Stanton
- Enterprise Zones – Discretionary Business Rates Discounts – J Stanton
- Borough Council's Efficiency Plan – Presentation by L Gore
- To note only: link to Insite - Formal Complaints against the Borough Council 1 April 2015 – 31 March 2016

22 September 2016

- Exempt Report: Hunstanton Sailing Club Progress Report – six monthly basis – Councillor P Hodson
- Project Management/cost: Bus Station Project – Finance – L Hampshire/O Paparega
- Annual Communications Update – S Clifton, H Howell, A Howell

9 November 2016

- Council Tax Support Scheme 2017/2018: Final Scheme – J Stanton

19 December 2016

- 2016/17 Q2 Performance Monitoring Report and Action Report – B Box
- 2016/17 Q2 Corporate Business Plan Monitoring Report – B Box

20 February 2017

- Presentation on Improving Attainment in West Norfolk – Annual Basis – B Box

21 March 2017

- Housing Investment Strategy (Private Sector) – J Russell
- 2016/2017 Q3 Performance Monitoring Report – B Box
- 2016/2017 Q3 Action Report – B Box
- Staff Pay Award
- Safeguarding Policy

FORTHCOMING ITEMS

Presentations from Corporate Project Groups

Welfare Reform and Work Bill – Briefing – All Members invited to attend – J Stanton to advise of date

Post Implementation Reviews of both major projects and significant policy changes/introduction of new policies will be scheduled on the Work Programme as required.

Hunstanton Sailing Club Progress Report – Annual basis (September 2017)

Items identified by Opposition Members

- Car Parking Machines – facility not to give change (Councillor Collop requested item – to be discussed at CPP 24 August 2016)

CORPORATE PERFORMANCE PANEL WORK PROGRAMME 2017/2018

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
7 June 2017	Nomination to Outside Bodies and Partnerships – Hunstanton Sailing Club Development Sub-Committee	Annual		To nominate a Councillor on an annual basis to serve on the Hunstanton Sailing Club Development Sub-Committee
7 June 2017	2016/2017 Full Year Performance Monitoring Report and Action Report	Monitoring	B Box	To review the report and in particular the Action Report. Members are also asked to agree the actions outlined in the Action Report.
7 June 2017	2016/2017 Q4 Corporate Business Plan Monitoring Report	Monitoring	B Box	The Panel are invited to review the Q4 2016/2017 Corporate Business Plan Monitoring Report.
7 June 2017	Corporate Performance Monitoring – Target Setting for 2017/2018	Monitoring	B Box	To review and suggest any new targets
7 June 2017	Council Tax Support: Development of the Draft Scheme for Consultation for 2018/2019	Policy Development	J Stanton	To review and develop the Council Tax Support Scheme for 2018/2019.
17 July 2017	Council Tax Support: Development of the Draft Scheme for Consultation 2018/2019 (update if required)	Policy Development	J Stanton	Update following meeting of 7 June 2017 if required.
30 August 2017	2017/2018 Performance Monitoring and Action Report	Monitoring	B Box	To review the report and in particular the Action Report. Members are also asked

				to agree the actions outlined in the Action Report.
30 August 2017	Formal Complaints against the Borough Council 1 April 2015 – 31 March 2016	To note only	R Harding	Report to be published on the Borough Council's Website/Insite
9 October 2017	Hunstanton Sailing Club Progress Report	Exempt Annual Report	O Paparega/ J Curtis	To examine the progress made by the Hunstanton Sailing Club and provides an opportunity for the Panel to ask questions of representatives from the Sailing Club.
9 October 2017	Non-Domestic Rates – Review and Update of Discretionary Relief Policy	Policy Development	J Stanton	To review and update the existing Discretionary Relief Policy following the 2017 Revaluation and to tidy up the existing policy.
↻ 9 October 2017	Annual Communications Update	Annual Update	S Clifton H Howell A Howell	To provide the Panel with an annual update and an opportunity to ask questions.
13 November 2017	Council Tax Support: Final Scheme for 2018/2019	Policy Development	J Stanton	Update following consultation period. To agree the final Council Tax Support Scheme for 2018/2019.
18 December 2017	2017/2018 Q2 Performance Monitoring Report and Action Report	Monitoring	B Box	To review the report and in particular the Action Report. Members are also asked to agree the actions outlined in the Action Report.

18 December 2017	2017/2018 Q2 Corporate Business Plan Monitoring Report	Monitoring	B Box	The Panel are invited to review the Q4 2016/2017 Corporate Business Plan Monitoring Report.
19 February 2018	Presentation on Improving Attainment in West Norfolk	Annual Update	B Box	To provide an update on the Improving Attainment in West Norfolk.
5 April 2018	2017/2018 Q3 Performance Monitoring and Action Report	Monitoring	B Box	To review the report and in particular the Action Report. Members are also asked to agree the actions outlined in the Action Report.