

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

**Minutes from the Meeting of the Corporate Performance Panel held on Monday, 26th February, 2024 at 4.30 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn**

**PRESENT:** Councillor S Dark (Chair)  
Councillors R Blunt, P Devulapalli (left the meeting at 6.25 pm),  
B Jones (left the meeting at 7 pm), S Lintern, B Long, S Nash,  
J Osborne (Vice Chair), A Ryves, D Sayers (arrived at 5.41 pm)  
and Mrs V Spikings

**Portfolio Holders:**

Councillor A Beales, Business (left the meeting at 5.45 pm)  
Councillor C Morley, Finance  
Councillor T Parish, Leader  
Councillor J Rust, People and Communities (arrived at 5.26 pm, left the meeting at 6.49 pm)

**Under Standing Order 34:**

Councillors A Kemp and C Rose

**Officers:**

Alexa Baker, Monitoring Officer  
Becky Box, Assistant Director, Central Services  
Lorraine Gore, Chief Executive  
Jamie Hay  
Honor Howell, Assistant to the Chief Executive  
Oliver Judges, Executive Director - Place (Zoom)  
Wendy Vincent, Democratic Services Officer

**CP118 APOLOGIES**

An apology for absence was received from Councillor A Dickinson.

**CP119 MINUTES**

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The minutes of the meetings of the Corporate Performance Panel held on 4 January and 1 February 2024 were agreed as a correct record and signed by the Chair.

**CP120 DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP121 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP122 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillors A Kemp and C Rose were present under Standing Order 34.

CP123 **CHAIR'S CORRESPONDENCE (IF ANY)**

There was no Chair's correspondence.

CP124 **CALL-IN (IF ANY)**

There were no call-ins.

CP125 **DRAFT TERMS OF REFERENCE TAXI TESTING CONTRACT INFORMAL WORKING GROUP**

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The Assistant Director, Central Services presented the report and reminded that at the Corporate Performance Panel meeting held on 4 January 2024 it was agreed that an informal working group should be formed in relation to the 2021 last taxi testing contract.

Members were advised that the purpose of the report was to agree terms of reference for this informal working group.

The Panel's attention was drawn to the key issues set out in the report.

The Chair invited Councillors attending under Standing Order 34 to ask any questions/comment.

The Chair invited the Panel to ask questions/comment on the report, a summary of which is set out below.

Councillor Osborne suggested 5 Councillors for the membership of the informal working group. Councillor Nash agreed 5 Councillors would be the correct number.

The Chair, Councillor Dark commented that Councillor Nash had submitted this item for consideration by the Panel and suggested he be a member of the informal working group and invited other nominations for the informal working group.

The following Councillors expressed interest in being a member of the informal working group: Councillors Long, Lintern, Osborne and Ryves.

Councillor Dark asked if there was sufficient time for feedback from the informal working group to be fed into the new taxi testing contract which would be considered by the Environment and Community Panel. In response, the Assistant Director, Central Services explained that a draft would be available May/July to fit in with the schedule for reports to be presented to the Environment and Community Panel.

**RESOLVED:** The Panel agreed that a 5 Member Informal Working Group be set up, membership confirmed as Councillors Cllr S Nash, B Long, J Osborne, S Lintern, A Ryves

CP126 **SERVICE LEVEL AGREEMENTS**

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This item was deferred to a future meeting.

CP127 **ANNUAL COMPLAINTS MONITORING REPORT**

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This item was considered after Item 12 on the Agenda.

The Panel noted that annual report for the period 1 April 2022 to 31 March 2023 which set out the breakdown of MP Enquiries, Corporate and Ombudsman complaints and details on compliments received from members of the public. It also included the number of Freedom of Information requests made in the same period as well as Data Protection Breaches, together with any reported to the Information Commissioners office. The report was presented to the Corporate Performance Panel for information only.

In total, 97 MP Enquiries were dealt with during 2022/23, compared with 81 during the previous year. MPs are often contacted by their constituents for help and advice on a range of local issues or individual problems with a service delivered by the Council. These are then passed to the relevant Assistant Director or Service Head for a response.

Corporate Complaints: 59 Corporate Complaints were received during 2022/23, compared with 54 the previous year. Of these complaints, 13 were upheld as justified and 46 not upheld at Stage 1 of the complaints process.

It was noted that of the 59 Corporate Complaints which were received, 13 went to an Appeal to the Chief Executive (Stage 2) and out of the 13

complaints, 3 were considered to be justified and 10 were not upheld at Stage 2 of the complaints process.

**Ombudsman Complaints:** In total, 2 complaints were investigated by the Local Government and Social Care Ombudsman with 1 being upheld.

**Compliments:** For the year 2022/23, the Council received 163 compliments from customers.

The Chair thanked the Corporate Governance Manager for the report and invited questions and comments, a summary of which is set out below.

The Corporate Governance Manager responded to questions and comments in relation to:

- Freedom of Information Requests – in 2022/2023, one complaint was reported and subsequently upheld by the ICO (relating to personal medical data which had been published).
- No of complaints upheld by the Council and lessons learnt.
- Content of the Local Government Letter.
- Number of MP enquires.
- Planning and enforcement figures – the Corporate Governance Manager undertook to present the planning enforcement figures separately in future reports.

The Monitoring Officer explained that the number of complaints received from parish councils was reported to the Standards Committee.

The Corporate Governance Manager explained that the information collated from complaints was used to improve the service delivery when a complaint was upheld and training was available for officers who responded to complaints.

The Chair thanked the Corporate Governance Manager for the report and the numbers reported look reassuring.

The Chair invited the Leader to address the Panel.

The Leader commented that it was positive for the Council to receive 163 compliments.

The Portfolio Holder for People and Communities explained that she had met with the Corporate Governance Manager to discuss the report and echoed the comments made the Leader on the number of compliments received.

**RESOLVED:** There were no recommendations; it was an annual report for Members to note.

The Panel adjourned at 6.19 pm and reconvened at 6.29 pm.

CP128 **KEY PERFORMANCE INDICATORS 2024/2025 - TARGET SETTING REPORT**

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The Corporate Governance Manager presented the report and explained that the Council's performance management framework included quarterly monitoring and reporting of performance. Each quarterly performance report was presented to the Corporate Performance Panel.

The Panel was informed that the report provided an overview of the corporate performance indicators and associated targets which had been set for the 2023/2024 year.

The Panel's attention was drawn to the key issues set out in the report.

Following the borough elections in May 2023, a new Corporate Strategy 2023/2027 was adopted by Full Council on 23 November 2023. Key performance indicators and associated targets had been reviewed by Management Team and Cabinet to enable performance monitoring of council services on an ongoing basis. The targets were determined based on a realistic assessment at what should be achieved given the resources available within services.

Quarterly monitoring of the indicators will form part of the new Performance Management Report which will also incorporate the monitoring of the Corporate Strategy. The report will be discussed at the Corporate Performance Panel each quarter, ensuring Members have the opportunity to clarify the reasons for the levels of performance being reported.

The Corporate Governance Manager provided an overview of the monitoring which had been undertaken and explained that three quarters of monitoring would be presented to the Corporate Performance Panel at its April meeting.

The Chair invited Councillors attending under Standing Order 34 to ask any questions/comments.

Under Standing Order 34, Councillor Kemp referred to the following performance indicators:

- % calls to CIC prevented by web chat target of 75% using the internet to prevent or minimise human contact may be a good one point but there may be vulnerable people without a home computer and asked if this was a realistic target in meeting the needs of the population.

- No of people in bed and breakfast accommodation and why this was a monitor only indicator because it was important for the Council to look at the future trend and cost to the Council.
- Previous indicators to ensure new homes were not being at risk of been flooded and wondered if there should be an indicator to ensure the Council was doing what it should to protect future and existing homes from the risk flooding.

In response to the question regarding % of calls/webchat to the CIC, the Corporate Governance Manager explained she understood what Councillor Kemp had said and that it should be acknowledged that the Council was aware that a number of people were not on line and may be digitally excluded. The Panel was informed of the benefits of webchat and that it would leave time for those customers who preferred to use the telephone to contact the Council. Members were informed that it was not designed to exclude anyone but be complimentary to each other.

The Chair invited the Panel to ask questions/comment on the report, a summary of which is set out below.

In response to a question from Councillor Mrs Spikings on rating of 3 and above for food premises and the target of 90% and added that this information did not include ratings 1 and 2 and did not tell Councillors anything. The Corporate Governance Manager commented that this was a good point and undertook to feedback the information to the relevant service area. The Panel was informed that if the target was not being achieved there would be an explanation/commentary as to why.

Councillor Jones suggested amended wording in relation to the % of calls prevented by webchat which was noted by the Chief Executive (prevented was the wrong word).

Councillor Devulapalli asked if there were any responses available for the two remaining questions asked by Councillor Kemp.

In response to the question raised by Councillor Kemp regarding bed and breakfast accommodation being a monitor only indicator, the Corporate Governance Manager explained that the Council had to monitor how much was spent and was used as a comparison purpose for previous years but the Council was not necessarily able to influence and change it based on the temporary accommodation available. The Panel was informed there was a limited amount of accommodation and the Council would not know who would be presenting as homeless.

In response to the question raised by Councillor Kemp on homes being at risk of flooding, etc, the Corporate Governance Manager all new properties, although did not necessary form part of the performance indicators but went through a rigorous assessment in relation to flooding when a planning application was submitted.

Councillor Devulapalli asked what was the purpose of the bed and breakfast indicator being monitor only and asked if the Council was

also going to monitor the use of the night shelter in order to gain an understanding of the need of homelessness in West Norfolk . In response, the Corporate Governance Manager explained that she would liaise with the relevant officer and email a response.

Councillor Devulapalli agreed with the comments made by Councillor Mrs Spikings on receiving more meaningful information and added that some targets were in figures and some in percentages and was quite difficult to understand.

In response to questions from Councillor Devulapalli on the target for short term car parking tickets and level of usage, etc, the Corporate Governance Manager explained that with short term parking it was tickets when people came into the town to look at levels for the previous and current year which gave the Council an indication of the usage. It was explained that a response would be emailed as to what the Assistant Director and Portfolio Holder were looking for in relation to this indicator. The Chief Executive explained that this was a list of indicators for the current year but when they were reported comparable figures would be shown for the previous year which represented a trend.

Councillor Devulapalli commented that she was dismayed that cycling usage was monitor only and would hope the Council would look for a more robust indicator. In response, the Chief Executive explained that some were a set target, for example, bed and breakfast accommodation and outlined the reasons why it was monitor only. In relation to the cycle usage, it was noted this was a new target for this year so the data would be collected and then going forward a target would be set.

Councillor Long commented that there were a number of indicators previously where, for example, % of Council Tax collected against outstanding balances, 97.5% and when there had been a target of 100%, there had been a collection fund surplus, which would be negotiated and shared with the other precepting authorities and asked why the target was set at 97.5% and not 100% which followed through with business rates and the BID. In response, the Chief Executive explained that 97.5% was for the percentage of council tax collected in the current year and added that when the Council set its budget it worked on 100% of council tax base at the October date because during the year new properties came on and the council tax collection fund was increasing which impacted on the amount of money the Borough Council paid across to Norfolk County Council when the budget was set and was therefore used for two different purposes.

Following further questions from Councillor Long on the above target/indicator to achieve 100% and not have a collection fund surplus, the Chief Executive commented that it might be worth

obtaining technical details to circulate to the Panel. The Chair added this would provide useful to Councillors.

The Chair outlined the genuine confusion he had at the sifting meeting regarding the performance targets and the general practice in organisations in setting key performance indicators and commented that question he had was the Panel, being ten months in, was being asked to review and note the proposed key performance targets for 2023/2024 which was last year. The Chair explained that he had liaised with officers regarding when the Panel would see what would drive the targets for 2024/2025.

In response, the Corporate Governance Manager explained that KPI's were in place to demonstrate performance against the Corporate Strategy. It was explained that following the May 2023 election there had been a change of Administration and during the summer work had been undertaken on the Corporate Strategy which was adopted by Full Council in November 2023. During December 2023 officers had been working on the Annual Plan for 2023/2024. It was explained that the KPI's tied in with the Corporate Strategy and as it was not adopted until late in 2023, officers had not been able to put together a set of performance indicators. However, officers had been collecting the information and 38 of the indicators were existing and there were 26 new indicators. Those indicators had been grouped into the new corporate priorities which were similar to the previous actual priorities. Members were informed that until the Corporate Strategy was adopted it was not possible to set performance indicators which would monitor performance against that strategy because it had not been agreed and published.

The Corporate Governance Manager further explained that Assistant Directors and Portfolio Holders had been asked to agree performance indicators in relation to the Corporate Strategy, Annual Plan and Directorate Plans. The data would be collected from April 2023 in order that the Panel would receive data on the full year's performance for 2023/2024 based on the new Corporate Strategy adopted in November 2023.

Councillor Lintern commented the Council would have had KPI's for previous years and added it would be irrelevant as they were ongoing, new ones could be added in but the bulk of indicators would already be in existence and were therefore not figures that had been manipulated in any way.

The Chair disagreed with the comments made by Councillor Lintern and stated that the idea of a KPI was that it was bespoke, measurable and set the drum beat of the business and to say that the authority would carry over KPI's from last year, the indicator(s) might be in the wrong area or at the wrong level. The Chair added that the key issue was that the Panel was looking at indicators for last year and the question was which committee would see the plan for 2024/2025 and



agree targets and input into Cabinet, if it was an amalgamation for the current year because of old figures, etc.

Councillor Lintern reiterated the points she had made previously and added that the core of the performance indicators would be ones that would be measured and monitored on an ongoing basis for many years and that indicators could be amended if appropriate and new indicators added. In response, the Corporate Governance Manager explained that Councillor Lintern was correct and explained that whilst the Core Strategy and indicators had been in development, the Council had continued its business as usual and outlined the variety of services, some of which were statutory and being delivered to the residents of West Norfolk.

The Chief Executive and Officers responded to questions from Councillor Blunt in relation to links between key performance indicators, the corporate strategy and the performance management framework.

In response to questions from Councillor Lintern, the Assistant Director Central Services provided an overview of the performance annual appraisal process and how targets may link to the corporate strategy undertaken for each employee.

The Corporate Governance Manager circulated a chart which set out the 2023/2027 Corporate Strategy Delivery Model.

The Chair commented that he had listened to the debate and stated that it was unusual, although this was a transitional year, that there was an amalgamation of last year's and this year's KPI's and looking at them towards the end of the year. The Chair added he had taken on board the comments made by Councillor Lintern but the targets within those indicators could vary and drew attention to recommendation and that the Panel was being asked to review the targets for 2023/2024 but the Panel was not being asked to review targets for 2024/2025 and that this should be included and the recommendation amended.

In response to a question from Councillor Devulapalli on % of contracts awarded SME, target 25%, the Corporate Governance Manager undertook to liaise with the relevant department and respond direct to Councillor Devulapalli.

The Corporate Governance Manager clarified that the KPI's would be monitored during the 4 year period of the Corporate Strategy.

Councillor Devulapalli commented that it would be better to look at targets year on year in order to see if they were still appropriate.

Councillor Devulapalli drew attention to the comments she had made above regarding the monitoring of bed and breakfast accommodation and asked if in the future monitoring of the usage of the night shelter

and the spend per user could be undertaken. The Chief Executive advised that the Council would need to consult with other organisations as the data was not all from the Borough Council

The Chair proposed the following amendment to the recommendation as set out below, highlighted in bold:

The Panel is asked to review and note the Council's proposed key performance indicators and targets for the 2023/2024 year **and 2024/2025 or 2024 to 2027**. Performance against these indicators will be reports to the Panel via the quarterly Performance Monitoring Report.

The Chief Executive accepted the above amendment to the recommended.

The proposal was seconded by Councillor Long.

Councillor Long commented the Chair asked for 2024/2025 and was happy to roll indicators forward, but for 2026/2027 there may be additions, changes, etc which would probably come back to the Panel and would therefore be happier that the proposal was for 2023/2024 and to note going forward 2024/2025 with a revision to come back in subsequent years as required.

In response to questions from Councillor Ryves, the Corporate Governance Manager advised that the Panel could put forward recommendations to Cabinet on 5 March 2024.

The Panel voted on the amendment to the recommendation as set out above, which was carried.

The Chair invited the Leader to address the Panel.

The Leader addressed the Panel and commented that the Corporate Plan would be monitored on an annual basis and any KPI's could be amended if required. The Leader added that he had taken on board the comments made by Councillor Blunt regarding the Performance Related Pay appraisal process and would hold discussions with Assistant Directors to ensure that service areas were aware of their part in the Corporate Plan and Key Performance Indicators. The Leader invited Councillor to discuss with him how the KPI's could be presented, etc.

**RESOLVED:** The Panel reviewed and noted the council's proposed key performance indicators and targets for the 2023/24 year and 2024/2025 with a revision to come back in subsequent years as required. Performance against these indicators will be reported to the panel via the quarterly Performance Management Report.

**CP129 CABINET REPORT: ANTI-MONEY LAUNDERING POLICY REVIEW**

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The Senior Internal Auditor presented the report and explained that as a Local Authority the Council was not legally obliged to apply the provisions of the Money Laundering Regulations 2007. However, it was explained that as a responsible public body, the Borough Council who do not undertake any such regulated activities should employ policy policies and procedures which reflect the essence of the UK's anti-terrorist financing and anti-money laundering regimes.

The Panel was informed of the key changes set out in the supplement published on Mod Gov.

Members' attention was drawn to the key issues set out in the report and advised that this was a policy review to replace the current Anti-Money Laundering Policy which was formally approved on 21 April 2020.

The Chair thanked the Senior Internal Auditor for the report and invited those Members attending under Standing Order 34 to address the Panel.

Under Standing Order 34, Councillor Kemp asked which Directorates received training and how often it was updated. In response, the Senior Internal Auditor explained that the next step would be to carry out an assessment to help inform and understand the areas of the organisation and which officers would require training.

The Chair invited the Panel to ask questions/make comments, a summary of which is set out below.

Councillor Long welcomed the revision of the policy and the opportunity to scrutinise the proposed changes.

In response to comments made by Councillor Nash on Councillor involvement to enable an oversight of the policy, the Senior Internal Auditor advised that he was not aware of any Councillor involvement.

Councillor Nash asked if it was possible to amend the policy to include Councillor involvement. In response, the Monitoring Officer outlined the legal process and undertook to review the request with the Senior Internal Auditor the following day.

The Chair, Councillor Dark commented that there was reliance on staff to report anything unusual and asked if officers were confident that this message was conveyed to staff that the matter could be pushed further up the chain if on any occasion they felt uncomfortable and that the proper level of training would be given. In response, the Senior

Internal Auditor explained that there were plans in place to ensure the required arrangements were put in place. It was the Council's intention to liaise with the Norfolk Fraud Hub and for the Borough Council to lead for Norfolk.

Following further questions from the Chair, the Senior Internal Auditor explained that the Council was liaising with another local authority in the UK who already had the training arrangements, etc in place.

Councillor Nash further commented on how staff could raise an issue and asked how Councillors could be assured that the policy was safe without any Member involvement. In response, the Senior Internal Auditor drew attention to the flow chart in the report which set out the criteria and the steps staff could take.

In response to further comments from Councillor Nash regarding any financial risk to the council, for example fly tipping, the Monitoring Officer explained that this was a separate issue.

Councillor Nash proposed an amendment to the Policy to include Member involvement which was seconded by Councillor Devulapalli.

Councillor Long commented that he could see the point Councillor Nash was making but did not want the Council to build this element into a policy which could jeopardise a case.

Councillor Nash concurred with the comments made by Councillor Long and stated did not wish to prejudice any case but reiterated the importance of Councillor involvement.

The Chair, Councillor Dark stated that he understood the concern raised by Councillor Nash but added officers who had been professionally trained to deal with such matters often had to act quickly and did not wish to slow the process down if there was Councillor involvement.

The Chair invited the Portfolio Holder for Finance to address the Panel.

The Portfolio Holder for Finance explained that the anti-fraud process dovetailed with this policy and highlighted the importance of the Council complying with legislation.

Councillor Nash stated that he was not satisfied with the response given and made reference to the Council's Whistleblowing policy.

The Chair referred the Panel to the proposal by Councillor Nash to amend the policy to include Councillor involvement, which had been seconded by Councillor Devulapalli.

The Panel voted on the above amendment which was lost (4 For, 7 Against, no abstentions).

**RESOLVED:** The Panel supported the recommendation to Cabinet as set out below:

- a) Approval for this Policy to be put forward to Cabinet and Full Council for formal adoption.

CP130 **CABINET REPORT: KLACC - AREA COMMITTEE STATUS**

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The Monitoring Officer presented the report which proposed that terms of reference be adopted to create a new decision making body to replace the King's Lynn Area Consultative Committee, due to be considered by Cabinet on 5 March 2024.

The Monitoring Officer advised that decisions of KLAC would be executive decisions subject to call-in under the Council's constitution.

The Panel was informed that KLACC had been consulted at two public meetings on the proposals and a draft Terms of Reference for an Area Committee was attached at Appendix 1.

The Chair thanked the Monitoring Officer for the report and invited Councillors attending under Standing Order 34 to address the Panel.

Under Standing Order 34, Councillor Kemp addressed the Panel and commented that it was a step in the right direction and added that the allocated budget from reserves/ community centres was not ideal but was just a start. Councillor Kemp added that she was disappointed that Cabinet had not allocated a proper budget.

The Chair invited the Panel to ask questions/make comments, a summary of which is set out below.

Councillor Long referred to the reserves pot which was to be used within KLACC wards and added what would happen when there was no reserve left and asked if there would be an ongoing budget to support the work of the proposed KLAC. In response, the Monitoring Officer explained that the terms of reference 4.1 – to determine the spend of any budget allocated to KLAC.

Following a question from Councillor Blunt, the Monitoring Officer confirmed that KLAC would have the authority to submit a CIL application as part of the normal process.

Councillor Ryves commented on the £35,000 budget was linked to community centres.

The Chair, Councillor Dark commented that there had been two plans:

- 1) To look at the potential to create a Town Council.
- 2) To look at the creation of a King's Lynn Area Committee

and added that Councillor Jones had been instrumental in proposing an alternative to a Town Council. The Chair referred to the comments made by Councillor Ryves above and expressed concern on the £35,000 funding for community centres and the potential impact. In conclusion, the Chair asked if officers of the Portfolio Holder for Finance could answer the question regarding budget in the financial plan for this year and going forward.

The Chair invited the Leader to address the Panel.

The Leader explained that money had been allocated to KLAC and going forward would seek to source additional funding from a variety of methods and added that in his view it would give KLAC more powers in the decision making process.

The Portfolio Holder for Finance referred to the reserve for community centres during the current financial year and explained that there may be more funding opportunities for KLAC and gave an example of the Shared Prosperity Fund.

The Chair invited Councillor Rust, Chair of KLACC to address the Panel.

The Chair of KLACC, Councillor Rust addressed the Panel and highlighted the importance of KLAC being able to make decisions which was a power KLACC did not currently have. Councillor Rust added that Councillors were mindful of the cost of creating a Town Council and did not wish to pass further expense onto residents. KLACC was aware that there was no budget allocation and that the community fund was available and two bids had been submitted to the Shared Prosperity Fund. In conclusion, Councillor Rust commented that this was a brilliant start.

The Panel supported the recommendations to Cabinet as set out below.

Councillor Long abstained against the following recommendations.

**RESOLVED:** The Panel supported the recommendation as set out below:

Cabinet resolves:

1. That a new executive Area Committee constituted pursuant to section 9E of the Local Government Act 2000 be established, to be known as the King's Lynn Area Committee ("KLAC").
2. The terms of reference at Appendix 1 be adopted for KLAC.

CP131 **CABINET REPORT: INDEMNITY FOR COUNCILLORS AND OFFICERS ON OUTSIDE BODIES**

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The Monitoring Officer presented the report which proposed the granting of indemnities to Members and officers to cover any loss, damages, costs or legal expenses which they may be ordered to pay or may reasonably incur arising from their action or failure to act during the course of their appointment to an outside body, including the Council's wholly owned companies.

The Chair, Councillor Dark thanked the Monitoring Officer for the report and invited Councillors attending under Standing Order 34 to address the Panel.

There were no questions or comments from Councillors attending under Standing Order 34.

The Chair invited the Panel to ask questions/make comments, a summary of which is set out below.

Councillor Long commented that he was supportive of the way forward as outlined by the Monitoring Officer.

The Monitoring Officer responded to questions from Councillor Ryves on the insurance arrangements for the Council's wholly owned companies.

In response to a question from Councillor Blunt, the Monitoring Officer explained that the proposal would include Councillors who had been appointed as Trustees to a board.

Councillor Ryves asked if the indemnity could extend to parish councils. The Monitoring Officer advised that this could not be extended to parish councils but undertook to discuss the matter with Councillor Ryves outside the meeting.

The Panel supported the recommendation to Cabinet as set out below.

**RESOLVED:** The Panel supported the recommendations to Cabinet as set out below:

- 1) An indemnity is granted to Members and officers, both current and former, who are or have been appointed by the Council to an outside body, including the Council's wholly owned companies, in the form set out in Appendix 1.
- 2) The Section 151 officer in consultation with the Portfolio Holder for Finance is authorised to make changes from time to time provided, they are non-material, with reference to the content of this report.

- 3) The Chief Executive, or in the event of their absence or a conflict arising, the Monitoring Officer, in consultation with the Leader, or in the event of their absence or a conflict arising, the Deputy Leader, is authorised to determine on a case-by-case basis whether an exclusion under the indemnity applies.

CP132 **CABINET REPORT: LGA CORPORATE PEER CHALLENGE ACTION PLAN**

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The Chief Executive introduced the report and thanked the Corporate Governance Manager and Performance Officer for the work they had undertaken and for staff input. The Panel was informed that engagement sessions had been held with staff, the detail had been picked up in the Action Plan and would form part of the terms of reference for each working group and the outcome of those groups would form part of the overall Transformation Programme. It was highlighted that this was not a one-off piece of work and the process would continue. The Corporate Performance Panel would receive updates on a regular basis.

The Corporate Governance Manager drew the Panel's attention to the key issues and options considered as set out in the report. Members were advised that staff from all areas of the Council had provided significant input, many of whom had expressed an interest to be part of the work groups. It was noted that the transformation progresses would be developed from the Action Plan and be called the Transformation Plan and Strategy.

The Chair thanked officers for the report and invited questions and comments from Councillors attending under Standing Order 34.

Under Standing Order 34, Councillor Kemp addressed the Panel and commented that it was a good action plan and asked what extent the Council would look at the health in communities and gave an example of South Lynn and what residents wanted such as Hardings Way being traffic free. Councillor Kemp referred to recommendation 7 and asked how the Council proposed to underpin better data and consultation to address any outcome from residents.

The Chair invited the Panel to ask questions/make comments, a summary of which is set out below.

The Chair, Councillor Dark referred to page 183, the timetable and highlighted the importance of the Council leading the budget process to make it better for the residents of West Norfolk. The Chair expressed concern that the draft report had appeared in the local press before being circulated to all Councillors.



The Chair further added that it appeared that the process had been rushed and gave an example of the joint panel meeting in January 2024 and there not being sufficient time to consult in relation to the action plan.

The Chief Executive responded to the comments made by the Chair and explained that the points raised would be picked up during community engagement and sessions with staff.

Following a question from Councillor Blunt, the Chief Executive explained that it was proposed to bring regular updates to the Corporate Performance Panel either on a quarterly or 6 month basis. Councillor Blunt added that there was no frequency of report in the timescale. The Chief Executive advised that the Panel could amend the recommendation.

The Chair proposed that a recommendation to include the frequency of reporting on a regular basis be added. The proposal was second by Councillor Blunt.

The Leader explained that that Cabinet would receive regular updates and would then appear on the Cabinet Forward Decisions List, Members would then have the opportunity to identify the item be added to the Panel work programme.

The Panel voted on the proposal to receive updates on a regular basis and on being put to the vote was carried (7 for, 1 against, 1 abstention).

**RESOLVED:** The Panel supported the recommendation to Cabinet as set out below with the additional recommendation that the Corporate Performance Panel receive updates on a regular basis. :

Cabinet notes the final report of the LGA Peer Challenge Team and to endorse the Action Plan drawn up by Management Team and the Senior Leadership Team (SLT) in consultation with council staff to respond to the report's conclusions.

That Cabinet note that implementation of the actions stated will require resource and capacity. It is envisaged that a final allocation will be required in the future.

CP133 **CABINET REPORT: CORPORATE STRATEGY - ANNUAL PLAN 2024/25**

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The Corporate Governance Manager presented the report which proposed the adoption of the Annual Plan for 2024-2025.

The Panel's attention was drawn to the key issues and options considered as set out in the report.

It was explained that the Annual Plan 2024/2025 had been developed to reflect the services and projects which would commence, be in progress or will be delivered during the year.

The Chair thanked the Corporate Governance Manager for the report and invited Councillors attending under Standing Order 34 to address the Panel.

Under Standing Order 34, Councillor Kemp addressed the Panel and referred one of the key corporate priorities – protect our environment and commented that consideration should be given as to how active travel could fit with the King's Lynn Area Transport Plan (KLATS) and gave examples of the King's Lynn Ferry being more accessible and the footpaths in West Lynn to reduce the traffic. Councillor Kemp also referred to the Town Deal Plan for West Norfolk and the opportunity for a new railway station.

The Chair invited the Panel to ask questions/make comments, a summary of which is set out below.

Councillor Mrs Spikings highlighted the fact that residents living in rural areas relied on a car and there was no suitable transport to travel into the town centre.

In response to questions from Councillor Sayers on encouraging private sector house development and what measurable impact could be expected, the Corporate Governance Manager undertook to liaise with the relevant Executive Director and provide a response to the Panel.

Following comments from the Chair on the presentation of the Corporate Plan, the Corporate Governance Manager explained that the 2023/2024 plan had been published and the Corporate Strategy 2023-2027 was adopted by Council in November 2023. To underpin the four-year Corporate Strategy, Cabinet resolved to produce an Annual Plan each year to highlight the key priorities for the year ahead which reflected the current economic climate, financial position and the needs of residents, visitors and business. It was the first time that the Annual Plan had been presented by the current Administration.

Councillor Long commented that it was now being presented in a new format which looked at priorities which were similar in all councils in the UK for a vibrant borough and added that it was importance that the priorities identified were delivered.

The Chair, Councillor Dark drew attention to page 211 – protect our environment and the Council will implement the Hunstanton Coastal Management Plan and carry out a geotechnical investigation of

Hunstanton sea defences. The Chair expressed concern regarding the role of the Environment Agency and the article in the Eastern Daily Press on 26 February 2024 that there was an issue with the Environment Agency maintaining sea defences and cost implications and asked if this section could be “beefed up.”

The Chair drew the Panel’s attention to page 212 – efficient and effective delivery of our services – consider appropriate resources to investigate a town council for the unparished area of King’s Lynn and the adoption of West Norfolk as the name of the borough and asked why it was included if the proposal was now off the table for a couple of years. In response, the Chief Executive explained that priorities set out in the Corporate Strategy were for the whole period 2023 to 2027. The Chief Executive reassured the Chair that the investigation into a town council would not progress in 2024.

The Chair referred to page 211 as above and commented that the word be amended to read: Implement the Hunstanton Coastal Management Plan led by the Environment Agency, etc...

Councillor Long concurred with the concerns expressed by the Chair in relation to the Hunstanton Coastal Management Plan and added that in the past the Shoreline Management Plan had been driven by partners and outlined the Environment Agency model to protect the single ridge. Councillor Long stated that he could not endorse the Annual Plan 2024-2025.

The Chair invited the Leader to address the Panel.

The Leader addressed the Panel and explained that the Council would produce a Annual Plan and referred to the article which had been published in the Eastern Daily Press and commented that he hoped the Panel would support the Annual Plan.

The Chair proposed the following amendment:

We will influence the Coastal Management Plan to best protect the businesses and residents of West Norfolk and carry out a geotechnical investigation of Hunstanton sea defences.

Councillor Long seconded the proposal but on being put to the vote was lost (4 for, 5 against).

**RESOLVED:** The Panel supported the recommendation to Cabinet as set out below:

That Cabinet resolve to endorse and adopt the Annual Plan for 2024/2025.

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The Chair explained that it was normal practice for questions to be submitted in advance of the meeting.

Councillor Lintern asked how many staff were needed to produce the monitoring report for key performance indicators. In response, the Chief Executive explained that currently the performance monitoring was undertaken by the Corporate Governance Manager and Corporate Performance Officer. The Council was looking at software to assist in Performance Management and the Transformation Programme and that resource would also be looked at.

CP135 **CABINET FORWARD DECISIONS LIST**

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The Cabinet Forward Decisions List was noted.

The Chair invited the Panel to contact him or the Democratic Services Officers of any items for consideration on the Panel work programme.

CP136 **SHAREHOLDER COMMITTEE FORWARD PLAN**

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The Corporate Governance Manager explained that

CP137 **PANEL WORK PROGRAMME 2023/2024**

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The Panel noted the work programme.

Councillor Nash asked if the role of the Monitoring Officer/Deputy Monitoring Officer and how the roles conflicted with the legal advice. The Monitoring Officer advised that she would look at the request and provide a response.

CP138 **DATE OF NEXT MEETING**

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.

**The meeting closed at 7.39 pm**