

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



Corporate Performance Panel

Agenda

Tuesday, 1st February, 2022
at 4.30 pm

in the

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

Available to view on:

<https://www.youtube.com/user/WestNorfolkBC>



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

24 January 2022

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Tuesday, 1st February, 2022 at 4.30 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 5 - 12)

To approve the minutes from the Corporate Performance Panel held on 8 December 2021.

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 Chair of their intention to do so and on what items they wish to be heard before a decision on that item is taken.

6. Chair's Correspondence (if any)

7. Review of Waste Collection Contract Performance - Stage 1 (Pages 13 - 22)

8. Summary of 2020/2020 Outturn Position of all Council owned Companies (Pages 23 - 28)

9. Report of the Informal Working Group - Review of the Unreasonable Complainants Policy (Pages 29 - 45)

10. Corporate Complaints Policy (Pages 46 - 52)

The Chair will introduce this item.

The Panel are invited to consider if the Informal Working Group should look at the council's current Corporate Complaints Policy and if appropriate make a recommendation to Cabinet.

11. Improvement in Attainment in West Norfolk - Position Statement (Pages 53 - 54)

12. Cabinet Forward Decisions List (Pages 55 - 57)

13. Work Programme (Pages 58 - 69)

To note the Panel's Work Programme.

14. Date of Next Meeting

To note that the date of the next meeting of the Corporate Performance Panel will take place on 3 March 2022 at 4.30 pm.

15. Exclusion of Press and Public

To consider passing the following resolution:

"That under Section 100(A)(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as

defined in paragraph 3 of Part 1 of Schedule 12A to the Act”.

16. **Exempt Report: Presentation on Borough Council Fleet Management**
(Pages 70 - 75)
17. **Exempt Report: KLIC Repayment Plan**
18. **Exempt Report: Town Deal Board**

To:

Corporate Performance Panel: B Ayres, J Collop, I Devereux (Vice-Chair), C Hudson, J Kirk, C Manning, J Moriarty (Chair), C Morley, S Nash, S Patel, C Rose and D Tyler

Portfolio Holders:

Item 7: Councillor P Kunes - Environment
Item 8 and 18: Councillor G Middleton – Business, Culture and Heritage
Items 9 and 10: Councillor B Long – Corporate Services
Item 11: Councillor Dark - Leader
Item 16: Councillor A Lawrence - Property
Item 17: Councillor Mrs A Dickinson - Finance

Officers:

Alexa Baker: Monitoring Officer
Becky Box: Assistant Director Central Services/Management Team Representative
Michelle Drewery: Assistant Director, Resources
Lorraine Gore: Chief Executive
Matthew Henry: Assistant Director, Property and Projects
Nathan Johnson: Public Open Space Manager