

Appendix 3

Extract from the Prosperous Communities Committee Meeting held on 16 July 2019

15 PROGRESS AND DELIVERY REPORT - PERIOD 1 2019/20

Members gave consideration to a report which assessed the performance of the Council's services through agreed performance measures, as at the end of Period 1 for the 2019/2020 year. Members were asked to review performance and recommend areas where improvements should be made, having regard to any remedial measures already included within the report.

The report summary was structured to highlight those areas that were performing above expectations, and those areas where there was a risk to either performance or delivery.

Table two identified measures where performance was outside agreed tolerance for two periods or more. Measures where additional improvement actions had been requested by Management Team had also been highlighted, these primarily related to the Home Choice Function.

Debate ensued and the majority of Councillors indicated they were pleased with the report and welcomed the improved clarity; the recommendations were moved and seconded.

However concern was raised that the Committee were not being challenging enough. Some Members considered the situation in respect of the Market dire, and suggested the Council had given up and were doing nothing to try and reverse the trend. It also questioned why the measures had been changed.

In response, Officers advised the report was an exception basis report, and therefore only those measures which were falling above or below their target featured. Assurance was offered that the Markets Team were undertaking lots of work in accordance with the previous decisions undertaken by the Committee. This included an options appraisal with the results due to be reported to the Committee in December. Concern was expressed that the timeline was too long.

The Executive Director for Economic and Commercial Growth summarised to the committee the current position, in terms of previous decisions. The Council were currently in a one year contract with Marshalls Yard for increased promotion of the Markets and two Annual Events, the impact of this would be included within December's report, as the contract reached its conclusion.

There was a general discussion regarding some of the alternative options which should be explored, including charity markets and boot sales. The weekend event

organised in June had proven that people would come to the Market place if there was something there. Members spoke at length regarding the challenges Markets across the country faced, although this was disputed by some, with the suggestion that a more inventive stance was required.

In light of the comments raised, particularly regarding the Saturday market operations, it was apparent the Team Manager's comments included with the report had not satisfied the Committee's concerns.

Members therefore requested that the Market Manager be requested to provide additional comments in respect of the improvement works and efficiencies being generated in respect of the Market Operations in the next report. In the event that Members' remained dissatisfied, it was suggested that the Markets Manager be requested to attend a future meeting.

On that basis it was **RESOLVED** that: -

having critically appraised the performance of the Council's services through agreed performance measures, and having had regard to the remedial measures suggested in the report, and the information provided in response to Member questions, the Market Manager be requested to provide additional comments in respect of the improvement works and efficiencies being generated in respect of the Market Operations in the next report. In the event that Members' remained dissatisfied the Markets Manager be requested to attend a future meeting.