

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



Corporate Performance Panel

Agenda

Wednesday, 3rd April, 2019
at 6.00 pm

in the

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



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

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Wednesday, 3rd April, 2019 at 6.00 pm** in the **Council Chamber - Town Hall, Saturday Market Place, King's Lynn PE30 5DQ** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. **Apologies**
2. **Appointment of Vice-Chairman for the remainder of the Municipal Year**

3. **Minutes** (Pages 6 - 14)

To approve the minutes from the Corporate Performance Panel held on 19 February 2019.

4. **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.

5. 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.

6. 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.

7. Chairman's Correspondence (if any)

8. 2018/2019 Q3 Performance Monitoring and Action Report (Pages 15 - 24)

9. Cabinet Forward Decisions List (Pages 25 - 29)

10. Panel Work Programme 2019/2020 (Pages 30 - 34)

To note the Panel's Work Programme for 2019/2020..

11. Exclusion of Press and Public

To consider passing the following resolution:

That under Section 100(A) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act.

12. Presentation on retail units in King's Lynn Town Centre

The Panel will be briefed on Property Services' Key Performance Indicators and the results over the last year. These relate to the performance of the borough councils Industrial and Retail properties, the income produced and occupation levels. There will also be reporting on whether the set targets have been met, and the factors that have affected their performance over the last year.

13. Date of Next Meeting

To note that the date of the next meeting of the Corporate Performance Panel will take place on 10 June 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, T Tilbrook and D Tyler

Portfolio Holders: P Hodson

Management Team Representatives:

Debbie Gates, Executive Director Head of Central & Community Services

Lorraine Gore, Executive Director

Ray Harding, Chief Executive

Appropriate Officers: The following officers are invited to attend in respect of the Agenda item shown against their name

Executive Directors

Press

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**CORPORATE PERFORMANCE PANEL**

Minutes from the Meeting of the Corporate Performance Panel held on Tuesday, 19th February, 2019 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, J Collop, C J Crofts, Mrs S Fraser, P Gidney, P Kunes, C Manning, J Moriarty, A Morrison, T Parish, D Pope, Mrs V Spikings and D Tyler (Vice-Chairman)

Portfolio Holders:

Councillor A Beales, Corporate Projects and Assets
Councillor R Blunt, Development
Councillor I Devereux, Environment

Officers:

Stuart Ashworth, Assistant Director
Becky Box, Policy, Performance and Personnel Manager
Debbie Gates, Executive Director Central and Community Services
Geoff Hall, Executive Director, Environment and Planning

By Invitation:

Neil Groves, Norfolk County Council
Achievement Adviser
Early Years & Achievement Service, Children's Services

Under Standing Order 34:

Councillor P Gidney
Councillor Mrs V Spikings
Councillor T Parish

The Vice-Chairman, Councillor D Tyler chaired the meeting until the arrival of the Chairman, Councillor Humphrey at 6.07 pm who was delayed due to roadworks.

CP84 APPOINTMENT OF VICE-CHAIRMAN

RESOLVED: Councillor D Tyler be appointed Vice-Chairman for the meeting.

CP85 APOLOGIES

Apologies for absence were received from Councillors P Beal, G Howman and T Tilbrook.

CP86 MINUTES

The minutes of the meeting held on 30 January 2019 were agreed as a correct record and signed by the Chairman.

CP87 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP88 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP89 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillors P Gidney, T Parish and Mrs V Spikings were present under Standing Order 34.

CP90 **CHAIRMAN'S CORRESPONDENCE**

None.

CP91 **PRESENTATION ON IMPROVING ATTAINMENT IN WEST NORFOLK**

The annual presentation comprised of two sections:

- Neil Groves, Achievement Adviser, Early Years and Achievement Services, Children's Services gave a presentation on the achievement of West Norfolk students at Early Years, Key State 2 and Key Stage 4 in 2018.
- Becky Box, Policy, Performance and Personnel Manager gave a presentation on the activities that had been funded by the Borough Council to support educational attainment during 2018.

The Panel received a presentation on education achievement in West Norfolk 2018 and details of the work that had been undertaken by the Borough Council, in partnership with local secondary and primary schools, to support improvements in the results achieved.

Neil Groves and Becky Box responded to questions relating to:

- Potential reasons for the difference in levels of performance between Key Stage 1 phonics and Key Stage 2 writing.
- New national assessment framework which set out how to assess Key Stage 2 pupils. Support provided by NCC to teachers by provision and training and workshops.
- Importance of holistic approach to education.

- Marks awarded for tests which were undertaken by pupils and how they were measured against pupils with similar ability nationally.
- Number of academy schools in the Borough (just over 50%) – examples of success stories given.
- Number of local authority schools – for the 2020 annual presentation statistics to be broken down by local authority schools/academies.
- Ofsted Inspection regime will include a more holistic approach and will concentrate on 4 key areas: effectiveness of leadership and management, quality of teaching, learning and assessment, personal development, behaviour and welfare, outcomes for children and learner.
- Provision for SEN pupils.
- Movement in pupils between schools.
- Engagement with schools on the Borough boundary to support improvements in the results achieved. An example was given of recent discussions with Fakenham High School, which is attached by a number of pupils living within the Borough.

The Chairman, Councillor Humphrey thanked Neil Groves and Becky Box for the informative presentation.

RESOLVED: The Panel to receive an annual presentation in February 2020.

CP92 **REVIEW OF OPERATION OF PLANNING SIFTING PANEL**

The Assistant Director presented the report which provided a review of the Planning Sifting Panel after 12 months operation.

The Assistant Director presented the options that were considered as set out below:

- 1 Continue with the sifting panel – this is the preferred option, given the benefits considered to come from the sifting panel.
- 2 Discontinue with the sifting panel – going back to a system where the scheme of delegation is used as a blunt instrument without any sort of discretion which is not considered advisable.

Under Standing Order 34, Councillor P Gidney addressed the Panel and made the following comment:

‘If a Parish Council wished an item/application to be heard by the Planning Committee then the Parish Council should have the right to request this, i.e. that the sifting panel respects this request.’

'In addition, in such an event a member of the Parish Council and/or Ward Councillor should attend the Planning Committee to speak on that application.'

Councillor Blunt, Portfolio Holder for Development advised that he attended sifting panel meetings. He confirmed that Members looked at comments from the Parish Councils in careful detail and the sifting panel particularly focussed on planning reasons for objections to an application. If there were strong planning reasons given then the application would be determined by the Planning Committee. Councillor Blunt commented that Members were encouraged to call in an application and added that Members of Parish Councils could register to speak at the Planning Committee and those that attend to present the Parish Council's view were listened to. The Panel was informed that both general and 1 to 1 training sessions were given to Parish Councillors.

The Chairman, Councillor Humphrey added that the Planning Committee was a public meeting and therefore Parish Councils could attend to observe the process.

Under Standing Order 34, Councillor T Parish addressed the Panel and commented that he was not against the sifting panel. The introduction of the sifting panel had reduced officer time in writing reports for the Planning Committee and also Member time in reading the reports prior to the Planning Committee.

Councillor Parish commented that the 28 day call in period was not enough time and the full details of the application, including consultee responses, were not always available to enable Parish Councils to decide to comment on the application or a Member to determine whether to call in an application.

Councillor Parish also referred to Members being able to call in an application not within their own ward or on the boundary of their ward which may affect a neighbouring ward.

Councillor Parish asked what consultation had been undertaken in the review of the sifting panel and commented that a questionnaire could have been sent to Parish Councils, Ward Councillors and the Planning Committee before the final recommendation to Cabinet.

In response to the questions raised by Councillor Parish, the Portfolio Holder for Development explained that the original Cabinet report determined that the review was to be undertaken by the relevant scrutiny panel, which in this case was the Corporate Performance Panel.

In response to the comment on the 28 day call in period, the Portfolio Holder for Development explained that the timetable was tight, but that the Council was as flexible as possible within the process. The Panel

was advised that the Planning Committee now visited all major application sites prior to a decision being made by the Planning Committee, which had helped. The Assistant Director advised that the Council had to work to an 8 week target for most applications and added that if additional information was received after the 28 day call in, the comments were still taken on board.

With regard to the calling-in of applications not within a Councillor's own ward, the Portfolio Holder for Development advised that a Councillor should discuss the application with their neighbouring Ward Member and agree an approach to potentially calling in an application.

Under Standing Order 34, Councillor Mrs Spikings addressed the Panel.

The Panel was advised that operation of the sifting panel for the past 12 months had been a successful trial. A number of Councillors had attended and observed the process. A Member of the Planning Committee attended each sifting panel on a rotational basis and positive feedback had been received. Councillor Mrs Spikings explained that no debate on the planning merits took place at the sifting meeting, the planning officer displayed a map of the proposed site on the screen and outlined the proposal. The sifting panel then decided if an application ought to go to the Planning Committee or determined under delegated powers. Councillor Mrs Spikings reiterated that site visits were undertaken by the Planning Committee prior to determining the application. It was highlighted that some Parish Councils attended the Planning Committee to present their views and Parish Councils would always be welcome to attend.

In conclusion, Councillor Mrs Spikings advised that the number of applications being determined by the Planning Committee had reduced. Councillor Mrs Spikings reminded those present that the planning officers had to work to Government deadlines and encouraged the Panel to support the recommendations set out in the report.

Councillor Crofts stated that he was pleased to note the comments of the Portfolio Holder in that Parish Councils would need to present sound planning reasons for an application to be determined by the Planning Committee and that most applications which received objections from the Parish Council would be determined by the Planning Committee. Councillor Crofts added that he did not see that any power was being taken away from Parish Councils in their ability to raise an objection to a planning application.

The Assistant Director advised that the Executive Director – Environment and Planning and himself were members of the sifting panel and if a Parish Council submitting good planning reasons objecting to an application, then the application would be determined by the Planning Committee.

Councillor Mrs Fraser explained that she had attended sifting panels both as an observer and as a Member of the Planning Committee and emphasised that the views of Parish Councils were considered and if there was any doubt the application would be determined by the Planning Committee. Councillor Mrs Fraser added that Parish Councils needed to be more active in the planning process and attend a Planning Committee to view the process.

In conclusion, Councillor Mrs Fraser commented that both visiting major applications prior to determination and the introduction of the sifting panel had been two positive moves in the planning process within the last 12 months.

The Portfolio Holder for Development advised that previously a workshop had been held for Parish Councils and a further workshop would be scheduled following the Borough and Parish Council Election in May to encourage people to become involved in the process. Parish Councils had also been given the opportunity to engage in a 1 to 1 session to discuss any particular issues in their parish. The Borough Council was keen to support and encourage Parish Councils to engage in the planning process.

The Assistant Director informed Members that he had met with a number of Parish Councils and had 1 to 1 discussions on specific issues they had raised and reiterated that general planning sessions would be scheduled for Parish Councils following the May elections.

In response to questions from Councillor Gidney on insufficient detail being available to enable Parish Councils to form an opinion, the Executive Director – Environment and Planning advised that if a Parish Council had a concern they could submit planning reasons for objecting to an application or alternatively contact the case officer to discuss the application.

The Chairman, Councillor Humphrey explained that the Parish Council would know their own area and if the deadline had been missed to submit comments on an application then it should be drawn to the attention of the relevant planning officer so it could be addressed accordingly.

The Executive Director – Environment and Planning explained that there was ongoing dialogue following the 28 day call in period and advised that up to the day the decision was taken if additional information was received, the Council would listen and adjust the application if necessary. The Executive Director added that the Council wished to encourage both parishes and others to engage with planning officers if they had any concern. The council had to balance the speed of taking a decision in accordance with legislative provision.

Councillor Moriarty explained that he wished to ask questions on the four areas set out below:

- Parish consultation.
- Agenda for sifting panels.
- Exceptional circumstances.
- Article in the Lynn News today which had quoted: “The plan to extend the system is set to be the subject of a forthcoming report to the Council’s Cabinet.

In response to the above questions raised by Councillor Moriarty, the Assistant Director explained that each council had its own Scheme of Delegation and could decide how it determined planning applications. It was highlighted that the Scheme of Delegation had been amended over previous years but had not been subject to a consultation process. The sifting panel was part of the democratic process and Members determined which applications went to the Planning Committee. Members were reminded that the Cabinet decision had recommended that a review of the operation of the sifting panel be undertaken by the relevant scrutiny panel, which was the Corporate Performance Panel, and therefore there was no requirement to consult with Parish Councils.

Regarding the Agenda for sifting panels and no details being published, the Assistant Director advised that it was a sifting panel and not a public meeting but that Members could attend to observe the process.

With regard to what was meant by ‘exceptional circumstances’, the Assistant Director drew Members’ attention to the Scheme of Delegation which could allow a councillor from another ward to call-in an application to Committee. The Panel’s attention was drawn to paragraph 2.14 of the report. Members were advised that this particular issue had not come up within the last 12 months.

In response to reference to the article in the Lynn News, the Assistant Director advised that after the Corporate Performance Panel a report would be submitted to Cabinet on 26 March 2019.

Following comments from Councillor Morrison on Members being aware of Parish Councils being able to attend Planning Committee meetings, the Chairman, Councillor Humphrey explained that this would be included as part of the Councillor Induction Programme following the May 2019 elections. It was noted that the training would be available to both new and existing Councillors.

Councillor Mrs Spikings commented that regular training sessions for the Planning Committee was important and advised that the subject of the next training session was the Code of Conduct, and explained that not all Members were available to attend, but focus should be placed on better attendance at training sessions.

Members were reminded that the Planning Committee received late correspondence on the applications to be determined on the working day prior to the meeting. Upon receipt of late correspondence or if new information was presented there was the option to defer the application.

In response to questions from the Chairman, Councillor Humphrey the Executive Director Environment and Planning explained that prior to the introduction of the sifting panel 20+ applications would frequently go to each meeting of the Planning Committee.

The Chairman, Councillor Humphrey informed the Panel that a number of emails had been received from Parish Councils had been passed to the Portfolio Holder for Planning. The Chairman asked the Portfolio Holder for Development and officers if they felt that all the issues raised in correspondence from Parish Councils had been covered in the question and answer session. The Portfolio Holder for Development and the Assistant Director confirmed they thought that all the questions contained in the emails had been answered during the debate. However, the Assistant Director undertook to check all issues had been covered, and if they hadn't he would response to the Parish Councils.

The Chairman, Councillor Humphrey thanked the Portfolio Holder, Members attending under Standing Order 34 and officers for their input.

RESOLVED: The Panel:

- 1) Noted the results of the review of the sifting panel which had been operating for 12 months.
- 2) Endorsed the continued operation of the sifting panel.
- 3) Noted the comments made on the issue of 'exceptional circumstances.'

CP93 **CABINET FORWARD DECISIONS LIST**

The Panel noted the Forward Decision List.

CP94 **PANEL WORK PROGRAMME 2018/2019**

The Panel noted the work programme.

The Chairman reminded Members that there was an e-form on Insite requesting that an item be added to a Panel Agenda.

CP95 **DATE OF NEXT MEETING**

The next meeting of the Corporate Performance Panel will take place on 3 April 2019 at 6 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 8.05 pm

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	3 April 2019		
TITLE:	Corporate Performance Monitoring Q3 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

PURPOSE OF REPORT/SUMMARY:
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 Q3 2018/19.
KEY ISSUES:
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. The Q3 2018/19 monitoring report shows that 50% of targets have been met, and performance has improved against target for 17 indicators.
OPTIONS CONSIDERED:
Not applicable.
RECOMMENDATIONS:
The Panel is asked to: <ul style="list-style-type: none"> i. Review the performance monitoring report ii. Agree the actions outlined in the Action Report.
REASONS FOR RECOMMENDATIONS:
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 Q3 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 – Q3 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.

		Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19
Performance has improved		17 (39%)	16 (37%)	18 (36%)	17 (34%)	17 (34%)
Performance has not improved		8 (19%)	12 (28%)	9 (18%)	10 (20%)	11 (22%)
Performance has met and continues to meet target		4 (9%)	3 (7%)	3 (6%)	3 (6%)	2 (4%)
Performance remains unchanged and below target		0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Other:						
• reported annually		14 (33%)	12 (28%)	20 (40%)	20 (40%)	20 (40%)
• new indicator						
• monitor only						
Total number of indicators		43	43	50	50	50

- 2.3 The percentage of indicators that have met the target for Q3 2018/19 has decreased by 4% during Q3, and actions are in place for the 4 indicators which have not met the target as shown in the Action Report.

	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19
Performance target met 	22 (51%)	21 (49%)	26 (52%)	27 (54%)	25 (50%)
Performance target not met 	10 (23%)	13 (30%)	3 (6%)	3 (6%)	4 (8%)
Other: <ul style="list-style-type: none"> • annual figure reported • no quarterly target • monitor only 	11 (26%)	9 (21%)	21 (42%)	20 (40%)	21 (42%)
Total number of indicators	43	43	50	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	3	2	7
Corporate Projects and Assets	10	6	1	3
Culture, Heritage & Health	1	0	0	1
Development	8	7	0	1
Environment	4	1	1	2
Facilities and ICT	3	2	0	1
Housing and Community	12	6	0	6
Performance	0	0	0	0
Total	50	25	4	21

ii) **Overview of performance by Directorate**

Directorate	No of PIs	Performance target met	Performance target not met	Other
Chief Executive	7	1	0	6
Central and Community Services	10	6	0	4
Commercial Services	14	7	2	5
Environment and Planning	9	8	0	1
Finance Services	10	3	2	5
Total	50	25	4	21

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 Q3 2018-19





Borough Council of
King's Lynn &
West Norfolk










This report highlights indicators that have not met target for Q3 2018-19 and is a supporting document to the Performance Monitoring Q3 2018-19 report. Comments / actions are recorded to help evidence performance management undertaken by the Council.

Status	 This indicator has not met the target.
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Performance Indicators Q3 2018-19

Ref	Name	2018/19 Target	Q3 2018/19 cumulative performance	Q3 2018/19 (Oct-Dec) performance	Status	Notes	Actions
CO5	% of rent achievable on retail/general units	95.00%	86.44%	Increased by 2.36% from Q2		The lettings for both 10 and 12 Norfolk Street are expected to complete during Q4.	Q2 2018/19 84.08% All vacant units will continue to be advertised on marketing website.
CO6	No of brown bins in use for composting	27,000	26,451	-		A recent data cleansing operation identified approximately 1,900 duplicate records. The problem has arisen from an IT system error, budget monitoring indicates the service will finish the financial year in surplus.	Work is ongoing to address the IT system issue.
FS6	% of Council Tax collected against target	84.34%	83.94%	25.86%		There is ongoing growth in the taxbase which increases the amount to be collected. The timing of new property bandings by the Valuation Office has had an impact on performance data. Taxpayers have an option to pay by 10 or 12 monthly instalments, this option was not previously widely promoted and will impact on the profile of the collection rate. Data for February 2019 shows a collection rate of 97.03% which is above the target profile for this financial year.	This target will continue to be monitored.
FS7	% of Business Rates collected against target	82.43%	82.40%	26.98%		This indicator is only 0.03% behind target, and is ahead of 2017/2018 performance.	This target will continue to be monitored.





Status	 Indicator has not met the target	8%	 Indicator has met target	50%	 New 2018-19 indicator	40%
Trends	 The value of this indicator has improved	34%	 The value of this indicator has worsened	22%	  The value of this indicator has not changed	4%

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	Q3 2018/19 cumulative performance	Q3 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	51	-		2018/19 Q1 30 Q2 10 Q3 11
CE2	2	No of people presenting to Housing Options team for a service	Aim to minimise	-	-	1,171	-		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
2018/19 CE5	2	Spend on bed and breakfast accommodation	Aim to minimise	£16,641	-	£44,615	-		Q1 9 cases, total of 74 days Q2 22 cases, total of 242 days Q3 18 cases, total of 313 days Launch of new temporary accommodation at Broad Street will take place during Q4
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	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
CC1	1	Staff turnover	Aim to minimise	9.99%	-	6.56%	-		Monitor only
CC2	1	Average no of working days lost due to sickness absence per FTE employee	Aim to minimise	8.88	6.00	4.85			
CC3	1	% of short term sickness	Aim to minimise	47%	-	49%	-		Monitor only














Performance Monitoring Q3 2018-19

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
CC6	6	% of Careline alarms installed within 10 days from date of enquiry	Aim to maximise	79.0%	85.0%	95.6%			
CC7	6	Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grant	Aim to minimise	35.4	35.0	28.0			
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%	92%			
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 maximise	–	–	11%	–		Monitor only









Commercial Services

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 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	–	1,037	–		Monitor only 2017/18 Cumulative figures 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	22,240	–		
CO3	1	% of rent achievable on industrial estates	Aim to maximise	88.68%	90.00%	92.02%			
CO4	1	% of rent arrears on industrial estates	Aim to minimise	7.74%	4.00%	2.76%			
CO5	1	% of rent achievable on retail/general units	Aim to maximise	92.45%	95.00%	86.44%			The lettings for both 10 and 12 Norfolk Street are expected to complete during Q4.





Performance Monitoring Q3 2018-19

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
CO6	1	% of rent arrears on retail/general units	Aim to minimise	2.29%	4.00%	0.57%			
CO7	3	No of brown bins in use for composting	Aim to maximise	26,648	27,000	26,451			A recent data cleansing operation identified approximately 1,900 duplicate records. The problem has arisen from an IT system error, budget monitoring indicates the service will finish the financial year in surplus.
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	7	–		17 - exchanged and reserved 2 - early bird reservation 5 - yet to be released
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	53	–		16 - exchanged and reserved 30 - early bird reservation 8 - yet to be released
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	3	–		9 - exchanged and reserved 9 - early bird reservation 48 - yet to be released



Environment and Planning



Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
EP3a	2	Processing of major development applications	Aim to maximise	100.0%	60.0%	92.0%			
EP3b	2	Processing of non-major development applications	Aim to maximise	84.2%	70.0%	93.0%			
EP3c	2	% of decisions on applications for major development that have been overturned at appeal, measured against total number of major applications determined	Aim to minimise	2.3%	10.0%	2.4%			
EP3d	2	% of decisions on applications for non-major development that have been overturned at appeal, measured against total number of non-major applications determined	Aim to minimise	0.6%	10.0%	1.0%			

Performance Monitoring Q3 2018-19

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
EP4	3	Premises rated 3 or above in accordance with the food hygiene rating system	Aim to maximise	96.5%	95.0%	96.2%			
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%	6.85%		–	
EP7	2	% of refused applications then appealed/lodged	Aim to minimise	26.41%	–	46.43%	–	–	Monitor only
EP8	2	% of appeals allowed	Aim to minimise	35.71%	35.00%	15.38%		–	13 appeals - 2 allowed

Finance Services

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 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%	–	81%	–		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	9			
FS6	1	% of Council Tax collected against target	Aim to maximise	97.69%	84.34%	83.94%			There is ongoing growth in the taxbase which increases the amount to be collected. The timing of new property bandings by the Valuation Office has had an impact on performance data. Taxpayers have an option to pay by 10 or 12 monthly instalments, this option was not previously widely promoted and will impact on the profile of the collection rate. Data for February 2019 shows a collection rate of 97.03% which is above the target profile for this financial year.
FS7	1	% of Business Rates collected against target	Aim to maximise	99.14%	82.43%	82.40%			This indicator is only 0.03% behind target, and is ahead of 2017/2018 performance.
FS8	1	No of residential dwellings subject to Council Tax	Aim to maximise	72833	–	73233	–		Monitor only

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
FS9	1	Base for Council Tax setting purposes - Band D equivalent	Aim to maximise	49596	-	49970	-		Monitor only
FS10	1	Income from business rates for Renewable Energy projects	Aim to maximise	-	-	-	-		Estimated income £1,234,440 - monitor only, reported annually

FORWARD DECISIONS LIST

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
26 March 2019	Review of operation of Planning Sifting Panel	Non	Cabinet	Development Exec Dir – G Hall		Public
	Risk Management Policy and Strategy Review	Non	Council	Leader Exec Dir – D Gates		Public
	Record Retention & Disposal Policy Review	Non	Council	Leader Exec Dir – D Gates		Public
25	Notice of Motion 1/19 from Councillor C Joyce	Non	Council	Leader Chief Executive		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Pay Award 2019/20	Non	Cabinet	Leader Exec Dir - D Gates		Public
	Treasury Strategy 2019/2020	Yes	Council	Leader Deputy Chief Executive		Public

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
18 June 2019						
	Strategic Property Acquisition	Key	Cabinet	Corporate Projects and Assets 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 Exec Dir - C Bamfield		Private - Contains exempt Information under 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 Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
26	Appointments to Outside Bodies	Non	Cabinet	Leader Chief Executive		Public
	Appointments to Joint Safety & Welfare Cttee, Joint Employee Committee and Task Groups	Non	Cabinet	Leader Chief Executive		Public
	Proposed Enforced Sales case & future procedures	Non	Cabinet	Development Exec Dir – G Hall		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Nelson Quay King's Lynn - Planning and Delivery	Key	Cabinet	Corporate Projects and Assets Exec Dir - C Bamfield		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 Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
27	Hunstanton Coastal Management Plan	Key	Cabinet	Environment Exec Dir – G Hall		Open
	Cinema Development Tender arrangements	Key	Cabinet	Culture, Heritage & Health 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 Phase 3 – Enabling Work for Lynnsport 1	Key	Council	Corporate Projects and Assets 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 Exec Dir - C Bamfield		Private - Contains exempt

						Information under para 3 – information relating to the business affairs of any person (including the authority)
	Management Re-Structure	Non	Cabinet	Leader Chief Executive		Private - Contains exempt Information under para 1 – information relating to the business affairs of any person (including the authority)
	Capital Strategy	Key	Council	Leader Deputy Chief Executive		Public
	Major Projects Board Terms of Reference	Non	Cabinet	Leader Chief Executive		Public

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Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
6 August 2019						
	Strategic Property Acquisition	Key	Cabinet	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
24 September 2019						
	Cinema Development Tender Results	Key	Cabinet	Culture, Heritage & Health Exec Dir – C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)

CORPORATE PERFORMANCE PANEL WORK PROGRAMME 2019/2020

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
10 June 2019	Appointment of Vice-Chairman			
10 June 2019	Presentation on Freedom of Information Procedure	Presentation	C Jordan Eastlaw	To inform the Panel of the Council's Freedom of Information Procedure.
10 June 2019	Draft Council Tax Support Scheme for 2020/2021	Policy Development	J Stanton	To present the draft Council Tax Support Scheme for 2020/2021.
10 June 2019	Nomination to Outside Bodies and Partnerships – Hunstanton Sailing Club Development Sub-Committee (4 year appointment)	Annual		To nominate a Councillor to serve on the Hunstanton Sailing Club Sub-Committee for a period of 4 years.
22 July 2019	<u>Exempt Report:</u> Refit Project	Monitoring	N Gromett	To receive an annual update to advise the Panel of savings achieved.
22 July 2019	2018/2019 Full Year Corporate Performance Monitoring 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.
22 July 2019	Q4 2018/2019 Corporate Business Plan Monitoring Report	Monitoring	B Box	The Panel are invited to review the Q4 2018/2019 Corporate Business Plan Monitoring Report.
22 July 2019	Corporate Performance Monitoring – Target Setting for	Monitoring	B Box	To review and suggest any new targets.

	2019/2020			
9 September 2019	Equalities Update	Update	B Box	To Panel to receive an annual update.
9 September 2019	Employment Monitoring Figures – Annual Report	Annual	B Box	
21 October 2019	Formal Complaints against the Borough Council 1 April 2018 – 31 March 2019 The number of compliments received also to be reported.	Annual	R Harding	Report to be published on the Borough Council's Website/Insite
21 October 2019	Annual Sickness Monitoring Report	Monitoring	B Box	To receive the annual monitoring report.
21 October 2019	Q1 2019/2020 Corporate Performance Monitoring 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.
21 October 2019	Exempt Report: Update on Hunstanton Sailing Club	Update	Borough Council's Representative	To receive six monthly update report
26 November 2019	Council Tax Support: Final Scheme for 2020/2021	Policy Development	J Stanton	Update following consultation period. To agree the final Council Tax Support Scheme.
28 November 2019	Annual Communications	Annual Update	S Clifton	To provide the Panel with an annual update.

	Update		H Howell A Howell	
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13 January 2020	Q2 2019/2020 Corporate Performance Monitoring 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.
13 January 2020	Q2 2019/2020 Corporate Business Plan Monitoring Report	Monitoring	B Box	The Panel are invited to review the Q2 2019/2020 Corporate Business Plan Monitoring Report.
25 February 2020	Presentation on Improving Attainment in West Norfolk	Annual Update	B Box	To provide an update on the Improving Attainment in West Norfolk.
7 April 2020	Exempt Report: Update on Hunstanton Sailing Club	Update	Borough Council's Representative	To receive six monthly update report
7 April 2020	Q3 2019/2020 Corporate Performance Monitoring 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.

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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 on an annual basis – July each year)
- Presentation on what constitutes an FOI request, and the process for considering such requests
- Town Hall Bar Proposal – C Bamfield
- Freedom of Information process – Eastlaw to advise of date
- Joint Panels meeting be scheduled to consider the Budget

