

**MINUTES OF A MEETING OF THE
PERFORMANCE MONITORING PANEL
HELD AT NELSON TOWN HALL
ON 29th OCTOBER, 2014**

PRESENT –

Councillors

*D. Clegg
K. Hartley
R. Smith
J. Starkie*

Officers in Attendance

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| <i>Dean Langton</i> | <i>Head of Central and Regeneration Services</i> |
| <i>Marie Mason</i> | <i>Performance Management Officer</i> |
| <i>Sarah Waterworth</i> | <i>Committee Administrator</i> |



1. APPOINTMENT OF CHAIRMAN

RESOLVED

That Councillor J. Starkie be appointed Chairman of the Panel for this meeting

Councillor J. Starkie – Chairman (In the Chair)

2. DECLARATION OF INTERESTS

Members were reminded of the legal requirements concerning the declaration of interests.

3. MINUTES

RESOLVED

That the Minutes of the meeting held on 30th July 2014 be agreed as a correct record and signed by the Chairman.

4. PAPERLESS MEETING

RESOLVED

That the meetings of this panel no longer be paperless.

**5. PERFORMANCE INDICATOR (PI) REPORT –
1ST APRIL – 30TH SEPTEMBER 2014**

The Head of Central and Regeneration Services submitted a report which provided the Panel with details of performance for the period 1st April, 2013 to 30th July, 2014 and also gave a short presentation regarding the role of the Performance Management Panel.

It was reported that of the 85 corporate PIs that could be measured 53 (62.4%) of the PIs were performing on or above target whilst 37.6% were underperforming (26 (30.6%) were red and 6 (7.1%) were amber). Forecasts for the PIs were provided by services on performance towards annual targets which indicated that 62 (74.7%) of these PIs were expected to meet or exceed targets set for the year.

It was reported that one key PI which was delivered across every service and regularly featured in appendix one of the report related to the timeliness of handling complaints. Whilst it was acknowledged that the target set (100%) was difficult to achieve it had been some considerable time since staff had been trained in the handling and logging of complaints.

RESOLVED

- (1) That the underperforming key PIs identified and related commented detailed in appendix 1 of the report be noted.
- (2) That the carbon emissions performance for 2013/14 as detailed in appendix 2 be noted
- (3) That increased targets be provided for those PIs that have already exceeded their annual target.
- (4) That the decision taken by Management Team to provide refresher training to staff in relation to complaint handling be noted.

REASON

To ensure that the Council retains focus on its priorities and delivers good quality, accessible services.

**6. STRATEGIC PLAN REVIEW – QUARTER 2, 2014/15
(1ST APRIL – 30TH SEPTEMBER 2014)**

The Head of Central and Regeneration Services presented a report to the Panel which detailed progress made in achieving the Council's strategic priorities.

The Strategic Plan Review detailed the progress achieved to date (up to the 30th September 2014) in delivering each of the actions from the Service Plans which directly contribute to the key priorities for the current financial year.

Actions which had been identified as not being on target were detailed in Appendix 1 of the report. Members queried the action relating to contaminated land and asked how it was linked to the risk register.

Performance Monitoring Panel (29.10.2014)

RESOLVED

That the Panel –

- (1) notes any issues of concern on the performance monitoring information provided in Appendix 1 to the report relating to actions that could not be delivered during the period;
- (2) notes the progress made on all completed actions identified in the Strategic Plan as detailed in Appendix 2 to the report.
- (3) That an update be submitted to the next meeting regarding contaminated land and the risk register.

REASON

To inform the Panel of performance monitoring information in relation to the Council's Strategic Plan.

Chairman _____