

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

Friday, 14th July 2006 at 2.00 p.m.

PRESENT: Councillors Mrs. J. Dyer M.B.E., (Chairman), Mrs. S. J. Baxter, A. N. Blagg, Miss D. H. Campbell JP, and J. A. Ruck

21/06 **APOLOGIES**

Apologies for absence were received from Councillors Mrs. J. D. Luck and P. M. McDonald.

22/06 **MINUTES**

The Minutes of the Meeting of the Board held on the 16th June 2006, were submitted.

RESOLVED that, subject to the comments referred to above, the Minutes be approved and confirmed as a correct record.

23/06 **CUSTOMER SERVICE CENTRE PERFORMANCE**

Consideration was given to a Report from the Head of eGovernment & Customer Services on (i) the current performance of the telephony service provided by the Customer Service Centre, and (ii) the actions planned to provide realistic, sustainable improvements in telephony performance. Mr. Roger Horton, Customer Services Manager, who was also present, was able to supplement the information before the Board, and, following a number of questions from Members, it was

RESOLVED that both the Performance Report and the planned actions for improving telephony performance be noted and approved.

24/06 **LEGAL SERVICES – TEAM PLAN**

Further to the brief, verbal report made at the last Meeting, the Head of Legal Services submitted a more detailed report on the anticipated outcomes it was hoped would be achieved following the recent additional appointments made to the Legal Section Team.

RESOLVED that the Report be noted.

25/06 **IMPROVEMENT PLAN**

The Acting Chief Executive gave a brief verbal update on the current position relating to the Improvement Plan, which was to be circulated at this meeting, but, due to its volume, would be included on the agenda for the next meeting. The document, which takes the Council forward from its earlier Recovery Plan, was comprised of a number of headings, with key sections including Corporate and External; Planning and Environmental; Culture and Community; Street Scene and Waste Management; e-Government; Human Resources, and Financial Services.

Within the first of those headings (Corporate and External), officers would be looking to improve the image of the Council; introduce effective communication and consultation; bring about a more modern and inclusive Council, embracing the Equalities and Diversity agenda; have a clear strategic direction; improve Partnership working (through the Local Strategic Partnership); more public involvement with our decision-making process (through PACT, etc.); embrace more of a Performance culture within the Council, through Service Business planning processes, having priorities in place for staff at every level.

Members were also advised of some of the issues which would be addressed throughout the various Service areas within the Council.

The Chairman congratulated the officers on the work carried out to date in this regard, and it was

RESOLVED that the verbal Report be noted

26/06

COUNCIL RESULTS 2005/2006

The Assistant Chief Executive submitted a report/outturn statement on the Council's results for 2005/2006, and, in so doing, highlighted a number of specific areas where the Council would be concentrating in order to effect improvements over the coming months.

RESOLVED

(i) that, notwithstanding the assurance given that the Council's new Head of Organisational Development and Human Resources was putting in measures to address the increase in the average number of working days lost due to sickness (Indicator BV12 refers), this matter be the subject of a report be submitted to the next meeting of the Board; and

(ii) that, in all other respects, the report be noted and approved.

27/06

SERVICE BUSINESS PLAN REVIEW

Further to Minute No. 16/06 of the last meeting in this regard, the Assistant Chief Executive submitted a report outlining the proposed changes to the Business Planning process through the creation of a standard template, which was appended to the Report. The template covered the following areas, i.e., Introduction from Portfolio Holder and Head of Service; 2006/07 Performance Review; Context; Service Strategy; Key Deliverables, Indicators and Project/Task Milestones; Customer First; Resources; Risk Management, and Benchmarking.

Managers would also receive Guidance Notes with this new document, and would also receive appropriate training in its application. This was noted. Whereupon it was

RESOLVED that the proposed Business Planning process, as set out in the Report, be endorsed.

The Meeting closed at 3.25 p.m.

Chairman

