

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**

**CORPORATE PERFORMANCE PANEL**

**Minutes from the Meeting of the Corporate Performance Panel held on  
Tuesday, 21st March, 2017 at 6.00 pm in Meeting Rooms 1 and 2,  
King's Court, Chapel Street, King's Lynn**

**PRESENT:** G Wareham (Chairman)  
Councillors B Anota, P Beal, J Collop, G Hipperson, H Humphrey, B Long,  
J Moriarty, A Morrison, D Pope and D Tyler

**Observing:** Councillor B Long, Leader

**Officers:**

Becky Box – Policy, Performance and Personnel Manager  
Ray Harding – Chief Executive  
Matthew Henry – Property Services Manager

CP83 **APOLOGIES**

Apologies for absence were received from Councillors N Daubney,  
Lord Howard and D Gates – Executive Director.

CP84 **MINUTES**

The minutes from the Corporate Performance Panel held on 20  
February 2017 were agreed as a correct record and signed by the  
Chairman.

CP85 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP86 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP87 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

There were no Members present under Standing Order 34.

CP88 **CHAIRMAN'S CORRESPONDENCE (IF ANY)**

There was no Chairman's Correspondence.

CP89 **2016/2017 Q3 PERFORMANCE MONITORING AND ACTION REPORT**

The Policy, Performance and Personnel Manager reminded the Panel that the Corporate Performance Monitoring Report was in place to monitor progress against agreed performance indicators for the year.

Members were advised that 42 performance indicators for 2016/17 had been agreed by Portfolio Holders and Executive Directors as the key performance measures for the year. The monitoring report highlighted specific performance issues; where indicators had not met agreed targets they were drawn out into an Action Report, which provided additional detail on what actions were being taken to correct performance that had a variance to target.

It was explained that the Quarter 3 monitoring report showed that 48% of targets had been met, and performance had improved against target for 12 indicators during the quarter.

The Vice-Chairman, Councillor Beal explained why the Property Services Manager and the Housing Services Manager had been invited to attend the Panel meetings.

The Property Services Manager provided an overview of the property portfolio and provided details of specific tenants on industrial estates/retail units who made late payments causing arrears.

In response to questions relating to indicators CO4 and C06, the Property Services Manager explained that in 2009 he took a report to Cabinet requested greater flexibility to deal with tenants regarding rent arrangements, which had been agreed and which helped to manage cases which arose.

In response to questions regarding the rates revaluation exercise, the Chief Executive advised that the business rates would reduce in King's Lynn and therefore not be detrimental to national or individual businesses located in the town centre. It was noted that single traders under the value of £12,000 were not required to pay business rates.

The Leader, Councillor commented that overall the business rates in the town centre and the BID was reduced therefore the business rates payable would be reduced. He added that some business would benefit from the revaluation and ensure stability to remain in King's Lynn. It would be necessary for BID to adjust their spending accordingly.

In response to questions on reconciliation of accounts in relation to rent payments to the Borough, the Property Services Manager explained that he had a meeting with the Council's finance team week

commencing 27 March to discuss the profiling of invoices and the reconciliation of accounts.

The Property Services Manager responded to questions regarding the deposits paid, schedule of conditions of the property when commencing the tenancy and a schedule of dilapidations when the tenancy ceased. It was noted that some tenants used the deposit to offset any rent arrears.

The Property Services Manager responded to questions from the Panel on the leasing of the kiosks on The Promenade, Hunstanton.

Following questions on bailiffs being used to recover rent arrears, the Property Services Manager explained that a company was employed by the Borough Council to carry out any required civil enforcement action. It was noted that prior to any civil enforcement action being undertaken, tenants would receive a telephone call and issued with a final reminder letter to the effect that if payment was not made, bailiffs would be instructed to recover the arrears accrued.

The Personnel Services Manager and the Chief Executive responded to questions relating to:

- Sections 2.2 and 2.3 of the report, performance improved against target/performance target met/not met.
- CE14, number of days to process new benefit claims/universal credit.
- CC2 Average no of working days lost due to sickness absence per FTE employee – long term/short term sickness absence.
- EP1c% of decisions on applications for major development that had been overturned at appeal, measured against total number of major applications determined.
- EP2c Process of planning applications – other.

**RESOLVED:** The Panel reviewed the Performance Monitoring Report and agreed the actions outlined in the Action Report.

CP90

### **SAFEGUARDING POLICY**

The Panel received a presentation of the work undertaken regarding the Safeguarding Policy (a copy of which is attached to the minutes).

In presenting the report, the Policy, Performance and Personnel Manager reminded Members that in the spring of 2016 Cabinet agreed an update to the Child Protection Policy which was required to ensure the Council continued to meet its statutory responsibilities with regards to safeguarding children and young people from potential harm and abuse, as well as protecting itself, its staff and elected Members.

The Policy, Performance and Personnel Manager explained that as part of that Cabinet report it was noted that a review of the potential to introduce an overarching 'Safeguarding' policy, incorporating elements of both child and adult protection, would be undertaken. It was noted that this work had now been undertaken, to gain an appreciation of the proposed content of the new policy and to ensure that Members were content that all relevant factors had been taken into consideration in the drafting of the new policy.

The Panel was informed that the key factors which were taken into consideration during the review were:

- Relevant legislation, in particular, the need to reflect the introduction of the Care Act 2014.
- Any changes to process/best practice.
- Members wish to ensure that the Council's duty to safeguard and promote the welfare of children is appropriately reflected in contracts, leases and licences.

The Policy, Performance and Personnel Manager explained that at the start of the review there were two options:

- To create a combined Safeguarding Policy – covering both child and adult protection issues.
- To create a new 'Adult Safeguarding Policy' to operate alongside the existing Child Protection Policy.

Members were informed that as a result of the review undertaken, the decision had been to produce one combined 'Safeguarding Policy.' This was because the range of topics to be covered for both areas was broadly the same.

The Panel was invited to:

- Input on areas of potential concern to ensure that these were addressed within the new Policy.
- Feedback on the need for training on their roles and responsibilities with regard to safeguarding.

The Policy, Performance and Personnel Manager responded to questions in relation to:

- Member and Officer responsibilities.
- How to identify cases of abuse.
- The need to identify vulnerable people.
- Borough Council assisting third parties to develop their own policy/adopted the Council's policy.
- Members training

**RESOLVED:** 1) Members noted the content of the presentation/report.

2) Safeguard training to be scheduled for Members.

CP91 **COMMITTEE WORK PROGRAMME 2017/2018**

The Panel noted the Work Programme for 2017/2018.

CP92 **DATE OF NEXT MEETING**

The next meeting of the Corporate Performance Panel will be held on Wednesday 7 June 2017.

**The meeting closed at 7.10 pm**



# Safeguarding Policy

Becky Box, Policy, Performance and Personnel Manager



# Definition of Safeguarding

Safeguarding is protecting children, young people and adults experiencing or at risk of abuse or neglect.



# Definition of 'a child'

The term children or young person is used to refer to anyone under 18 years of age.





# Definition of 'Adult at risk'

An adult at risk of abuse or harm is anyone over the age of 18 who:

- Has needs for care and support **and**
- Is experiencing, or at risk of, abuse, or neglect **and**
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect



# Legislation – Child Protection

## **Section 11 of the Children Act 2004**

places a duty on local authorities to ensure their functions, and any services they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of Children.



# Legislation – Adult Protection

## Care Act 2014

Places a responsibility on Norfolk County Council and it's partners to co-operate in preventing, reducing and delaying the development of need for care and support.



# Current Position

- Child Protection Policy revised spring 2016
- Updated to reflect changes in legislation and recommended practice
- Identified need to ensure the Council's duty to safeguard children appropriately reflected in contracts, leases and licences
- Noted proposed review of need for overarching safeguarding policy



# Research Undertaken

- Selection of other district Council policies – what have they done/when have they updated?
- Reviewed contents to identify common features/factors
- Selected best practice/wording from examples obtained
- Reviewed of legislation
- Compared to County Council policies
- Researched Norfolk specific requirements
- Benchmarked research against our existing policy
- Reviewed internal arrangements for working with third parties



# How has learning been applied?

Results of research used to consider:

- Approach to be adopted
- Communications
- Duplication
- Administration
- Signposting to information

Result is proposed combined  
Safeguarding Policy



# Policy Statement

The Borough Council believes that all children, young people **and adults** irrespective of their age, class, religion, culture, disability, gender, ethnicity or sexual preference have the right to be protected from harm.



# New Content

- Reference to the Care Act 2014
- Norfolk Adult Safeguarding Board
- Other relevant legislation, including:
  - PREVENT
  - Mental Capacity Act 2005
  - Modern Slavery Act 2015





# New Content

- Contractors
- Grants and Funding
- Leasing of Council property/land
- Licensing
- Safeguarding Risk Assessment



# Re-Formatting of Policy

- To streamline
- To improve the 'flow' of the document
- General update/refresh where required
- To move detailed information to appendices



# Updated Sections

- Legal framework
- Flow chart for making referrals
- Procedures for making referrals
- Work with third parties
- Training for staff



# Role of Elected Members

Everyone who works with or around children and adults experiencing or at risk of harm or neglect need to be aware of the laws that aim to protect them

- Awareness of Policy
- Familiar with indicators of abuse
- Know how to report concerns
- Follow good practice guidance



# Consultation Process

- Management Team
- Norfolk Safeguarding Children Board
- Norfolk Safeguarding Adults Board
- Presentation to CPP
- Internal Safeguarding group representatives



# Questions

- Any areas of concern for Elected Members?
- Any issues that Elected Members particularly wish to see covered in the policy?
- Any further information required/training needs identified by Elected Members

