

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



# **Corporate Performance Panel**

## **Agenda**

**Wednesday, 30th January, 2019**  
at 6.00 pm

in the

**Assembly Room  
Town Hall  
Saturday Market Place  
King's Lynn**





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

22 January 2019

Dear Member

**Corporate Performance Panel**

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Wednesday, 30th January, 2019 at 6.00 pm** in the **Assembly Room, 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 - 9)**

To approve the minutes from the Corporate Performance Panel held on 27 November 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. Budget 2019/20**

The Regeneration and Development and Environment and Community Panels have been invited to attend for this item.

The Panels will receive a presentation from the Executive Director – Finance/Deputy Chief Executive.

**8. 2018/2019 Q2 Performance Monitoring Report and Action Report**

(Pages 10 - 18)

**9. 2018/2019 Q2 Corporate Business Plan Monitoring Report**

(Pages 19 - 37)

**10. Forward Decisions List (Pages 38 - 41)**

**11. Panel Work Programme 2018/2019 (Pages 42 - 46)**

To note the Panel's Work Programme for 2018/2019.

**12. Date of Next Meeting**

To note that the date of the next meeting of the Corporate Performance Panel will take place on 19 February 2019 at 6 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

To:

**Corporate Performance Panel:** B Ayres, P Beal, J Collop, G Howman, H Humphrey (Chairman), P Kunes, C Manning, J Moriarty, A Morrison, D Pope, T Tilbrook and D Tyler

**Portfolio Holders:**

Councillor B Long, Leader

Councillor P Hodson, Performance

**Officers:**

Debbie Gates – Executive Director, Central and Community Services

Lorraine Gore – Executive Director, Finance and Deputy Chief Executive

Becky Box – Policy, Performance and Personnel Manager

**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**

**POLICY REVIEW AND DEVELOPMENT PANEL REPORT**

|                 |   |   |    |
|-----------------|---|---|----|
| REPORT TO:      | Corporate Performance Panel                 |   |    |
| DATE:           | 30 January 2019                             |   |    |
| TITLE:          | Corporate Performance Monitoring Q2 2018/19 |   |    |
| TYPE OF REPORT: | Monitoring                                  |   |    |
| PORTFOLIO(S):   | Performance                                 |   |    |
| REPORT AUTHOR:  | Becky Box                                   |   |    |
| OPEN/EXEMPT     | Open  | WILL BE SUBJECT TO A FUTURE CABINET REPORT: | No |

**REPORT SUMMARY/COVER PAGE**

|   |
|---|
| <b>PURPOSE OF REPORT/SUMMARY:</b>   |
| The corporate performance monitoring report is in place to monitor progress against agreed performance indicators for the year. The report contains information on the corporate performance monitoring undertaken during Q2 2018/19.   |
| <b>KEY ISSUES:</b>  |
| Performance indicators for 2018/19 have been agreed by Portfolio Holders and Executive Directors as the key performance measures for the year; they cover all Directorates. The monitoring report highlights specific performance issues; where indicators have not met agreed targets they are drawn out into an Action Report, which provides additional detail on what actions are being taken to correct performance that has a variance to target.<br><br>The Q2 2018/19 monitoring report shows that 54% of targets have been met, and performance has improved against target for 17 indicators. |
| <b>OPTIONS CONSIDERED:</b>  |
| Not applicable.   |
| <b>RECOMMENDATIONS:</b>   |
| The Panel is asked to: <ul style="list-style-type: none"> <li>i. Review the performance monitoring report</li> <li>ii. Agree the actions outlined in the Action Report.</li> </ul>  |
| <b>REASONS FOR RECOMMENDATIONS:</b>   |
| To demonstrate that the Council monitors and puts in place appropriate actions to correct performance that has a variance to the set target, to assist us in meeting our statutory duty to try and secure continuous improvement.   |





## 1. Introduction

- 1.1 The Council's Performance Management Framework includes quarterly monitoring and reporting of performance. Each quarterly performance report is presented to the Corporate Performance Panel and is available to all Councillors and Portfolio Holders for information on the Council's intranet, Insite. Environment and Community and Regeneration and Development also receive reports for indicators within their remits.
- 1.2 The indicators monitored are reported in full on the Q2 2018/19 corporate performance monitoring report. The report includes a summary of the performance levels achieved for the 'status' and 'trend' categories. It is hoped this provides Members with a useful 'snapshot' at the start of the report.
- 1.3 Following the collation of the full report, those indicators that have not met their target are drawn out into an Action Report. This report is designed to focus attention on adverse performance. In addition to the notes shown on the full report, senior managers provide information on the actions being taken to bring performance in line or reasons why this cannot happen.



## 2. Monitoring Report

### Key points from the corporate performance monitoring report – Q2 2018/19

- 2.1 The following tables summarise the Council's current performance levels, comparing performance to the previous four quarters. This enables comparison to previous quarters.
- 2.2 The number of indicators which will be monitored for 2018/19 has increased to 50, however 20 of these will either:-
- be reported annually in the full year report; or
  - have no target and will be monitored for 2018/19 to enable data to be collected to assist in the setting of a target for 2019/20.

|  |   | Q2<br>2017/18 | Q3<br>2017/18 | Q4<br>2017/18 | Q1<br>2018/19 | Q2<br>2018/19 |
|--|---|---------------|---------------|---------------|---------------|---------------|
| Performance has improved   |  | 20<br>(50%)   | 17<br>(39%)   | 16<br>(37%)   | 18<br>(36%)   | 17<br>(34%)   |
| Performance has not improved                                       |  | 7<br>(18%)    | 8<br>(19%)    | 12<br>(28%)   | 9<br>(18%)    | 10<br>(20%)   |
| Performance has met and continues to meet target                   |  | 2<br>(5%)     | 4<br>(9%)     | 3<br>(7%)     | 3<br>(6%)     | 3<br>(6%)     |
| Performance remains unchanged and below target                     |  | 0<br>(0%)     | 0<br>(0%)     | 0<br>(0%)     | 0<br>(0%)     | 0<br>(0%)     |
| Other:<br>• reported annually<br>• new indicator<br>• monitor only |   | 13<br>(31%)   | 11<br>(27%)   | 14<br>(33%)   | 20<br>(40%)   | 20<br>(40%)   |
| Total number of indicators   |   | 40            | 43            | 43            | 50            | 50            |

- 2.3 The percentage of indicators that have met the target for Q2 2018/19 has improved, and actions are in place for the 3 indicators which have not met the target as shown in the Action Report.

|   | Q2<br>2017/18 | Q3<br>2017/18 | Q4<br>2017/18 | Q1<br>2018/19 | Q2<br>2018/19 |
|---|---------------|---------------|---------------|---------------|---------------|
| Performance target met                                     | 25<br>(62%)   | 22<br>(51%)   | 21<br>(49%)   | 26<br>(52%)   | 27<br>(54%)   |
| Performance target not met                                 | 7<br>(18%)    | 10<br>(23%)   | 13<br>(30%)   | 3<br>(6%)     | 3<br>(6%)     |
| Other:<br><ul style="list-style-type: none"> <li>• annual figure reported</li> <li>• no quarterly target</li> <li>• monitor only</li> </ul> | 12<br>(29%)   | 8<br>(20%)    | 11<br>(26%)   | 21<br>(42%)   | 20<br>(40%)   |
| Total number of indicators  | 42            | 40            | 43            | 50            | 50            |

- 2.4 The following tables provide an overview of the performance indicators by Portfolio and by Directorate.

i) **Overview of performance by Portfolio**

| Portfolio                     | No of PIs | Performance target met | Performance target not met | Other     |
|-------------------------------|-----------|------------------------|----------------------------|-----------|
| Leader                        | 12        | 4                      | 1                          | 7         |
| Corporate Projects and Assets | 10        | 5                      | 2                          | 3         |
| Culture, Heritage & Health    | 1         | 0                      | 0                          | 1         |
| Development                   | 8         | 7                      | 0                          | 1         |
| Environment                   | 4         | 2                      | 0                          | 2         |
| Facilities and ICT            | 3         | 2                      | 0                          | 1         |
| Housing and Community         | 12        | 7                      | 0                          | 5         |
| Performance                   | 0         | 0                      | 0                          | 0         |
| <b>Total</b>                  | <b>50</b> | <b>27</b>              | <b>3</b>                   | <b>20</b> |

ii) **Overview of performance by Directorate**

| Directorate                    | No of PIs | Performance target met | Performance target not met | Other     |
|--------------------------------|-----------|------------------------|----------------------------|-----------|
| Chief Executive                | 7         | 2                      | 0                          | 5         |
| Central and Community Services | 10        | 6                      | 0                          | 4         |
| Commercial Services            | 14        | 7                      | 2                          | 5         |
| Environment and Planning       | 9         | 8                      | 0                          | 1         |
| Finance Services               | 10        | 4                      | 1                          | 5         |
| <b>Total</b>                   | <b>50</b> | <b>27</b>              | <b>3</b>                   | <b>20</b> |

### 3. Issues for the Panel to Consider

Members should review the attached analysis of achievement of the agreed performance indicators for the year. The Action Report should then be reviewed to ensure areas which have not met target are appropriately addressed.

#### **4. Corporate Priorities**

Performance indicators are developed to monitor key activities many of which directly underpin the achievement of the Council's Corporate Business Plan.

#### **5. Financial Implications**

None

#### **6. Any other Implications/Risks**

None

#### **7. Equal Opportunity Considerations**

None

#### **8. Consultation**

Management Team, senior officers and Portfolio Holder

#### **9. Conclusion**

Management Team actively monitors this information on a regular basis and uses the information highlighted on the action report to gain an understanding of the reasons for the levels of performance that have been reported. Members should use the report to assess the actions outlined in the action report which the panel is asked to agree.

#### **10. Background Papers**


Corporate Business Plan 2015/16 – 2019/20

# Performance Monitoring Action Report Q2 2018-19




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










This report highlights indicators that have not met target for Q2 2018-19 and is a supporting document to the Performance Monitoring Q2 2018-19 report. Comments / actions are recorded to help evidence performance management undertaken by the Council.

|               |  |
|---------------|--|
| <b>Status</b> |  This indicator has not met the target. |
|---------------|--|





## Performance Indicators Q2 2018-19

| Ref                 | Name   | 2018/19 Target | Q2 2018/19 cumulative performance | Q2 2018/19 (Jul-Sept) performance | Status  | Notes   | Actions  |
|---------------------|--|----------------|-----------------------------------|-----------------------------------|---|---|--|
| C03                 | % of rent achievable on industrial estates   | 90.00%         | 89.69%                            | Reduced by 2.37% from Q1          |  | Some medium to low rental income units on Hardwick Industrial Estate have become available, 2 units are currently in the legal process for re-letting.  | Q1 2018/19 92.60%<br>All vacant units to be advertised on marketing website. |
| CO5                 | % of rent achievable on retail/general units | 95.00%         | 84.08%                            | Reduced by 3.17% from Q1          |  | Discussions are underway with two companies regarding the possibility of short term licences for 10 and 12 Norfolk Street.  | Q1 2018/19 87.25%<br>All vacant units to be advertised on marketing website. |
| <del>FS7</del><br>1 | % of Business Rates collected against target | 57.48%         | 55.42%                            | 24.97%                            |  | The Q2 collection rate has been affected by a new entry to the rating list with a large rateable value, this has negatively impacted the figures. Although first included in July 2018 payment was not received until October 2018. | From Q3 collection rates should return to target levels.                     |







|               |  |     |  |     |   |     |
|---------------|--|-----|--|-----|---|-----|
| <b>Status</b> |  Indicator has not met the target         | 6%  |  Indicator has met target                 | 54% |  New 2018-19 indicator   | 34% |
| <b>Trends</b> |  The value of this indicator has improved | 34% |  The value of this indicator has worsened | 20% |   The value of this indicator has not changed | 3%  |

Actions being taken on indicators that have not met target are outlined on the accompanying Action Report

### Chief Executive Services

| Ref | Link to Corporate Priority | Name   | Good Performance | 2017/18 full year perf. | 2018/19 target | Q2 2018/19 cumulative performance | Q2 2018/19 status   | Versus this time last year   | Note   |
|-----|----------------------------|--|------------------|-------------------------|----------------|-----------------------------------|---|--|--|
| CE1 | 2                          | No of suspected licensable HMOs that are inspected and/or licensed   | Aim to maximise  | -                       | 100            | 100                               |  |   |  |
| CE2 | 2                          | No of people presenting to Housing Options team for a service  | Aim to minimise  | -                       | -              | 769                               | -   |   | Monitor only   |
| CE3 | 2                          | No of unintentional priority homeless acceptances  | Aim to minimise  | 64                      | -              | -                                 | -   |   | The reporting for this indicator is on hold while software issues are resolved                                   |
| CE4 | 2                          | No of new affordable housing completions   | Aim to maximise  | -                       | 225            | -                                 | -   |   | Reported annually  |
| CE5 | 2                          | Spend on bed and breakfast accommodation   | Aim to minimise  | £16,641                 | -              | £20,351                           | -   |   | Monitor only - 7 new family units in Broad Street will be available for temporary accommodation in the new year. |
| CE6 | 1                          | % of freedom of information requests given final response within deadline  | Aim to maximise  | 97.0%                   | 95.0%          | 96.0%                             |  |   |  |
| CE8 | 4                          | % of residents who take part in sport and physical activity as measured by the Sport England Active Lives Survey | Aim to maximise  | 65.2%                   | -              | -                                 | -   |  | Monitor only, reported annually  |

### Central and Community Services

| Ref | Link to Corporate Priority | Name   | Good Performance | 2017/18 full year perf. | 2018/19 target | Q2 2018/19 cumulative performance | Q2 2018/19 status   | Versus this time last year  | Note         |
|-----|----------------------------|--|------------------|-------------------------|----------------|-----------------------------------|---|---|--------------|
| CC1 | 1                          | Staff turnover   | Aim to minimise  | 9.99%                   | -              | 4.92%                             | -   |  | Monitor only |
| CC2 | 1                          | Average no of working days lost due to sickness absence per FTE employee | Aim to minimise  | 8.88                    | 4.00           | 2.66                              |  |  |              |
| CC3 | 1                          | % of short term sickness   | Aim to minimise  | 47%                     | -              | 57%                               | -   |  | Monitor only |
| CC6 | 6                          | % of Careline alarms installed within 10 days from date of enquiry       | Aim to maximise  | 79.0%                   | 85.0%          | 96.3%                             |  |  |              |

## Performance Monitoring Q2 2018-19

| Ref  | Link to Corporate Priority | Name   | Good Performance | 2017/18 full year perf. | 2018/19 target | Q2 2018/19 cumulative performance | Q2 2018/19 status | Versus this time last year | Note  |
|------|----------------------------|--|------------------|-------------------------|----------------|-----------------------------------|-------------------|----------------------------|---|
| CC7  | 6                          | Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grant                                | Aim to minimise  | 35.4                    | 35.0           | 31.0                              |                   |                            |   |
| CC8a | 6                          | Time taken (in weeks) from first visit to completion of work on Adapt passported cases with a value under £6,000         | Aim to minimise  | 23.0                    | 20.0           | 19.0                              |                   |                            |   |
| CC8b | 6                          | Time taken (in weeks) from first visit to completion of work on Adapt grant means-tested cases with a value under £6,000 | Aim to minimise  | –                       | 35.0           | –                                 | –                 |                            | The Housing Assistance Policy – Mandatory and Discretionary was approved by Cabinet in August. The monitoring of this indicator will commence once identified cases are reported. |
| CC9  | 1                          | % of customer satisfaction with digital services (website, webchat, e-forms, MyAccount)                                  | Aim to maximise  | –                       | 80%            | 89%                               |                   |                            |   |
| CC10 | 1                          | % of eligible employees in post on 1st April receiving a performance appraisal   | Aim to maximise  | 100%                    | 100%           | 100%                              |                   |                            |   |
| CC11 | 1                          | Reduction in the percentage of telephone calls for core services where digital service are in place                      | Aim to minimise  | –                       | –              | 18%                               | –                 |                            | Monitor only  |

### Commercial Services

| Ref  | Link to Corporate Priority | Name   | Good Performance | 2017/18 full year perf. | 2018/19 target | Q2 2018/19 cumulative performance | Q2 2018/19 status | Versus this time last year | Note   |
|------|----------------------------|--|------------------|-------------------------|----------------|-----------------------------------|-------------------|----------------------------|--|
| CO1a | 3                          | Average response time for removal of fly-tips (days) | Aim to minimise  | 0.7                     | 1.0            | 1.0                               |                   |                            |  |
| CO1b | 3                          | Number of fly tipping incidents recorded             | Aim to minimise  | 1,512                   | –              | 716                               | –                 |                            | Monitor only<br>2017/18 Cumulative figures<br>Q1 405 Q2 787 Q3 1,076 Q4 1,512  |
| CO2  | 3                          | Total of waste recycled and composted (tonnage)      | Aim to maximise  | 27,580                  | 27,850         | 15,752                            | –                 |                            |  |
| CO3  | 1                          | % of rent achievable on industrial estates           | Aim to maximise  | 88.68%                  | 90.00%         | 89.69%                            |                   |                            | Some medium to low rental income units on Hardwick Industrial Estate have become available, 2 units are currently in the legal process for re-letting. |
| CO4  | 1                          | % of rent arrears on industrial estates              | Aim to minimise  | 7.74%                   | 4.00%          | 3.24%                             |                   |                            |  |
| CO5  | 1                          | % of rent achievable on retail/general units         | Aim to maximise  | 92.45%                  | 95.00%         | 84.08%                            |                   |                            | Discussions are underway with two companies regarding the possibility of short term licences for 10 and 12 Norfolk Street.                             |
| CO6  | 1                          | % of rent arrears on retail/general units            | Aim to minimise  | 2.29%                   | 4.00%          | 2.10%                             |                   |                            |  |



## Performance Monitoring Q2 2018-19

| Ref   | Link to Corporate Priority | Name   | Good Performance | 2017/18 full year perf. | 2018/19 target | Q2 2018/19 cumulative performance | Q2 2018/19 status | Versus this time last year | Note                    |
|-------|----------------------------|--|------------------|-------------------------|----------------|-----------------------------------|-------------------|----------------------------|-------------------------|
| CO7   | 3                          | No of brown bins in use for composting                   | Aim to maximise  | 26,648                  | 27,000         | 28,369                            |                   |                            |                         |
| CO8a  | 3                          | No of residential houses commenced - NORA                | Aim to maximise  | –                       | 50             | 50                                |                   |                            |                         |
| CO8b  | 3                          | No of residential house sales completed - NORA           | Aim to maximise  | –                       | 38             | 4                                 | –                 |                            | Q1 2018/19 0 completed  |
| CO9a  | 3                          | No of residential houses commenced - Marsh Lane          | Aim to maximise  | –                       | 130            | 130                               |                   |                            |                         |
| CO9b  | 3                          | No of residential houses sales completed - Marsh Lane    | Aim to maximise  | –                       | 86             | 22                                | –                 |                            | Q1 2018/19 10 completed |
| CO10a | 3                          | No of residential houses commenced - Lynnsport 4/5       | Aim to maximise  | –                       | 89             | 89                                |                   |                            |                         |
| CO10b | 3                          | No of residential houses sales completed - Lynnsport 4/5 | Aim to maximise  | –                       | 39             | 0                                 | –                 |                            | Q1 2018/19 0 completed  |

### Environment and Planning

| Ref  | Link to Corporate Priority | Name  | Good Performance | 2017/18 full year perf. | 2018/19 target | Q2 2018/19 cumulative performance | Q2 2018/19 status | Versus this time last year | Note              |
|------|----------------------------|---|------------------|-------------------------|----------------|-----------------------------------|-------------------|----------------------------|-------------------|
| EP3a | 2                          | Processing of <b>major</b> development applications   | Aim to maximise  | 100.0%                  | 60.0%          | 89.0%                             |                   |                            | Government target |
| EP3b | 2                          | Processing of <b>non-major</b> development applications   | Aim to maximise  | 84.2%                   | 70.0%          | 92.0%                             |                   |                            | Government target |
| EP3c | 2                          | % of decisions on applications for <b>major</b> development that have been overturned at appeal, measured against total number of major applications determined         | Aim to minimise  | 2.3%                    | 10.0%          | 3.1%                              |                   |                            | Government target |
| EP3d | 2                          | % of decisions on applications for <b>non-major</b> development that have been overturned at appeal, measured against total number of non-major applications determined | Aim to minimise  | 0.6%                    | 10.0%          | 0.9%                              |                   |                            | Government target |
| EP4  | 3                          | Premises rated 3 or above in accordance with the food hygiene rating system   | Aim to maximise  | 96.5%                   | 95.0%          | 96.1%                             |                   |                            |                   |

## Performance Monitoring Q2 2018-19

| Ref | Link to Corporate Priority | Name   | Good Performance | 2017/18 full year perf. | 2018/19 target | Q2 2018/19 cumulative performance | Q2 2018/19 status | Versus this time last year | Note         |
|-----|----------------------------|--|------------------|-------------------------|----------------|-----------------------------------|-------------------|----------------------------|--------------|
| EP5 | 2                          | % of standard land charges searches carried out within 10 working days | Aim to maximise  | 100%                    | 95%            | 100%                              |                   |                            |              |
| EP6 | 2                          | % of applications refused  | Aim to minimise  | 7.36%                   | 10.00%         | 6.66%                             |                   | –                          |              |
| EP7 | 2                          | % of refused applications then appealed/lodged                         | Aim to minimise  | 26.41%                  | –              | 48.27%                            | –                 | –                          | Monitor only |
| EP8 | 2                          | % of appeals allowed   | Aim to minimise  | 35.71%                  | 35.00%         | 7.14%                             |                   | –                          |              |

### Finance Services

| Ref  | Link to Corporate Priority | Name  | Good Performance | 2017/18 full year perf. | 2018/19 target | Q2 2018/19 cumulative performance | Q2 2018/19 status | Versus this time last year | Note  |
|------|----------------------------|---|------------------|-------------------------|----------------|-----------------------------------|-------------------|----------------------------|---|
| FS1  | 1                          | % of capital receipts where legal instructions have been issued | Aim to maximise  | –                       | 90%            | –                                 | –                 |                            | Reported annually   |
| FS2  | 1                          | % of supplier invoices paid within 30 days                      | Aim to maximise  | 96%                     | 94%            | 95%                               |                   |                            |   |
| FS3  | 1                          | % of local supplier invoices paid within 10 days                | Aim to maximise  | 83%                     | –              | 78%                               | –                 |                            | Monitor only  |
| FS4  | 1                          | No of days to process new benefit claims                        | Aim to minimise  | 17                      | 21             | 14                                |                   |                            |   |
| FS5  | 1                          | No of days to process changes of circumstances                  | Aim to minimise  | 11                      | 12             | 11                                |                   |                            |   |
| FS6  | 1                          | % of Council Tax collected against target                       | Aim to maximise  | 97.69%                  | 56.78%         | 58.08%                            |                   |                            |   |
| FS7  | 1                          | % of Business Rates collected against target                    | Aim to maximise  | 99.14%                  | 57.48%         | 55.42%                            |                   |                            | The Q2 collection rate has been affected by a new entry to the rating list with a large rateable value, this has negatively impacted the figures. Although first included in July 2018 payment was not received until October 2018. |
| FS8  | 1                          | No of residential dwellings subject to Council Tax              | Aim to maximise  | 72833                   | –              | 73011                             | –                 |                            | Monitor only  |
| FS9  | 1                          | Base for Council Tax setting purposes - Band D equivalent       | Aim to maximise  | 49596                   | –              | 49854                             | –                 |                            | Monitor only  |
| FS10 | 1                          | Income from business rates for Renewable Energy projects        | Aim to maximise  | –                       | –              | –                                 | –                 |                            | Estimated income £1,234,440 - monitor only, reported annually   |

**POLICY REVIEW AND DEVELOPMENT PANEL REPORT**

|                 |  |   |    |
|-----------------|--|---|----|
| REPORT TO:      | Corporate Performance Panel                          |   |    |
| DATE:           | 30 January 2019                                      |   |    |
| TITLE:          | Q2 2018/19 Corporate Business Plan Monitoring Report |   |    |
| TYPE OF REPORT: | Monitoring   |   |    |
| PORTFOLIO(S):   | Performance  |   |    |
| REPORT AUTHOR:  | Becky Box  |   |    |
| OPEN/EXEMPT     | Open   | WILL BE SUBJECT TO A FUTURE CABINET REPORT: | No |

**REPORT SUMMARY/COVER PAGE**

|  |
|--|
| <b>PURPOSE OF REPORT/SUMMARY:</b>  |
| The Corporate Business Plan monitoring report has been developed to demonstrate progress against the Council's Corporate Business Plan. This report contains information on the progress made on the key actions up to the end of Quarter 2 2018/19.   |
| <b>KEY ISSUES:</b>   |
| There are currently 51 agreed actions being undertaken to progress the Council's Corporate Business Plan. The Q2 2018/19 monitoring report indicates that 49 of the actions are progressing well and 2 new key actions have been added.<br><br>27 actions have been completed from Q4 2015/16 to Q2 2018/19.   |
| <b>OPTIONS CONSIDERED:</b>   |
| N/A monitoring report  |
| <b>RECOMMENDATIONS:</b>  |
| The Panel is asked to review the Q2 2018/19 Corporate Business Plan monitoring report and identify where further information/clarification on progress is required.  |
| <b>REASONS FOR RECOMMENDATIONS:</b>  |
| The Corporate Business Plan sets out the broad framework for the Council's work for the period 2015/16 to 2019/20. Members should use the information within the monitoring report to review progress on agreed actions and satisfy themselves that performance is at an acceptable level. Where progress is behind schedule Members can seek additional information as to the reason(s) that work is behind schedule. |

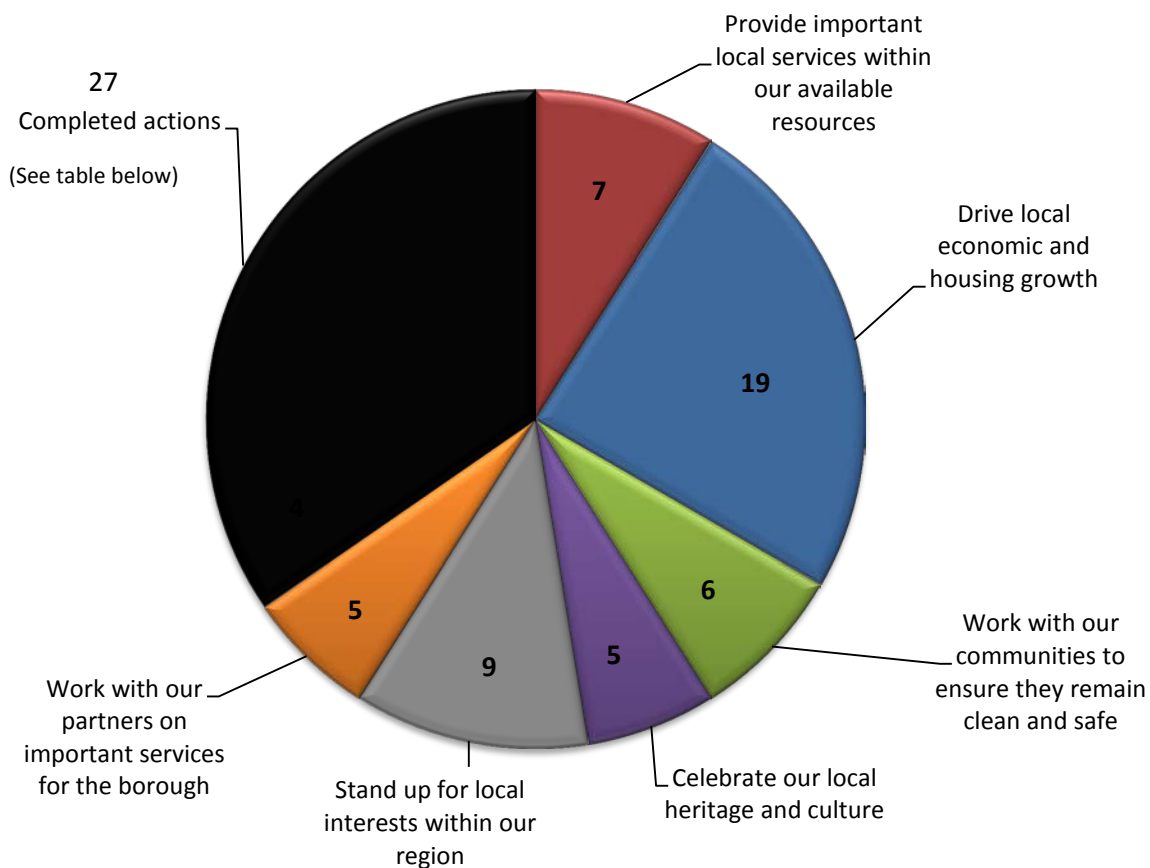
## **1. Introduction**

- 1.1 The Council's new Corporate Business Plan was adopted in January 2016. It sets out the broad framework for the Council's work for the period 2015-2019.
- 1.2 The six priority areas outlined in the Corporate Business Plan, underpinned by 18 corporate objectives, are:
  - . provide important local services within our available resources
  - . drive local economic and housing growth
  - . work with communities to ensure they remain clean and safe
  - . celebrate our local heritage and culture
  - . stand up for local interests in our region
  - . work with our partners on important services for the borough
- 1.3 The monitoring report is collated quarterly, and brought to the Corporate Performance Panel following the end of Quarters 2 and 4. Reports set out progress made against key actions – including details of any completed or new key actions. All quarterly reports are available to Members on the Council's Intranet, Insite.
- 1.4 The report contains an Executive Summary which provides an overview of progress against the six priorities. The information in the body of the report provides further detail.
- 1.5 Members should note that completed key actions will be removed from the report and added to a separate archive report [Completed Key Actions report 2016-2020](#) available on Insite.

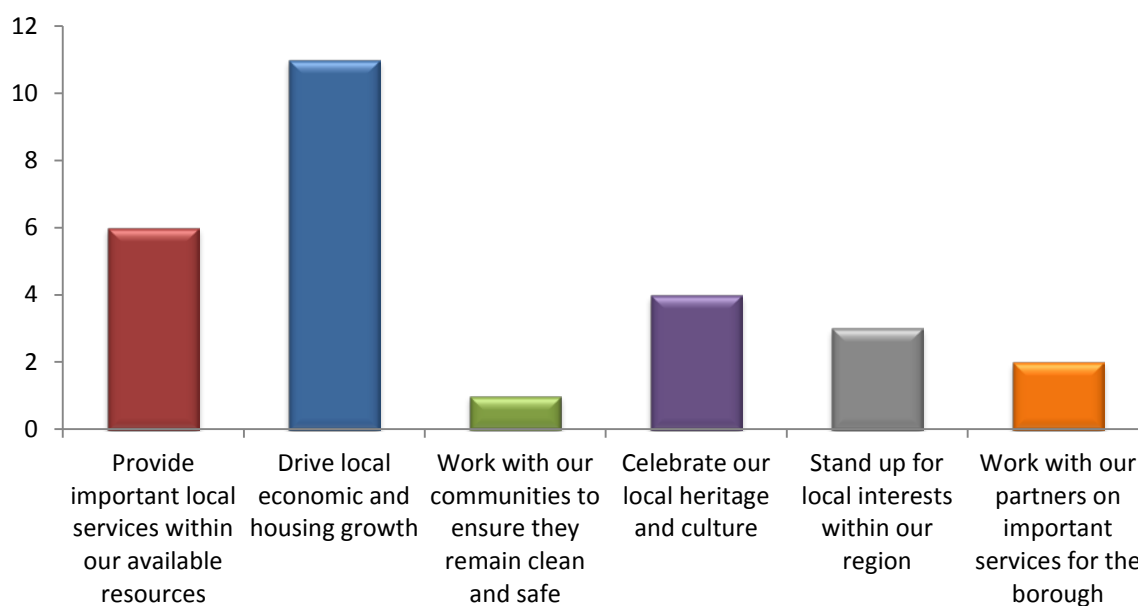
## **2. Monitoring Report**

- 2.1 The Q2 2018/19 report details progress on agreed actions as at the end of September 2018. It is possible Members may be aware of more up-to-date progress with some actions – this will be captured in the Q3 2018/19 report (which will be available on Insite).
- 2.2 The Executive Summary for the Q2 2018/19 monitoring report indicates that 96% of the actions are progressing well and 4% are new key actions.
- 2.3 The chart below highlights the number of current key actions which underpin each corporate priority. Over the next four years the proportions of the chart will change at the end of each quarter, as key actions are completed or new key actions are added in reaction to specific corporate issues or priority areas.

2.4 Current key actions per corporate priority at the conclusion of Q2 2018/19



2.5 Breakdown of completed key actions by priority



### **3. Issues for the Panel to Consider**

Members should review the full Corporate Business Plan monitoring report covering Q2 2018/19 (attached) noting the 'status' given for each key action, The 'comments' column provides details of specific actions which have been progressed during Q2 to enable Members to assess the work undertaken against each action during the specified quarter.

### **4. Corporate Priorities**

This report provides evidence of progress towards the achievement of the Council's corporate priorities.

### **5. Financial Implications**

None

### **6. Any other Implications/Risks**

None

### **7. Equal Opportunity Considerations**

None

### **8. Consultation**

Management Team, senior officers and Portfolio Holder

### **9. Conclusion**

Members should use the Q2 Corporate Business Plan monitoring report to assess performance during the period July to September 2018.

### **10. Background Papers**

Corporate Business Plan 2015/16 – 2019/20



# Corporate Business Plan Monitoring Report

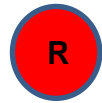
Covering Q2 2018/19

23

Detailing progress against the  
2015-2020 Corporate Business Plan



## Executive summary by Corporate Business Plan outcomes



Progress and performance overall is behind schedule



Progress and performance is within acceptable variance



Progress and performance is on track

### 1. Provide important local services within our available resources

All 7 actions in place for this priority are progressing well.



### 4. Celebrate our local heritage and culture

All 5 actions in place for this priority are progressing well.



### 2. Drive local economic and housing growth

Of the 19 actions in place for this priority, 2 new actions have been added and the remaining 17 actions are progressing well.



### 5. Stand up for local interests within our region

All 9 actions in place for this priority are progressing well.



### 3. Work with our communities to ensure they remain clean and safe

All 6 actions in place for this priority are progressing well.



### 6. Work with our partners on important services for the borough

All 5 actions in place for this priority are progressing well.



Overall progress on Corporate Business Plan actions as at 30<sup>th</sup> September 2018 is deemed to be on track.









## Corporate Performance Indicators

The following corporate performance indicators have been introduced to capture key performance measures for each of the Council's corporate priorities.

| Priority | Indicator  | Q3<br>2017/18 | Q4<br>2017/18 | Q1<br>2018/19 | Q2<br>2018/19 |
|----------|--|---------------|---------------|---------------|---------------|
| 1        | Progress towards £3.1m savings required by 2019-20 identified in the Financial Plan for 2015-2020. Target savings of £147,966 for 2018/19. | £105,490      | £304,560      | £30,000       | £51,100       |
| 2        | Growth in Business Rates (target £500,000) reported annually   |               | £799,583      |               |               |
|          | Number of new homes built (cumulative figure year to date)<br>Local housing need target 550 / Housing delivery test target 448             | 294           | 486           | 111           | 260           |
| 3        | Reduce contamination of recycling to 10.00% by 31 March 2019 (cumulative)  | 15.8%         | 16.8%         | 18.4%         | 19.4%         |
| 4        | Footfall in King's Lynn Town Centre compared to same quarter in the previous year  | -9.0%         | -15.2%        | -18.5%        | -13.6%        |
|          | Number of Town Heritage Initiative buildings where work has commenced (cumulative)   | 8             | 10            | 11            | 12            |
| 5        | Deliver an 8% increase in mobile coverage / superfast broadband of west Norfolk premises by June 2020                                      | 6%            | 7%            | 9%            | 9%            |
| 6        | Support clients via the Ask LILY Advisor service (30 clients per quarter)  |               |               | 32            | 95            |

**No of customers registered for OneVu account** - This indicator has been deleted due to the significant changes which will take place over the coming months with Revenues and Benefits moving their services away from OneVu and into Open Portal. This will inevitably decrease the volume of sign-ups for OneVu.

## Detailed progress by Corporate Business Plan priorities

| Key to status   |   |   |                                      |   |  |
|---|---|---|--------------------------------------|---|--|
|  | Progress is on track                      |  | Progress is slightly behind schedule |  | Action has been cancelled for the reasons stated |
|  | Progress is significantly behind schedule |  | The action has been completed        |  | Key action on hold                               |

Note:



- **Progress** is derived either from completion of key milestones or is a subjective judgement by the relevant senior manager.
- **Target dates** do not necessarily reflect the final completion date. The date given may reflect the next milestone to be reached, or it may reflect the overall target date for completion. This is a judgement and decision made by the relevant senior manager.

### Priority 1 - Provide important local services within our available resources

#### 1. We will: Deliver our 'channel-shift' programme


Cabinet Member: Cllr K Mellish

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| Status  | Key Action  | Progress | Review Date   | Comment  |
|---|---|----------|---------------|--|
|   | Undertake a programme of business process change workshops to map existing processes and identify areas which can be improved to achieve cost savings and/or improved levels of service | Ongoing  | December 2018 | Processes have been established to allow the licensing team to transfer all of their applications and renewals online, together with personalised information of their licences which will be available in OneVu from 8 October 2018. An online form for houses in multiple occupation together with integrated payments went live in September 2018.  |
|  | Identify gaps in knowledge and skills in digital services for staff and arrange to roll out appropriate training  | Ongoing  | December 2018 | The council will be signing up to 'The Local Digital Declaration', a joint endeavour initiated by the Ministry of Housing Communities and Local Government (MHCLG) and the Government Digital Service. This commits the council to developing services which meets the needs of citizens, protect their privacy and security and deliver better value for money. By signing the declaration, the council will be able to access training and mentoring on digital transformation from the MHCLG. It is hoped that this will ensure that the council remains at the forefront as a provider of local government digital services. |




## 2. We will: Continue to seek new and effective ways of working

Cabinet Member: Cllr B Long


| Status  | Key Action   | Progress | Review date   | Comment   |
|---|--|----------|---------------|---|
|  | Develop and deliver a programme of training to enable employees to adapt effectively to new challenges and new ways of working and which support corporate priorities. | On track | December 2018 | During quarter 2 there has been a particular focus on e-learning with the implementation of a new system to support and improve this type of training going forward. A second cohort of delegates have completed their level 7 executive diploma in leadership and management and a new approach to Level 5 management training is being researched to roll out in quarter 3. Work has also been undertaken to review our previous provision of RIPA related training, with new training to be rolled out in quarter 3. |

## 3. We will: Take opportunities to generate income and draw in grant funding where it helps us achieve our priorities

Cabinet Members: Cllr B Long, Cllr P Hodson, Cllr A Beales and Cllr K Mellish

| Status  | Key Action   | Progress | Review Date   | Comment  |
|---|--|----------|---------------|--|
| 27<br> | Put in place a programme of works for increasing the use of council buildings by third parties                                   | Ongoing  | December 2018 | Management Team have determined that the usage of King's Court has been maximised, without significant capital expenditure to increase the provision of facilities such as wc's etc. No further updates will therefore be given on the King's Court office.<br><br>Space at Valentine Road, Hunstanton is being marketed for office use and feasibility work using OPE funds is being commissioned to consider alternative uses of the site. The Priory Centre, Downham Market is being marketed for office use. |
|      | Develop opportunities to generate revenue and capital receipts by working with partners on the One Public Estate (OPE) programme | Ongoing  | December 2018 | The Hunstanton Regeneration project is ongoing; public sector partners are progressing potential joint works and work is being progressed on sites within the area, unless they are within the study area of the Hunstanton Southern Seafront Masterplan. The Hunstanton Bus Station and Library site is being considered as the first site to be brought forward. Following an OPE focussed 'Area Based Property Review' of King's Lynn, public sector partners are considering actions that may be needed.     |
|      | Implement the actions identified in the land review of sites owned by the Borough Council  | Ongoing  | December 2018 | The bungalows at Croft's Close, Burnham Market are under offer. A further site in Burnham Market and a site in Sedgford are being taken forward, viability appraisals are underway to consider whether it is appropriate for the council to build the units. Alexandra Road, Hunstanton is progressing with five further sites being considered for development/disposal. A number of sites have been submitted for consideration by the planning policy team for new housing development.                       |







## Priority 1 other actions

|   |   |          |               |   |
|---|---|----------|---------------|---|
|  | Monitor the Efficiency Plan, report progress achieved by developing/reviewing major projects and identify further opportunities for securing savings. | On track | December 2018 | The majority of the 2018/19 schemes are on track to be completed by March 2019. An updated cost reduction plan went to management team in September 2018 and will be discussed at the Cabinet away day in October 2018. Revenue savings are reported in the monthly monitoring report to members. |
|---|---|----------|---------------|---|

## Priority 2 - Drive local economic and housing growth







### 4. We will: Support new and existing businesses to help them thrive

Cabinet Member: Cllr A Beales and Cllr P Hodson

| Status  | Key Action  | Progress | Review Date   | Comment   |
|---|---|----------|---------------|---|
|    | Deliver a 24 month targeted action plan to maximise take up of plots on the Enterprise Zone                                   | Ongoing  | December 2018 | Following the launch event in July, discussions have taken place with three businesses who are looking to develop their own premises on the Enterprise Zone. Once the planning application is approved, a press release will be issued and the updated investment prospectus will be circulated to regional and national property agents, as well as the Dept for International Trade advisors. |
|    | Enterprise Zone infrastructure delivery – re-routing of the main gas pipeline, access roads, utilities and superfast internet | Ongoing  | December 2018 | Works on re-routing the main gas pipeline are due to be completed by the end of October. Works on the remaining infrastructure will start in early 2019, subject to planning consent.   |
|  | Enterprise Zone – delivery of first phase spec units  | Ongoing  | December 2018 | A report was approved by Cabinet on 21 August 2018. A second stage application to the New Anglia LEP Enterprise Zone Accelerator Fund has been submitted with a decision expected in November 2018. Planning consent is awaited for the first phase units.  |
|  | Implement the King's Lynn town centre action plan   | On track | December 2018 | Collaborative activities between the council and the BID continue to deliver events and initiatives to help maintain footfall in the town centre.   |
|  | Implement the King's Lynn town centre study   | Ongoing  | March 2019    | Historic England are compiling baseline information to inform the audit of empty and underutilised spaces above retail units in the town centre. Meetings with Discover King's Lynn (the Business Improvement District) are being arranged to discuss a joint approach.   |
|  | Develop proposals for KLIC2 – move-on space   | Good     | December 2018 | The draft feasibility study has been completed and is being reviewed with a view to having the final report by the end of December 2018.  |




## 5. We will: Meet our housing growth targets

Cabinet Members: Cllr A Lawrence and Cllr A Beales

| Status  | Key Action   | Progress         | Review Date   | Comment   |
|---|--|------------------|---------------|---|
|    | Progress the implementation of the Borough Council's approved Major Housing Scheme to approved schedule  | Ongoing          | Ongoing       | Construction continues on Marsh Lane and Lynnsport 4/5 with 34 units sold to date. Pre-commencement planning conditions clearance is underway for Lynnsport 1 and utilities work has started on Lynnsport 3.  |
|    | Progress phases 2 and 3 of the NORA Joint Venture Housing Scheme   | Ongoing          | April 2019    | NORA phase 3 is under construction with units are being marketed. A lot of interest has been received in the site, with plots being reserved. Phase 3 is scheduled to complete by April 2019.   |
| NEW   | Phase 4 of NORA – modular construction   | Ongoing          | December 2018 | Initial remediation works are 75% complete. Contract negotiations between Lovells, L&G and the council for the modular units are in their final stages. The site has been submitted to planning with a view to a decision early in 2019 with construction planned to start by April 2019.   |
|    | Acquire strategically located sites to enable additional phases to proceed   | Ongoing          | December 2018 | The update previously given in this point has been added as a new entry above – NORA Phase 4. In respect of other strategically located sites, Area C of the Puny Drain has been recently purchased from Homes England to enable the NORA housing development to be completed.  |
| NEW   | Accelerated construction programme   | Ongoing          | December 2018 | Accelerated construction programme contract has been signed and work is progressing on two initial sites at NORA Phase 4 and Columbia Way.  |
|   | To increase housing supply and provide investment opportunities, develop and establish a wholly owned Local Authority Company (LAC) to develop and acquire new affordable housing units in the Borough | On track         | December 2018 | Registration as a Registered Provider of social housing was completed on 6 September 2018. Effective transfer of properties to company in line with business plan.  |
|  | Progress next phase of the Nelson Quay scheme development and testing in preparation for planning and funding applications   | Progressing well | December 2018 | Stakeholder and public consultation on the revised masterplan is due to take place during October and November 2018 with a view to submitting a hybrid planning application (full for infrastructure works and outline for overall scheme) in early 2019. Following a soft market testing event, further conversations have taken place with institutional investors to test a potential funding model for the scheme. A decision on all applications to the Coastal Community Fund, including the Sail the Wash project, has been delayed. |
|  | Deliver the Heritage Action Zone Unlocking Brownfields Feasibility Study   | Ongoing          | March 2019    | The draft stage one report has been presented to the R&D Panel on 31 July 2018 and a member informal working group has been set up to test the various options proposed in the report. A final report will follow the group's work, this is due in March 2019.  |



## 6. We will: Support activity that helps drive up the skills levels of local people

Cabinet Member: Cllr B Long

| Status  | Key Action  | Progress | Review Date   | Comment  |
|---|---|----------|---------------|--|
|  | Ensure the Council responds effectively to new requirements in relation to apprenticeships  | Ongoing  | December 2018 | During quarter 2 we have continued to support those employees undertaking apprenticeships and have also completed a review of the use of apprenticeships to date. This information has been used as part of our submission to the government as part of their return in relation to the use of apprenticeships and spend of the apprenticeship levy, which had a deadline of 30th September.   |
|  | Co-ordinate and provide support to the west Norfolk Partnership's Strategy Group to bring together the main public sector service providers and the umbrella organisation for the voluntary sector to improve quality of life in west Norfolk | Ongoing  | December 2018 | The Strategy Group met in September and discussed a range of issues including the work being undertaken by King's Lynn Night Shelter to support rough sleepers through the coming winter, West Norfolk CCG's Sustainability Transformation Plan, a project being developed with Active Lives to review activity levels within the Borough and infrastructure funding for West Norfolk. The meeting also received an update on progress with phase 2 of the Love West Norfolk campaign. |
|  | Explore the feasibility of the creation of an RAF Marham Aviation Academy   | Ongoing  | March 2019    | A project appraisal has been completed and the Council is working with the Aviation Skills Partnership (ASP) on preparing a bid to be submitted to the LEPs Growth Deal fund in October 2018. Building on ASP's world-first Academy at Norwich, this project will be delivered under the RAF Inspire 100 legacy.   |

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## Priority 2 other actions

|   |   |          |               |  |
|---|---|----------|---------------|--|
|  | Respond to increasing levels of homelessness within the Borough by expanding the availability of temporary accommodation including consideration of available council buildings and development sites | On track | December 2018 | A site has been identified for Park Home development for homeless families. The completion of the Broad Street conversion to a new temporary accommodation facility will be occupied in November 2018. |
|  | Develop and implement new policy and practice in relation to the requirements of the Self-build and Custom Housebuilding Act 2015   | On track | December 2018 | The Custom and Self Build Strategy will go to Regeneration and Development Panel on 30 October 2018 with a fully developed strategy going to Cabinet in January 2019.                                  |

## Priority 3 - Work with our communities to ensure they remain clean and safe

### 7. We will: Improve recycling levels




Cabinet Member: Cllr I Devereux

| Status  | Key Action  | Progress | Review Date   | Comment   |
|---|---|----------|---------------|---|
|  | Find ways to raise awareness levels in the public arena to enhance the recycling scheme across the borough                  | Ongoing  | December 2018 | Recycle Week is an annual initiative of the national waste charity Wrap (Waste and Resources Action Programme) and the aim of the week is to encourage the public to recycle more, by demonstrating the benefits of recycling items from all around the home. The council will be supporting residents of Heacham and Hunstanton to build on the good recycling habits of many local residents. Officers from the Waste and Recycling team will be hosting pop-up advice sessions in Hunstanton on 25 September and Heacham on 27 September to answer residents' questions on recycling services provided by the council. |
|  | Work to reduce recycling contamination by monitoring recycling in areas highlighted as part of the enhanced auditing scheme | Ongoing  | December 2018 | Temporary staff have been recruited to carry out bin audits to reduce recycling contamination between October to December 2018.   |

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### 8. We will: Ensure that our local streets and public open areas are clean


Cabinet Member: Cllr I Devereux and Cllr E Nockolds

| Status  | Key Action   | Progress | Review Date   | Comment   |
|---|--|----------|---------------|---|
|  | Streetscenes: Maintain sustainable levels of service delivery that meets the needs of the community        | Ongoing  | December 2018 | The street cleansing team has commenced the winter work programme this includes leaf clearing. An asbestos survey has been carried out on Heacham north beach and architects are working on the roof design. Howdale toilets are closed and waiting for demolition, Gaywood toilets are sold and we are waiting for a response from Downham Market Town Council regarding the toilets at Wales Court.             |
|  | Grounds Maintenance: Maintain sustainable levels of service delivery that meets the needs of the community | Ongoing  | December 2018 | The 2018 review of grass cutting and grounds maintenance regimes continues, the Environment and Community panel will receive an update with a presentation on 4 December 2018.  |
|  | Parks and Gardens: Maintain sustainable levels of service delivery that meets the needs of the community   | Ongoing  | December 2018 | The Anglia in Bloom results were announced at the annual awards ceremony on 12 September, with the council overall winners in three categories, and gold award winners in four: <ul style="list-style-type: none"> <li>King's Lynn: Winner and Gold in City</li> <li>Hunstanton: Winner and Gold in Coastal (up to 35,000 residents)</li> <li>Mintlyn Crematorium: Winner and Gold, Hardwick Cemetery;</li> </ul> |

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  | <p>Gold in Churchyards, Cemeteries and Crematoriums</p> <ul style="list-style-type: none"> <li>The Walks: Public Open Space award</li> </ul> <p>Local residents are being encouraged to vote for their favourite park in west Norfolk to receive the People's Choice Award launched by the Green Flag Award Scheme. Voting will take place during September, with the top 10 UK sites being announced on 16 October 2018.</p> <p>The Walks, Tower Gardens, Mintlyn Crematorium, the Esplanade Gardens and Boston Square Gardens have all received the Green Flag Award for 2018.</p> |
|--|--|--|--|--|

### 9. We will: Pro-actively address anti-social behaviour

Cabinet Member: Cllr I Devereux


| Status  | Key Action  | Progress | Review Date   | Comment  |
|---|---|----------|---------------|--|
|  | Proactively use data and intelligence to target action to prevent nuisance and anti-social behaviour (ASB) at King's Lynn Bus Station | Ongoing  | December 2018 | The CSNN team are no longer using data with this issue. The council together with partners (mainly the police) react to complaints made from the public and patrol the area as frequently as resources allow. Over the summer months other issues, such as at Lynnsport have dominated with previous good work reducing issues at the bus station. Agencies will watch the situation closely during the winter months. |

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## Priority 4 - Celebrate our local heritage and culture


### 10. We will: Deliver an annual programme of festivals and events to attract people into west Norfolk and showcase our area

Cabinet Member: Cllr E Nockolds



|   |   |         |               |   |
|---|---|---------|---------------|---|
|  | Assist, facilitate and promote events in other parts of the Borough | Ongoing | December 2018 | An events list for events in other parts of the Borough is maintained and promoted on the <a href="http://www.visitwestnorfolk.com">www.visitwestnorfolk.com</a> website. |
|---|---|---------|---------------|---|

### 11. We will: Support the improvement of our built heritage, drawing in third-party funding wherever possible

Cabinet Members: Cllr A Beales, Cllr R Blunt and Cllr E Nockolds


| Status  | Key Action   | Progress | Review Date   | Comment  |
|---|--|----------|---------------|--|
|  | Actively progress derelict land and buildings across the borough using a variety of methods, including enforcement action where appropriate. | Good     | December 2018 | The group are focussing on 5 key cases. They are working with the Corporate Projects team on potentially stalled sites and interested developers and bodies such as Registered Providers and the Preservation Trust to address these long-term difficult sites. The list is fluid and as sites are progressed, whether from action we are taking or from external activity, the list is updated. |



|   |  |         |               |  |
|---|--|---------|---------------|--|
|  | Implement key phases of the Hunstanton Regeneration Programme            | Good    | December 2018 | One item of snagging is outstanding on the Heritage Gardens project, otherwise all physical works are complete. Installation of interpretation boards will take place over the winter period.<br>The draft baseline report for the Southern Seafront Masterplan project has been received from Hemingway Design. An online engagement portal (with paper copies available if needed) is live, this was launched in August 2018 and runs until mid-October 2018. Further engagement will be undertaken as the project develops. The Hunstanton Prosperity Coastal Community Team has updated its action plan and has identified 3 priority projects to be progressed. |
|  | Develop proposals for refurbishment of the St George's Guildhall complex | Ongoing | December 2018 | Discussions are under way with an interested party who is seeking to convert the site to a gallery space. Further discussions are under way with the National Trust, which is the landlord.  |

## 12. We will: Support leisure and tourism within the borough

Cabinet Member: Cllr E Nockolds

| Status  | Key Action  | Progress | Review Date   | Comment   |
|---|---|----------|---------------|---|
|  | Deliver the action plan of the 2016-20 west Norfolk Destination Management Plan | Ongoing  | December 2018 | Work has started on preparing the digital and printed marketing materials for the 2019 campaign. Numbers are expected to be similar as the 2018 year. The value and volume report 2017 has been published and the results show an increase in both the volume and value of tourism in west Norfolk. Details will follow in the next reporting period. |

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## Priority 5 - Stand up for local interests within our region


### 13. We will: Explore options for west Norfolk to help us take more control over the services that impact on people's lives






Cabinet Member: Cllr B Long




No key actions

### 14. We will: Lobby for infrastructure improvements including rural broadband and mobile coverage, road and rail improvements and coastal protection

Cabinet Members: Cllr B Long, Cllr A Beales, Cllr R Blunt, Cllr P Hodson and Cllr I Devereux

| Status  | Key Action  | Progress | Review Date   | Comment  |
|---|---|----------|---------------|--|
|  | Work with Better Broadband for Norfolk (BBfN) with a view to achieving over 95% coverage for super-fast broadband for the west Norfolk area once the current 'roll-out' is complete | Ongoing  | December 2018 | At the end of September 2018 the second contract has implemented 68 new fibre cabinets and five Fibre to the Premises (FTTP) solutions across the borough which have provided access to fast broadband for over 6,500 properties. The order of the rollout continues to be based, on the most efficient possible, to ensure as many properties as possible have access to Superfast speeds by minimising deployment costs. |

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|   |   |         |               | 15 additional cabinets and 18 FTTP solutions have commenced implementation in the borough and a further 70 surveys have been completed.  |
|    | Deliver the west Norfolk Tourism Explorer Trails project  | Ongoing | December 2018 | All photography has been produced, six videos have been produced. Website and mobile apps architecture has been completed and content is being developed for these. Work is on track for this project which is funded by the LEADER programme.   |
|    | Work with the County Council and other members of the A47 Alliance to promote improvements to the A47 trunk road  | Ongoing | March 2020    | The A47 Alliance Steering Group is due to meet in Peterborough on 19 October, the following meeting will be in King's Lynn on 15 February 2019. Highways England are currently consulting on the following RIS1 schemes: <ul style="list-style-type: none"> <li>• A47 Blofield to North Burlingham Dualling which closes on Friday 19th October- <a href="https://highwaysengland.citizenspace.com/he/a47-blofield-to-north-burlingham-dualling-statutor/">https://highwaysengland.citizenspace.com/he/a47-blofield-to-north-burlingham-dualling-statutor/</a></li> <li>• A47 Wansford to Sutton Dualling which closes on Monday 12th November- <a href="https://highwaysengland.citizenspace.com/he/a47-wansford-to-sutton-statutory-consultation/">https://highwaysengland.citizenspace.com/he/a47-wansford-to-sutton-statutory-consultation/</a></li> </ul> |
|    | Work with partner members of the Ely Area Improvements Task Force to secure improvements to the King's Lynn – Cambridge – London King's Cross rail service  | Ongoing | March 2019    | Work has continued on the Rail Study, stage 2 has commenced using the same consultants with a view to reaching the same Outline Business Case stage by next Spring. A delegation met with the Chancellor on 4 July 2018. The business case for the rail improvements has been refreshed and regular communication meetings have been held since July alongside the Ely Area Task Force meetings.   |
|   | Work with stakeholders in Snettisham, Heacham and Hunstanton areas which are affected by coastal flooding issues to develop options for flood prevention works  | Ongoing | June 2019     | The funding group met in September and a newsletter has been produced and distributed during the summer. The Environment Agency has estimated the costs for next year's recycling, payments will be requested from the Community Interest Company and Anglian Water, along with the council's contributions.   |
|  | West Winch – part 1 Infrastructure Delivery Plan, to identify: <ul style="list-style-type: none"> <li>• the infrastructure required to bring forward the allocation/growth area</li> <li>• how the infrastructure will be funded</li> <li>• key responsibilities, timescales and phasing elements in the development</li> </ul> Provide advice on the range of delivery mechanisms available for delivering the strategic infrastructure. | Ongoing | December 2018 | The final draft is completed and will be presented to the R&D panel on 30 October 2018, and considered by Cabinet on 13 November 2018 to endorse the Infrastructure Delivery Plan.   |

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|  | West Winch – part 2<br>West Winch Relief Road Scoping and design | Ongoing | December 2019 | Stage one of the design work for the relief road, looking specifically at the design and scoping of the road is under way. The design and planning submission work is scheduled to be completed by December 2019. Regular monthly project meetings are continuing with progress and timescales remaining on track.   |
|  | West Winch – part 3<br>Relief Road Infrastructure Funding        | Ongoing | April 2019    | The council is committed to seeking external funding sources to assist in the overall delivery of the infrastructure necessary to deliver the Growth Area, the Relief Rd is one of the greatest infrastructure costs. Officers will meet with senior managers at Homes England in October 2018 to discuss alternative options and obtain further assistance and advice and set up further meetings. The council is considering preparing and submitting a master plan and an outline planning application for the remainder of the Growth Area. This proposal will be considered by Cabinet on 13 November 2018. |
|  | King's Lynn Area Transport Study                                 | Ongoing | March 2019    | The transport study as reported in the previous report is underway and traffic surveys have been completed in July 2018. The issues and opportunities report has been published with long list of schemes to be developed. Long list to be appraised to finalise a shortlist for testing in the transport model, a draft transport strategy is due in March 2019.  |

**15. We will: Lobby to retain the core service infrastructure – such as the hospital, appropriate medical and judicial services, education and others – that reflects the needs of local people and the importance of west Norfolk in the sub-region**

Cabinet Members: Cllr B Long, Cllr A Beales and Cllr E Nockolds

No key actions

**Comment**

Over the course of the 2015 – 2020 Corporate Business Plan we will update actions within this section as and when activity in this area occurs.


Examples of work undertaken previously are: helping to bring the Anglia Ruskin University site to King's Lynn; and working to assist the Queen Elizabeth Hospital to become a trust.

**Priority 6 - Work with our partners on important services for the borough**

**16. We will: Continue to support improvements in the educational attainment of our young people**

Cabinet Member: Cllr B Long

| Status | Key Action | Progress | Review Date | Comment |
|--------|------------|----------|-------------|---------|
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|  | Engage with partners and schools in identifying initiatives to address low levels of educational attainment and skills in the Borough | On track | December 2018 | The Improving Attainment Steering Group met in July to discuss progress with projects and agreed priorities for the 2018/19 year. This includes plans for the West Norfolk University Challenge Conference at CWAs in January, bespoke performances of Shakespeare plays for those taking their GCSE exams and developing an idea for a transition project around another play. Further meetings of the secondary heads and primary heads groups also took place before the school summer holidays to enable work to be progressed ahead of the start of the new term in September 2018, with further meetings of these groups taking place in September to review progress. |
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### 17. We will: Work closely with partners in health and adult services to improve services for older people

Cabinet Member: Cllr E Nockolds

Over the course of the 2015 – 2020 Corporate Business Plan we will update actions within this section as and when activity in this area occurs.



Examples of work undertaken previously are: working with Norfolk County Council to roll out a Community Clinic in west Norfolk and roll out the 'Living Independently in Later Years' (LILY) project with local partners

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|  | Expansion of LILY | Ongoing | March 2019 | LILY 4 commenced on 1 July 2018, the remit expands to all members of the public who need assistance aged over 18, communications and media information has been updated to reflect the changes. Interventions with those who require assistance have been increased to 5 where needed, as it was agreed some people need significant support. Work continues with other agencies, schools and importantly the voluntary sector with approximately 2,200 users and 8,000 page views per month on the LILY directory. The service is thriving and is well regarded. |
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### 18. We will: Support 'early help' initiatives aimed at preventing problems from arising in the first place

Cabinet Member: Cllr B Long and Cllr A Lawrence

| Status  | Key Action   | Progress | Review Date   | Comment  |
|---|--|----------|---------------|--|
|  | Take an active role in the 'west Norfolk Early Help Hub' along with other partners, in order to identify and address issues with young people to prevent escalation to social care level | Ongoing  | December 2018 | A new base for the Early Help Hub has been set up within the police station with all participating agencies attending one day per week. Current focus is on increasing the scope of the hub to include adults and a meeting to plan the recruitment of a hub coordinator has been arranged to take place during quarter 3. |
|  | Use the flexibility within the enhanced Better Care Fund / Disabled Facilities Grant (BCF/DFG) allocation and the Integrated Housing Adaptations Team                                    | Ongoing  | December 2018 | The Housing Assistance Policy was approved by Cabinet on 21 August 2018, this will allow more flexibility to offer fast-track grants – in some cases removing the need for a means test for cases where works cost under £1,000 or where a person leaving hospital has an urgent need for a                                |

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|  | (IHAT) approach to support and assist vulnerable people in the borough |  |  | ramp or other relevant works. The policy also provides a relocation grant of up to £6K, a prevention grant of up to £300 for low level interventions and a top up loan for cases above the £30K maximum or for a means test case where they are unable to find the contribution. The private Occupational Therapist is working on a waiting list of 150 assessments as of the end of September. Homefirst project has received 60+ referrals since 1st July via the Housing specialists based at the QE Hospital. The team are working on reporting the outcomes from these cases to highlight staff time and bed days saved. CCG information relating to the outcomes is being collated from across the County to provide a consistent approach across the 3 projects. A county-wide workshop will be held on the 17 October to discuss the outcomes and how to measure savings. |
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**Priority 6 other actions**

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| 37 |  | Work with Norfolk County Council (NCC) to facilitate new housing solutions for people currently being accommodated in expensive inappropriate residential care. To include people with learning difficulties, enduring mental health problems, and Housing with Care for elderly people. | Ongoing | December 2018 | The Housing with Care Strategy and Adult Care Needs Strategy are being launched by Norfolk County Council on 7 November 2018. |
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**FORWARD DECISIONS LIST**

| <b>Date of meeting</b> | <b>Report title</b>               | <b>Key or Non Key Decision</b> | <b>Decision Maker</b> | <b>Cabinet Member and Lead Officer</b>               | <b>List of Background Papers</b> | <b>Public or Private Meeting</b>  |
|------------------------|-----------------------------------|--------------------------------|-----------------------|--|----------------------------------|---|
| 5 February 2019        | Budget 2019/20                    | Key                            | Council               | Leader<br>Deputy Chief Executive                     |                                  | Public  |
|                        | Capital Programme 2019/20         | Key                            | Council               | Leader<br>Deputy Chief Executive                     |                                  | Public  |
|                        | Local Plan Review                 | Key                            | Cabinet               | Development<br>Exec Dir – G Hall                     |                                  | Public  |
|                        | Leisure Provision                 | Key                            | Cabinet               | Culture Heritage and Health<br>Exec Dir – C Bamfield |                                  | Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority) |
| 38                     | Custom and Self Build Action Plan | Non                            | Cabinet               | Chief Executive                                      |                                  | Public  |

| <b>Date of meeting</b> | <b>Report title</b>                           | <b>Key or Non Key Decision</b> | <b>Decision Maker</b> | <b>Cabinet Member and Lead Officer</b> | <b>List of Background Papers</b> | <b>Public or Private Meeting</b>   |
|------------------------|---|--------------------------------|-----------------------|--|----------------------------------|--|
| 26 March 2019          | Review of operation of Planning Sifting Panel | Non                            | Cabinet               | Development<br>Exec Dir – G Hall       |                                  | Public   |
|                        | Management Re-Structure                       | Non                            | Cabinet               | Leader<br>Chief Executive              |                                  | Private - Contains exempt Information under para 1 – information relating to the business affairs of any person (including the |

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|    |  |     |         |   |  | authority)  |
|    | Strategic Property Acquisition                   | Key | Cabinet | Corporate Projects and Assets<br>Exec Dir - C Bamfield        |  | Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority) |
| 39 | Nelson Quay King's Lynn - Planning and Delivery  | Key | Cabinet | Corporate Projects and Assets<br>Exec Dir - C Bamfield        |  | Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority) |
|    | Proposed Enforced Sales case & future procedures | Non | Cabinet | Development<br>Exec Dir – G Hall                              |  | Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority) |
|    | Development Options - Hunstanton                 | Key | Council | Performance and Economic Development<br>Exec Dir - C Bamfield |  | Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority) |

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|  | Hunstanton Coastal Management Plan                    | Key | Cabinet | Environment<br>Exec Dir – G Hall                       |  | Open  |
|  | Major Housing Phase 3 – Enabling Work for Lynnsport 1 | Key | Council | Corporate Projects and Assets<br>Exec Dir - C Bamfield |  | Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority) |
|  | Major Housing Project 2                               | Key | Council | Corporate Projects and Assets<br>Exec Dir - C Bamfield |  | Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority) |

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| <b>Date of meeting</b> | <b>Report title</b>  | <b>Key or Non Key Decision</b> | <b>Decision Maker</b> | <b>Cabinet Member and Lead Officer</b>                 | <b>List of Background Papers</b> | <b>Public or Private Meeting</b>  |
|------------------------|--|--------------------------------|-----------------------|--|----------------------------------|---|
| 18 June 2019           |  |                                |                       |  |                                  |   |
|                        | Strategic Property Acquisition                             | Key                            | Cabinet               | Corporate Projects and Assets<br>Exec Dir - C Bamfield |                                  | Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority) |
|                        | Difficult to Deliver Site – Hunstanton – Housing With Care | Key                            | Council               | Corporate Projects and Assets<br>Exec Dir - C Bamfield |                                  | Private - Contains exempt Information under   |



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|  |  |     |         |  |  | para 3 – information relating to the business affairs of any person (including the authority)   |
|  | Nar Ouse Enterprise Zone Implementation & Delivery | Key | Council | Corporate Projects and Assets<br>Exec Dir - C Bamfield |  | Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority) |

| <b>Date of meeting</b> | <b>Report title</b> | <b>Key or Non Key Decision</b> | <b>Decision Maker</b> | <b>Cabinet Member and Lead Officer</b> | <b>List of Background Papers</b> | <b>Public or Private Meeting</b> |
|------------------------|---------------------|--------------------------------|-----------------------|--|----------------------------------|----------------------------------|
| 6 August 2019          |                     |                                |                       |  |                                  |                                  |

## CORPORATE PERFORMANCE PANEL WORK PROGRAMME 2018/2019

| DATE OF MEETING | TITLE   | TYPE OF REPORT             | LEAD OFFICER | OBJECTIVES AND DESIRED OUTCOMES  |
|-----------------|---|----------------------------|--------------|--|
| 21 May 2018     | OneVu - Update  | Update                     | H Howell     | To provide the Panel with an update report.  |
| 21 May 2018     | <b>Exempt Report:</b><br>Major Project – King’s Court Accommodation                               | Post Evaluation of Project | M Henry      |  |
| 21 May 2018     | 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                        |
|                 |   |                            |              |  |
| 17 July 2018    | Performance Indicator C02<br>Total of waste recycled and composted (tonnage).                     | Monitor                    | B Brandford  | The Panel at their meeting on 5 April identified Performance Indicator C02 as a presentation from the relevant officer.              |
| 17 July 2018    | 2017/2018 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. |
| 17 July 2018    | Corporate Performance Monitoring – Target Setting for 2018/2019                                   | Monitoring                 | B Box        | To review and suggest any new targets.   |
| 17 July 2018    | 2018/2019 Q4 Corporate Business Plan Monitoring Report  | Monitoring                 | B Box        | The Panel are invited to review the Q4 2016/2017 Corporate Business Plan Monitoring Report.  |

| DATE OF MEETING   | TITLE   | TYPE OF REPORT | LEAD OFFICER  | OBJECTIVES AND DESIRED OUTCOMES  |
|-------------------|---|----------------|---|--|
| 17 July 2018      | Review of effect of closure of Downham Market and Hunstanton Area Offices | Review         | H Howell  |  |
| 10 September 2018 | Hunstanton Lawn Tennis Courts   |                | C Bamfield  | Item requested by Councillor R Bird  |
| 10 September 2018 | Council Tax Discounts – Empty Property Premium 2019/2020                  |                | J Stanton   |  |
| 10 September 2018 | Equalities Update   | Update         | B Box   | The Panel to receive an annual update.   |
| 10 September 2018 | Employment Monitoring Figures – Annual Report                             | To note only   | B Box   |  |
| 10 September 2018 | <b>Exempt Report:</b> Update on Hunstanton Sailing Club                   | Update         | Borough Council's Representative – Councillor Paul Beal | At their meeting on 19 December 2017 the Panel resolved to receive a further update.   |
| 22 October 2018   | Q1 2018/2019 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. |

| DATE OF MEETING  | TITLE  | TYPE OF REPORT  | LEAD OFFICER                      | OBJECTIVES AND DESIRED OUTCOMES  |
|------------------|--|---|-----------------------------------|--|
| 22 October 2018  | <u>Exempt Report</u> Refit   | Update  | N Gromett                         |  |
| 22 October 2018  | Annual Sickness Monitoring Report  | Annual  | B Box                             |  |
| 22 October 2018  | Formal Complaints against the Borough Council 1 April 2017 – 31 March 2018 | Annual  | R Harding                         | Report to be published on the Borough Council's Website/Insite   |
|                  |  |   |                                   |  |
| 27 November 2018 | Council Tax Support: Final Scheme for 2019/2020                            | Policy Development  | J Stanton                         | Update following consultation period. To agree the final Council Tax Support Scheme for 2018/2019.                                   |
| 27 November 2018 | Hunstanton Recreation Group and Lawn Tennis Courts - Update                | <b>ON THE ADVICE OF C BAMFIELD, EXECUTIVE DIRECTOR THIS ITEM HAS BEEN DEFERRED. A FURTHER REPORT WILL BE PRESENTED AT A FUTURE MEETING – C BAMFIELD TO ADVISE OF DATE</b> |                                   |  |
| 27 November 2018 | Annual Communications Update   | Annual Update   | S Clifton<br>H Howell<br>A Howell | To provide the Panel with an annual update and an opportunity to ask questions.  |
|                  |  |   |                                   |  |
| 30 January 2018  | Budget   |   | L Gore                            |  |
| 30 January 2019  | 2018/2019 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. |
| 30 January 2019  | 2018/2019 Q2 Corporate Business Plan Monitoring                            | Monitoring  | B Box                             | The Panel are invited to review the Q4 2018/2019 Corporate Business Plan   |

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|                  | Report  |               |   | Monitoring Report.   |
| 19 February 2019 | Presentation on Improving Attainment in West Norfolk  | Annual Update | B Box<br>N Groves, NCC                                  | To provide an update on the Improving Attainment in West Norfolk.  |
| 19 February 2019 | Town Hall Bar Proposal  |               | C Bamfield  |  |
| 19 February 2019 | Review of Operation of Planning Sifting Panel   | Review        | S Ashworth  |  |
| 3 April 2019     | <b><u>Exempt Report</u></b> Refit   | Update        | N Gromett   |  |
| 3 April 2019     | <b><u>Exempt Report:</u></b> Update on Hunstanton Sailing Club  | Update        | Borough Council's Representative – Councillor Paul Beal | At their meeting on 10 September 2018 the Panel resolved to receive a further update (six months)                                    |
| 3 April 2019     | Presentation on retail units in King's Lynn Town Centre/<br>To include performance indicators relating to industrial and commercial portfolio | Update        | M Henry   | To provide the Panel with an update.   |
| 3 April 2019     | 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. |

### **Forthcoming items to be programmed**

#### Monitoring of Corporate Projects/Evaluation:

- Procurement Strategy (Cabinet on 17 April 2018 – That the Corporate Performance Panel be invited to consider monitoring the performance of the policy going forward).
- IDOX Project – H Howell
- Refit Project – N Gromett (ongoing monitoring)
- Hunstanton Recreation Group and Lawn Tennis Courts – Update – C Bamfield, Executive Director to advise of date