

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



Corporate Performance Panel

Agenda

**Monday, 26th February, 2024
at 4.30 pm**

in the

**Council Chamber
Town Hall
Saturday Market Place
King's Lynn**

Also available to view at:

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



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 **Monday, 26th February, 2024 at 4.30 pm** in the **Remote Meeting on Zoom and available for the public to view on WestNorfolkBC on You Tube - Zoom and You Tube** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. Apologies

2. Minutes (Pages 6 - 25)

To approve the minutes from the Corporate Performance Panel held on 4 January and 1 February 2024.

3. Declarations of Interest (Page 26)

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. **Call-In (if any)**

8. **Draft Terms of Reference Taxi Testing Contract Informal Working Group**
(Pages 27 - 30)

9. **Service Level Agreements** (Pages 31 - 35)

10. **Annual Complaints Monitoring Report** (Pages 36 - 42)

Please be advised that this item is to note only.

11. **Key Performance Indicators 2024/2025 - Target Setting Report** (Pages 43 - 48)

12. **Cabinet Report: Anti-Money Laundering Policy Review** (Pages 49 - 160)

13. **Cabinet Report: KLACC - Area Committee Status** (Pages 161 - 171)

14. **Cabinet Report: Indemnity for Councillors and Officers on Outside Bodies** (Pages 172 - 180)

15. **Cabinet Report: LGA Corporate Peer Challenge Action Plan** (Pages 181 - 201)

16. **Cabinet Report: Corporate Strategy - Annual Plan 2024/25** (Pages 202 - 214)

17. **Portfolio Holder Question and Answer Session**

18. **Cabinet Forward Decisions List** (Pages 215 - 218)

19. **Shareholder Committee Forward Plan - to follow**

20. **Panel Work Programme 2023/2024** (Pages 219 - 231)

To note the Panel's Work Programme for 2023/2024

21. Date of Next Meeting

To note that the date of the next meeting of the Corporate Performance Panel will take place on 10 April 2024 at 4.30 pm in the Council Chamber, Town Hall, King's Lynn.

To:

Corporate Performance Panel: R Blunt, S Dark (Chair), P Devulapalli, A Dickinson, B Jones, S Lintern, B Long, S Nash, J Osborne, A Ryves, D Sayers and Mrs V Spikings

Relevant Portfolio Holders

Management Team Representatives:

Alexa Baker, Monitoring Officer
Becky Box, Assistant Director, Central Services
Lorraine Gore, Chief Executive
Honor Howell, Assistant to the Chief Executive

Appropriate Officers

Executive Directors