

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

CORPORATE PERFORMANCE PANEL

Minutes from the Meeting of the Corporate Performance Panel held on Thursday, 22nd September, 2016 at 6.00 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn

PRESENT:

Councillors B Anota, B Ayres, P Beal, C J Crofts, I Gourlay, G Hipperson,
H Humphrey, A Morrison and D Tyler

Portfolio Holders:

Councillor B Long, Leader and Portfolio Holder for Environment
Councillor A Beales, Deputy Leader and Portfolio Holder for
Regeneration and Industrial Assets

Deputy Cabinet Members:

Councillors I Devereux and P Hodson

Officers:

Ray Harding, Chief Executive
Honor Howell, Assistant Director
Sharon Clifton, Communications Manager
Andrew Howell, ICT Web Manager
Ostap Paparega, Regeneration and Economic Development Manager
Jemma Curtis, Regeneration Programmes Manager

CP42 **APPOINTMENT OF VICE-CHAIRMAN**

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

CP43 **APOLOGIES**

Apologies for absence were received from Councillors J Collop, N Daubney, Mrs K Mellish, G Wareham and Lord Howard.

CP44 **MINUTES**

The minutes from the Corporate Performance Panel held on 24 August 2016 were agreed as a correct record and signed by the Chairman.

CP45 **DECLARATIONS OF INTEREST**

None.

CP46 **URGENT BUSINESS UNDER STANDING ORDER 7**

None.

CP47 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

None.

CP48 **CHAIRMAN'S CORRESPONDENCE (IF ANY)**

None.

CP49 **EXCLUSION OF PRESS AND PUBLIC**

RESOLVED: 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 paragraphs 1, 2 and 3 of Part 1 of Schedule 12A to the Act.

CP50 **HUNSTANTON SAILING CLUB PROGRESS REPORT**

The Panel received a progress report from Councillor Hodson, the Borough Council's representative on the Hunstanton Sailing Club Development Sub Committee and the Regeneration Programmes Manager.

The Panel was invited to ask questions.

Councillor Hodson and the Regeneration Programmes Manager responded to questions and comments from the Panel relating to the following:

- Upstairs bar area.
- Proposed future works – Stage 3.
- Young people's activities

The Chairman, Councillor Beal thanked Councillor Hodson and the Regeneration Programmes Manager.

RESOLVED: The Panel confirmed it wished to receive annual update reports to include details/age groups involved in the organised activities.

RETURNED TO OPEN SESSION

CP51 **PROJECT MANAGEMENT/COST: REFURBISHMENT OF KING'S LYNN BUS STATION**

The Panel received a presentation from the Regeneration and Economic Development Manager and the Regeneration Programmes Manager, a copy of which is attached to the Minutes.

The Panel was invited to ask questions/comment, a summary of which is set out below.

In responses to comments on the signage display signs, the Regeneration Programmes Manager advised that there had been a problem with the display signs during the current week, but the display signs were managed by Norfolk County Council who was aware of the problem and had put measures in place to remedy the situation.

Following further questions from the Panel, the Regeneration Programmes Manager advised that every bus operator held a licence agreement with the Borough Council to which fees were attached. Members were informed that there was a 24/7 standalone toilet available when the main toilets were closed.

In response to a comment regarding improved safety, the Regeneration Programmes Manager explained that she had spoken to the Borough Council's Anti-Social Behaviour Co-ordinator who had advised that the previous alcohol related incidents had reduced. However, all the crime statistics were not available from Norfolk Constabulary. It was noted that there was a current issue with rough sleepers in the car park which the Police were dealing with.

The Chairman, Councillor Beal thanked the Regeneration and Economic Development Manager and the Regeneration Programmes Manager for the informative and detailed presentation.

CP52 **ANNUAL COMMUNICATIONS UPDATE**

The Panel received an annual update from the Assistant Director/Customer Information Manager, ICT Web Manager and Communications Manager.

The Panel was invited to ask questions, a summary of which is set out below.

The Assistant Director responded to questions on the telephone line being available to members of the public. She explained that there would always be a facility available for enquiries to be answered via the telephone as it was appreciated that not all transactions could be carried out via the Council's website.

Following a comment on channel shift, the Communications Manager explained that the purpose of channel shift was to encourage people to use the most appropriate channel for the transaction required.

Following questions on how a specific IT system was procured, the ICT Web Manager explained that all proposed systems were assessed against a cost/benefit analysis exercise. Members were advised that every proposed project had to be evidenced by a business case and presented to the ICT Group for a decision to be determined.

In response to questions regarding the quick turnaround responses required by the media, the Communications Manager explained that stories often appeared on twitter before hitting the press and that it was often difficult to locate a Member to give a response. However, she emphasised that if a Member was not available, a holding comment would be given in order to establish the correct facts before the Council gave a response.

The Chairman, Councillor Beal thanked the Assistant Director, Communications Manager and ICT Web Manager for the annual update.

RESOLVED: The Panel confirmed it wished to continue to receive an annual update.

CP53 **PANEL WORK PROGRAMME 2016/2017**

The Panel noted the Work Programme for 2016/2017.

The Chairman advised the Panel that currently there were no items scheduled for the next meeting on 9 November and invited Members to submit any items for consideration by the deadline of 3 October.

CP54 **DATE OF NEXT MEETING**

The next scheduled meeting of the Panel would be held on Wednesday 9 November 2016.

The meeting closed at 7.35 pm