



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

FRIDAY, 23RD MARCH 2007, AT 2.00 P.M.

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Councillors P. M. McDonald (Chairman), J. A. Ruck (Vice-Chairman), Mrs. S. J. Baxter, A. N. Blagg, Miss D. H. Campbell JP, C. B. Lanham and Mrs. J. D. Luck

AGENDA

1. Apologies
2. To confirm the Minutes of the last Meeting (Pages 1 - 6)
3. Customer Service Centre - Telephone Response Times (Pages 7 - 26)
4. Analysis of 3-Year Targets (Pages 27 - 74)
5. Council Plan (Pages 75 - 116)
6. Performance Reporting - January 2007 (Period 10) (Pages 117 - 146)
7. Improvement Plan - January 2007 Update (Pages 147 - 168)
8. Annual External Audit Report 2005-2006 (Pages 169 - 190)
9. Proposed Work Programme (Pages 191 - 206)

K. DICKS
Acting Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcs. B60 1AA

14th March 2007

