



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 18TH SEPTEMBER, 2007 AT 6.00 PM

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Councillors J. T. Duddy (Chairman), C. B. Taylor (Vice-Chairman), A. N. Blagg, Mrs. M. Bunker, S. R. Colella, Mrs. A. E. Doyle and Mrs. C. M. McDonald

AGENDA

1. Apologies for absence
2. Declarations of Interest
3. To confirm the accuracy of the minutes of the meeting of the Board held on 21st August 2007 (Pages 1 - 4)
4. Customer Satisfaction Data (Pages 5 - 30)
5. Work Programme (Pages 31 - 36)
6. Monthly Performance Report - Period 4 (July 2007) (Pages 37 - 70)
7. New Improvement Plan Exception Report - Period 4 (July 2007) (Pages 71 - 82)
8. Customer Panel Survey (Pages 83 - 136)
9. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic Services prior to the commencement of the meeting and which the Chairman, by reason of special circumstances, considers to be of so urgent a nature that it cannot wait until the next meeting

K. DICKS
Chief Executive

The Council House
Burcot Lane
BROMSGROVE
Worcestershire
B60 1AA

7th September 2007

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 21ST AUGUST 2007

PRESENT: Councillors J. T. Duddy (Chairman), C. B. Taylor (Vice-Chairman),
A. N. Blagg, Mrs. M. Bunker, S. R. Colella, Mrs. A. E. Doyle and
Mrs. C. M. McDonald

Observers: Councillors G.N. Denaro and Mrs. J. Dyer M.B.E.

Officers: Mr. K. Dicks, Mr. H. Bennett, Ms. J. Pickering and Mr. A. Jessop

22/07 **APOLOGIES FOR ABSENCE**

No apologies for absence were received.

23/07 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

24/07 **MINUTES**

The minutes of the meeting of the Performance Management Board held on 17th July 2007 were submitted.

RESOLVED that the minutes be approved as a correct record.

25/07 **SUSTAINABLE COMMUNITY STRATEGY - DRAFT RESPONSE**

Further to Minute No. 21/07 of the last meeting, a report setting out a Sustainable Community Strategy, an overarching strategic document for the future direction of the district, was submitted. With regard to Section 8 of the Report (Performance Management), the Assistant Chief Executive circulated two additional papers to assist Members with their understanding of the arrangements for each part of the performance management framework. Having canvassed Members views prior to the meeting on the document as a whole, comments from both the Chairman and Councillor Mrs. M. Bunker were appended by way of a draft response.

RESOLVED:

- (a) that the following sentence under the heading "Transport" in Appendix 1 to the report (Chairman's draft response) be amended to read as follows:

“This parking should **not** be made exclusive to shoppers of that store.”;

- (b) that, in all other respects, the report be noted and that the comments set out in the two appendices to the report form the basis of this Board’s response; and
- (c) that the performance management arrangements for the Sustainable Community Strategy be included in the Board’s work programme for review in March 2008.

26/07 **USE OF RESOURCES - SELF ASSESSMENT**

A report which summarised the feedback from KPMG in relation to the Use of Resources formal judgement for 2006, and which also set out an update of the self assessment submitted to KPMG in July 2007, was submitted.

RESOLVED:

- (a) that the Board note the feedback and recommendations received from KPMG; and
- (b) that the self assessment report recently submitted to KPMG for a formal judgement to be made, be noted.

27/07 **BUSINESS PLANNING TEMPLATES 2008-09**

A report setting out a consolidated approach to business planning in 2008/09, was submitted.

RESOLVED:

- (a) that the departmental service business plan template set out in Appendix 1 be noted;
- (b) that a completed set of templates be sought from the Head of Street Scene and Waste Management for consideration by the Board at its November 2007 meeting;
- (c) that the value for money scoring matrix as set out in Appendix 2 be noted;
- (d) that the annual planning and performance cycle set out in Appendix 3, and the timetable for reviewing the medium term financial plan (Appendix 4) be noted;
- (e) that the Board notes that the first draft service business plans (including budget bids and savings) need to be completed by the end of September, and that, in this regard, Portfolio Holders would meet with their respective Heads of Service in early September to provide a policy steer, and again at the end of that month to review the first drafts; and
- (f) that, in view of the fact that the Council does not have established customer standards, information from customer satisfaction data (survey results) be brought to the next meeting of the Board for members information.

28/07 **IMPROVEMENT PLAN - JUNE 2007**

Consideration was given to the report on the Improvement Plan for June 2007.

RESOLVED that the Board notes that there were no actions outstanding for June 2007 (this being the last month of the current Improvement Plan), and that all actions were either completed or had been re-scheduled into the new Improvement Plan.

29/07 **INTEGRATED FINANCIAL/PERFORMANCE REPORT - QUARTER 1, 2007-08**

A report on the Council's performance as at 30th June 2007 (Period 3/Quarter 1), was submitted. During the discussion on the report, Members expressed concern over the time taken to process requests/payments for Disabled Facilities Grants.

RESOLVED that the Board notes

- (a) that 67% of indicators are improving or stable as at the quarter end, compared to 80% in the previous period;
- (b) that 65% of indicators are achieving their targets at the quarter end, compared to 66% in the previous period;
- (c) the revised targets as proposed in section 4.1 of the report;
- (d) the financial position for both revenue and capital funding for the first quarter, of £269k underspend and £126k respectively; and
- (e) in view of the details referred to in (a) above, a report be submitted to the next meeting of the Board on the reason(s) for the apparent reduction in the number of indicators that were improving or stable in June, compared to May.

RECOMMENDED that Cabinet be requested to instruct the appropriate Portfolio Holder to work closely with relevant senior managers to speed up the process of dealing with requests/payments for Disabled Facilities Grants.

The meeting closed at 7.36 p.m.

Chairman

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BROMSGROVE DISTRICT COUNCIL

18 SEPTEMBER 2007

PERFORMANCE MANAGEMENT BOARD

BVPI TRIENNIAL SATISFACTION SURVEYS 2006/07

Responsible Portfolio Holder	Councillor Roger Hollingworth Leader of the Council
Responsible Head of Service	Hugh Bennett Assistant Chief Executive

1. SUMMARY

To report to Performance Management Board on the outcome of the triennial best value satisfaction surveys undertaken in 2006/07. The satisfaction surveys are an important analysis because they are statistically sound, but they need to be considered in conjunction with other consultation information such as previous focus groups, 'glad or grumpy', equalities forum. The report highlights the key issues and proposes a strategic response, which can be taken into consideration when looking at the Council Plan part 1.

2. RECOMMENDATIONS

- 2.1 That the Board notes the satisfaction survey results as shown in section 4.2 together with the comparisons and analyses in section 4.3 and appendix 1.
- 2.2 That the Board notes the key messages from the Bromsgrove survey results as highlighted in section 4.4 and appendices 2 through 5.
- 2.3 That the Board notes the summary of key issues arising from these satisfaction surveys and the comments and proposed actions for each, as set out at section 4.5.
- 2.4 That the Board notes the conclusions made by DCLG, summarised at section 4.6

3. BACKGROUND

- 3.1 The satisfaction surveys are undertaken every three years, in accordance with detail guidance on timing, questions and respondents from government departments. The last survey was in 2003/04. The surveys cover the following areas – Corporate Health, Environment, Culture, Planning and Benefits.

4. RESULTS OF THE SATISFACTION SURVEYS

4.1 The overall satisfaction survey results for Bromsgrove are shown at 4.2 overleaf, along with a comparison of results for other neighbouring authorities at section 4.3. Section 4.4 highlights the key messages from the Bromsgrove results. DCLG has done some analysis of the national results and the key points of that are shown at section 4.5.

4.2 Overall satisfaction survey results

Ref	Description	2003/04 Result	2006/07 Result	Quartile
Corporate Health				
BV3	Overall Satisfaction with the way the authority runs things	48%	51%	3
BV4	Satisfaction with complaint handling.	25%	31%	4
Environment				
BV89	Satisfaction with street cleanliness	61%	62%	4
BV90a	Satisfaction with waste collection.	83%	76%	3
BV90b	Satisfaction with waste recycling (local facilities)	71%	76%	1
Culture				
BV119a	Satisfaction with sports and leisure facilities	45%	53%	4
BV119b	Satisfaction with libraries	n/a	72%	3
BV119c	Satisfaction with museums / galleries	25%	27%	3
BV119d	Satisfaction with theatres / concert halls	n/a	33%	3
BV119e	Satisfaction with parks and open spaces	71%	76%	2
Planning Satisfaction survey				
BV111	Satisfaction with planning service by those making a planning application	69%	56%	n/a
Benefits Satisfaction Survey				
BV80a	Satisfaction with contact with the office	78%	79%	n/a
BV80b	Satisfaction with service in the office	78%	83%	n/a
BV80c	Satisfaction with the telephone service	73%	72%	n/a
BV80d	Satisfaction with staff in the office	83%	84%	n/a
BV80e	Satisfaction with forms	62%	61%	n/a
BV80f	Satisfaction with speed of the service	78%	74%	n/a
BV80g	Overall Satisfaction with the service	82%	82%	n/a

4.3 Comparison of satisfaction survey results with other authorities in the county

BVPI No.	Description	Bromsgrove	Malvern Hills	Wychavon	Worcester City	Redditch	Wyre Forest
CORPORATE HEALTH							
3	Overall Satisfaction with the way the authority runs things	51%	57%	65%	61%	54%	50%
4	Satisfaction with complaint handling	31%	36%	45%	42%	35%	37%
ENVIRONMENT							
89	Satisfaction with street cleanliness	62%	74%	77%	69%	72%	62%
90a	Satisfaction with waste collection	76%	87%	84%	79%	87%	67%
90b	Satisfaction with waste recycling (local facilities)	76%	86%	80%	72%	79%	73%
CULTURE							
119a	Satisfaction with sports and leisure facilities	53%	61%	66%	66%	56%	65%
119b	Satisfaction with libraries	72%	-	80%	75%	-	82%
119c	Satisfaction with museums / galleries	27%	49%	37%	60%	33%	42%
119d	Satisfaction with theatres / concert halls	33%	79%	38%	57%	53%	32%
119e	Satisfaction with parks and open spaces	76%	85%	81%	74%	78%	76%

4.4 Key messages from the Bromsgrove satisfaction survey results

4.4.1 Appendix 1 provides more detail for each satisfaction indicator, showing trends (both for Bromsgrove and the national trend), quartile positions and movements a summary of the national position and Bromsgrove in context.

4.4.2 For most of the satisfaction indicators the trend for Bromsgrove has been favourable, overall satisfaction increased, compared to an average decrease nationally. Where the national trend increased Bromsgrove results, in most cases, increased by a bigger margin. Likewise, where the national trend was a decrease then Bromsgrove results usually decreased by a lesser amount. The only two indicators where Bromsgrove trend was worse than the national trend was BV 89 – street cleanliness and BV90a – waste collection. However, celebrations about Bromsgrove results bettering the national trend need to be tempered by the fact that for most of the satisfaction indicators Bromsgrove was starting from a very low base, two exceptions being BV90b – recycling (top quartile) and BV119e – parks and open spaces (2nd quartile).

4.4.3 In addition to the comparisons of satisfaction indicators described above, some work has been done on analysing elements of the detailed survey responses which go towards the overall satisfaction indicator BV3. These are summarised in the following paragraphs, with more detail provided in Appendices 2 through 5.

4.4.4 In terms of quality of life, social cohesion, respect and anti-social behaviour satisfaction levels amongst Bromsgrove respondents are slightly better than the average for all Districts, apart from 'rubbish and litter lying around' where the Council is 2 percentage points worse than the average for all Districts, see Appendix 2 for details.

4.4.5 In terms of information provision, participation and local decision making Bromsgrove councils' results are somewhat lower than the national average, only 39% of respondents in Bromsgrove feel very or fairly well informed about the services provided, compared to an average of all District councils of 49% and an average for all types of council of 47%. Also Bromsgrove respondents are less satisfied with the opportunities for participation in decision making and ability to influence decisions than the average for all Districts, albeit by a smaller margin, on the other hand only 20% of respondents would like to be more involved in decision making, compared to an average for all Districts of 24%. See appendix 3 for details

4.4.6 Appendix 4 shows the priorities for areas for improvement as expressed by the respondents. The way in which the survey was conducted was that respondents were given the 'closed' list of potential candidates for improvement as shown in the appendix, which explains why local issues such Longbrige do not appear on the list.

4.4.7 In terms of perception a significant proportion of people think that there have been improvements over the last three years in waste and recycling services provided. In three areas a significant minority of respondents think that service has worsened – keeping public land clear of litter (19%), overall how the council runs things (22%) and, perversely (given that 50% perceive an improvement), collection of household waste (20%). An overall majority of respondents think that the Council is making the local area a better place to live; working to make the area safer; working to make the area cleaner and greener; is trustworthy and treats all types of people fairly. On the other hand the majority of respondents believe that the Council does **not** provide good value for money; does **not** act on the concerns of local residents and is remote and impersonal. Respondents are split 50/50 as to whether the council promotes the interests of local residents or not and whether it is well run and efficient or not. See appendix 5 for details.

4.4.8 The Benefits survey covers all aspects of the Benefit Service but specifically focuses on Customer Service issues. Consideration is being given to carrying out an ongoing survey which would highlight any dips in service that could be rectified quickly and would also ensure ongoing consultation with customers. The results of the survey for Bromsgrove are very positive. The two main areas which require some attention are the telephone service, and the standard of information provided which includes benefit application forms and also the notification letters. This area is always a difficulty due to the complex nature of Housing and Council Tax benefit legislation. Some preliminary discussions have taken place with the Customer Service Centre regarding the survey and some suggestions have been made for improvement, see Appendix 6 for details.

4.5 Summary of issues

Issue	Comment
Satisfaction with complaint handling is bottom quartile	New Complaints handling system being introduced in January 2008.

Satisfaction with street cleanliness is bottom quartile, 19% of respondents think this has worsened in the past three years and is seen as a priority for improvement	Possible area for additional funding in future years. See Council Plan part 1 report.
The top five items identified by respondents as priorities for improvement are in areas which are not the responsibility of the Council	Road & Pavements is a problem that County are beginning to recognise. Crime levels and activities for teenagers may well be a future priority for the Council (see Council Plan part 1 report). The Council has recently established a scrutiny task group on public transport and established a Transport LSP theme group
The proportion of respondents who feel very or fairly well informed about the services provided by the council is, at 39%, ten percentage points below the average for District Councils	The Council has recently invested in a new Communications and Customer First manager
A majority of respondents believe that the Council does not provide good value for money	The Council needs to make visible improvements to help drive perception and continue to improve communications
Respondents were split 50/50 as to whether the Council is well run and efficient or not	Given the "Poor" rating this is surprisingly good. We need to move to Fair and onto Excellent
A majority of respondents believe that the Council does not act on the concerns of local residents	Increase co-ordinated consultation and ensure feedback
Respondents were split 50/50 as to whether the council promotes the interests of local residents or not	Continue with improved press coverage and deliver large projects – Town Centre, Longbridge and Train Station
A majority of respondents believe the Council is remote and impersonal	Review Customer First strategy and incorporate new access strategy. Improve Customer Service Centre and links to the back office. Improve communications on how to contact the Council

4.6 DCLG Summary

The DCLG summary concludes that the relationship between satisfaction and service performance, as measured by objective performance indicators and assessments is complex. Looking across councils, satisfaction correlates with measures of performance such as Comprehensive Performance Assessment (CPA) – better councils achieve higher levels of public satisfaction. Over time however, whilst objective measures show significant improvement from 2000-01¹, this has not been reflected in the public's view of local government. There are a wide range of factors that may affect how people feel about their local authority and its services. Some of these, such as demographic characteristics, how informed people are, and views on participation and local decision making have been initially explored in this report. Other factors may include:

- Service use & direct experience
- Perceived value for money
- Expectations in relation to other public and private services
- Characteristics of the area – for example deprivation or ethnic diversity
- Performance on particular issues – for example liveability

DCLG is conducting further analysis to establish what the most important factors are in determining the public’s views of local government and their local area, and why some people are more satisfied than others. This work will contribute to understanding about how councils and their partners can respond to public views and concerns, and how to improve reputations in line with services.

5. FINANCIAL IMPLICATIONS

5.1 No financial implications

6. LEGAL IMPLICATIONS

6.1 No Legal Implications

7. CORPORATE OBJECTIVES

7.1 Performance reporting and performance management contribute to achieving the objective of improving service performance.

8. RISK MANAGEMENT

8.1 There are no risk management issues

9. CUSTOMER IMPLICATIONS

9.1 None

10. OTHER IMPLICATIONS

Procurement Issues: None.
Personnel Implications: None
Governance/Performance Management: see 7.1 above
Community Safety including Section 17 of Crime and Disorder Act 1998: None
Policy: None
Environmental: None
Equalities and Diversity: None

11. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	at CMT
Corporate Director (Services)	at CMT
Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	at CMT
Head of Legal & Democratic Services	at CMT
Head of Organisational Development & HR	at CMT
Corporate Procurement Team	No

12. APPENDICES

- Appendix 1 Detail satisfaction survey results for Bromsgrove.
- Appendix 2 Quality of life, social cohesion, respect and anti-social behaviour results
- Appendix 3 Information provision, participation and local decision making
- Appendix 4 Priorities for Improvement
- Appendix 5 Perceptions of the Council
- Appendix 6 Benefits service proposed actions.

13. BACKGROUND PAPERS

DCLG Best Value User satisfaction surveys 2006-07 General Survey National Report
Audit Commission spreadsheet with satisfaction survey PI results
(both of the above available on respective websites)
Detailed results of the SNAP survey which support the overall survey results (available from John Outhwaite)

CONTACT OFFICER

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BVPI 3 – Overall Satisfaction																																																			
National Position	Bromsgrove in Context																																																		
<p>54% satisfied with the overall service provided by the local authority – a decline of 1 percentage point since 2003-04. Within this overall picture, 77 authorities show statistically significant improvement since 2003-04, whilst 121 authorities show statistically significant decline. 189 authorities show no significant change since 2003-04¹.</p> <p>Overall satisfaction varies by age, gender, ethnicity, and stated disability. Older age groups are more likely to express satisfaction with their local authority than younger age groups, and women are more likely to express satisfaction than men. Variation by ethnicity is more complex: respondents identifying themselves as Black are slightly more likely to be satisfied than the average, and those identifying themselves as Mixed, Asian or other non-White ethnicities are slightly less likely to be satisfied than the average</p>	<p>Satisfaction increased by 3 percentage points, contrary to the declining national trend, but remains low – 3rd quartile and also in comparison to neighbouring authorities</p> <table border="1"> <thead> <tr> <th>% satisfied</th> <th>2000-01</th> <th>2003-04</th> <th>2006-07</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td>Top quartile</td> <td>71</td> <td>60</td> <td>58</td> <td>-2</td> </tr> <tr> <td>Median</td> <td>66</td> <td>55</td> <td>53</td> <td>-2</td> </tr> <tr> <td>Bottom quartile</td> <td>60</td> <td>50</td> <td>49</td> <td>-1</td> </tr> <tr> <td>Bromsgrove</td> <td></td> <td>48</td> <td>51</td> <td>+3</td> </tr> <tr> <td>Malvern Hills</td> <td></td> <td></td> <td>57</td> <td></td> </tr> <tr> <td>Wychevon</td> <td></td> <td></td> <td>65</td> <td></td> </tr> <tr> <td>Worcester City</td> <td></td> <td></td> <td>61</td> <td></td> </tr> <tr> <td>Redditch</td> <td></td> <td></td> <td>54</td> <td></td> </tr> <tr> <td>Wyre Forest</td> <td></td> <td></td> <td>50</td> <td></td> </tr> </tbody> </table>	% satisfied	2000-01	2003-04	2006-07	Change	Top quartile	71	60	58	-2	Median	66	55	53	-2	Bottom quartile	60	50	49	-1	Bromsgrove		48	51	+3	Malvern Hills			57		Wychevon			65		Worcester City			61		Redditch			54		Wyre Forest			50	
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BVPI 4 Satisfaction with complaints handling					
National Position	Bromsgrove in Context				
<p>34% of complainants satisfied with the handling of their complaints – an improvement of 1 percentage point since 2003-04.</p>	<p>Satisfaction increased by 6 percentage points, significantly better than the national trend, but remains low – 3rd quartile and also in comparison to neighbouring authorities</p>				
	% satisfied	2000-01	2003-04	2006-07	Change 2006-07
	Top quartile	44	36	37	+1
	Median	40	33	34	+1
	Bottom quartile	36	29	31	+2
	Bromsgrove		25	31	+6
	Malvern Hills			36	
	Wychavon			45	
	Worcester City			42	
	Redditch			35	
	Wyre Forest			37	

BVPI 89 Satisfaction with cleanliness of public land					
National Position	Bromsgrove in Context				
<p>68% satisfied with the cleanliness standard (keeping land clear of litter and waste) in their area – an improvement of 8 percentage points since 2003-04.</p>	<p>Satisfaction increased by 1 percentage points, significantly less than the national trend, and remains low – 3rd quartile and also in comparison to neighbouring authorities</p>				
	% satisfied	2000-01	2003-04	2006-07	Change 2006-07
	Top quartile	71	67	73	+6
	Median	64	61	68	+7
	Bottom quartile	56	54	62	+8
	Bromsgrove		61	62	+1
	Malvern Hills			74	
	Wychavon			77	
	Worcester City			69	
	Redditch			72	
Wyre Forest			62		

BVPI 90a Satisfaction with household waste collection					
National Position	Bromsgrove in Context				
<p>79% satisfied with household waste collection – a decline of 5 percentage points since 2003-04.</p> <p>There are considerable variations in performance on this and other waste satisfaction indicators for different types of authority, for example satisfaction with waste collection in London Boroughs has risen by 4 percentage points, whilst in Districts satisfaction has declined by 7 percentage points</p>	<p>Satisfaction decreased by 7 percentage points, slightly more than the national average and remains low – 3rd quartile and also in comparison to neighbouring authorities</p>				
	% satisfied	2000-01	2003-04	2006-07	Change 2006-07
	Top quartile	90	89	85	-4
	Median	88	86	81	-5
	Bottom quartile	84	80	74	-6
	Bromsgrove		83	76	-7
	Malvern Hills			87	
	Wychavon			84	
	Worcester City			79	
	Redditch			87	
Wyre Forest			67		

BVPI 90b Satisfaction with recycling (local facilities)					
National Position	Bromsgrove in Context				
<p>70% satisfied with waste recycling (local facilities) – an improvement of 2 percentage points since 2003-04.</p>	<p>Satisfaction increased by 5 percentage points, better than the average national increase. Satisfaction remains in the top quartile but three neighbouring authorities have better satisfaction rates.</p>				
	% satisfied	2000-01	2003-04	2006-07	Change 2006-07
	Top quartile	73	74	75	+1
	Median	68	69	70	+1
	Bottom quartile	60	63	66	+3
	Bromsgrove		71	76	+5
	Malvern Hills			86	
	Wychavon			80	
	Worcester City			72	
	Redditch			79	
Wyre Forest			73		

BVPI 119a Satisfaction with sports & leisure facilities					
National Position	Bromsgrove in Context				
58% satisfied with sports and leisure facilities – an improvement of 4 percentage points since 2003-04.	Satisfaction increased by 8 percentage points, double the national average, but remains low – bottom quartile and also in comparison to neighbouring authorities				
	% satisfied	2000-01	2003-04	2006-07	Change 2006-07
	Top quartile	59	60	63	+3
	Median	54	54	58	+4
	Bottom quartile	47	48	54	+6
	Bromsgrove		45	53	+8
	Malvern Hills			61	
	Wychavon			66	
	Worcester City			66	
	Redditch			56	
	Wyre Forest			65	

BVPI 119b Satisfaction with libraries					
National Position	Bromsgrove in Context				
<ul style="list-style-type: none"> 73% satisfied with libraries – an improvement of 6 percentage points since 2003-04. 	Satisfaction is in the 3 rd quartile and is remains low in comparison to neighbouring authorities				
	% satisfied	2000-01	2003-04	2006-07	Change 2006-07
	Top quartile	75	72	77	+5
	Median	70	69	73	+4
	Bottom quartile	65	63	70	+7
	Bromsgrove			72	
	Malvern Hills				
	Wychavon			80	
	Wbrocester City			75	
	Redditch				
Wyre Forest			82		

BV119c – Satisfaction with museums & galleries					
National Position	Bromsgrove in Context				
<p>41% satisfied with museums and galleries – a decline of 1 percentage point since 2003-04.</p>	<p>Satisfaction increased by 2 percentage points, contrary to the declining national trend, but remains low – bottom quartile and also in comparison to neighbouring authorities</p>				
	% satisfied	2000-01	2003-04	2006-07	Change 2006-07
	Top quartile	56	50	51	+1
	Median	49	42	39	-3
	Bottom quartile	41	31	29	-2
	Bromsgrove		25	27	+2
	Malvern Hills			49	
	Wychavon			37	
	Worcester City			60	
	Redditch			33	
Wyre Forest			42		

BVPI 119d – Satisfaction with theatres and concert halls					
National Position	Bromsgrove in Context				
<p>41% satisfied with theatres and concert halls – a decline of 6 percentage points since 2003-04, including a a considerable decline of 8 percentage points for District councils</p> <ul style="list-style-type: none"> • 	Satisfaction is in the 3 rd quartile and low in comparison to neighbouring authorities				
	% satisfied	2000-01	2003-04	2006-07	Change 2006-07
	Top quartile	61	56	52	-4
	Median	52	47	41	-6
	Bottom quartile	43	36	29	-7
	Bromsgrove			33	
	Malvern Hills			79	
	Wychavon			38	
	Wbrocester City			57	
	Redditch			53	
Wyre Forest			32		

BV119e – Satisfaction with parks and open spaces					
National Position	Bromsgrove in Context				
73% satisfied with parks and open spaces – an improvement of 2 percentage points since 2003-04.	Satisfaction increased by 5 percentage points, considerably better than the national average trend and is in the second quartile, comparing favourably with neighbouring authorities				
	% satisfied	2000-01	2003-04	2006-07	Change 2006-07
	Top quartile	70	77	77	0
	Median	63	72	74	+2
	Bottom quartile	57	66	68	+2
	Bromsgrove		71	76	+5
	Malvern Hills			85	
	Wychavon			81	
	Worcester City			74	
	Redditch			78	
	Wyre Forest			76	

Quality of life	
National Position	Bromsgrove in Context
. 75% are satisfied with their area as a place to live.	77% are satisfied with their area as a place to live.

Social cohesion	
National Position	Bromsgrove in Context
79% of people definitely or tend to agree that their local area is a place where people of different backgrounds get on well together.	82% of people definitely or tend to agree that their local area is a place where people of different backgrounds get on well together

Respect and anti-social behaviour			
National Position	Bromsgrove in Context		
<p>Nationally, there is considerable variation in peoples' perceptions of anti-social behaviour in their area. 62% of residents feel parents not taking responsibility for the behaviour of their children is a very or fairly big problem, whilst 57% identify teenagers hanging around on streets and 43% identify people using or dealing drugs as problems in their local area</p>	Issue	Percentage of people in Bromsgrove who think this is a big or fairly big problem	Average percentage (all Districts)
	Parents not taking responsibility for the behaviour of their children	54	60
	People not treating each other with respect and consideration	42	46
	Noisy neighbours or loud parties	10	15
	Teenagers hanging around on the streets	52	55
	Rubbish and litter lying around	41	39
	People being drunk or rowdy in public places	21	29
	Abandoned or burnt out cars	6	9
	Vandalism, graffiti and other deliberate damage to property or vehicles	30	36
	People using or dealing drugs	33	42

Information provision				
National Position		Bromsgrove in Context		
<p>Nationally, 47% of residents feel their council keeps residents very or fairly well informed about the services and benefits it provides, which represents a decline of 9 percentage points from 2003-04 People who feel more informed, tend to be more satisfied with their council overall</p>		<p>Bromsgrove residents feel somewhat less well informed than the district average.</p>		
		Issue	Percentage of people in Bromsgrove who feel very or fairly well informed	Average percentage of people feeling very or fairly well informed (all Districts)
		How well informed are you about what the council is doing to tackle anti social behaviour	20	24
		How well informed do you think your council keeps residents about the services and benefits it provides	39	49

Participation and Local Decision Making			
National Position	Bromsgrove in Context		
<p>Nationally, 32% of people agree that they can influence decisions affecting their local area; 28% are satisfied with opportunities for participation in decision making, whilst 26% would like to be more involved in decisions the council makes that affect their local area.. These early results suggest that there appears to be a relationship between overall satisfaction with the authority as a whole, opportunities for participation and the degree to which respondents agree they can influence local decisions</p>	Issue	Percentage of people in Bromsgrove who are very or fairly satisfied	Average percentage of people who are very or fairly satisfied (all Districts)
	How satisfied are you with the opportunities for participation in local decision making provided by the council	26	29
		Percentage of people in Bromsgrove who definitely or tend to agree	Average percentage of people who definitely or tend to agree (all Districts)
	Do you agree that you can influence decisions in your local area	31	32
		Percentage of people in Bromsgrove who want to be more involved regardless of the issue	Average percentage of people who want to be more involved regardless of the issue (all Districts)
	Would you like to be more involved in the decisions your council makes that affect your local area	20	24

Priorities for Improvement Which of the following (standard list) do you think most needs improving	
Issue	Percentage of respondents
Road and pavement repairs	47
Traffic congestion	41
Activities for teenagers	40
Crime levels	40
Public transport	34
Clean streets	32
Health services	25
Affordable decent housing	21
Shopping facilities	21
Facilities for young children	12
Job prospects	10
Sports & leisure facilities	10
Pollution	9
Cultural facilities	9
Parks & open spaces	8
Community activities	8
Education provision	6
Wage levels & local cost of living	6
Access to nature	4
Race relations	0

Do you think the service has got better or worse over the last three years										
	Keeping public land clear of litter and rubbish	Collection of household waste	Local recycling facilities	Doorstep collection of items for recycling	Sports & leisure facilities	Libraries	Museums & Galleries	Theatres & concert halls	Parks & open spaces	Overall how the council runs things
Better	19	50	46	63	15	25	5	33	21	14
Same	62	30	49	27	74	69	88	60	72	65
Worse	19	20	5	10	11	7	8	7	7	22

To what extent do you think these statements apply to Bromsgrove Council										
	...is making the local area a better place to live	... is working to make the area safer	... is working to make the area cleaner & greener	... is efficient & well run	...provides good value for money	... is trustworthy	... is remote and impersonal	... promotes the interests of local residents	... acts on the concerns of local residents	... treats all types of people fairly
A great deal	5	6	11	6	4	8	13	4	5	12
To some extent	57	53	57	44	34	47	47	46	43	58
Not very much	29	32	24	32	37	27	26	35	36	19
Not at all	8	10	8	18	25	18	14	15	16	11

Survey Area	Weakness	Suggested Action
Ways to Contact the Local Authority	Not always given the name of the person to contact about a claim	Ensure contact details is on all correspondence
Visit to the Office	Privacy when discussing claim	Give clear information to say that private interviews are available
Visit to the Office	More Seats are needed	New seats are due to be installed soon In addition a queue monitoring system is being implemented which will assist with assessing waiting times and types of enquiry
Housing and Council Tax Benefit Form	Claim form is complicated	Continually review the form for improvements and offer assistance for those who find it difficult
What needs improving most?	Benefit Form Time taken to tell me my claim is successful	As above Continually check length of time for turnaround of new claims

BROMSGROVE DISTRICT COUNCIL

PERFORMANCE MANAGEMENT BOARD

18 SEPTEMBER 2007

PERFORMANCE MANAGEMENT BOARD AGREED PROGRAMME 2007/08

Responsible Portfolio Holder	Councillor Roger Hollingworth
Responsible Head of Service	Hugh Bennett -Assistant Chief Executive

1. SUMMARY

- 1.1 This report sets out the original work programme for 2007/08 agreed at the March 2007 Performance Management Board meeting.

2. RECOMMENDATIONS

- 2.1 It is recommended that:

- i. The Board considers the work programme and makes any amendments it sees fit in consultation with Portfolio Holders and the Assistant Chief Executive.

3. BACKGROUND

- 3.1 The proposed work programme builds on the experience of the Board programme for 2006/07. The Board met for the first time in November 2005. The Board has had four chairmen during this period. The Council now have a comprehensive performance management framework and programme of work for the Board.

4. FINANCIAL IMPLICATIONS

- 4.1 None.

5. LEGAL IMPLICATIONS

- 5.1 No legal implications to the report.

6. CORPORATE OBJECTIVES

- 6.1 The Board's programme applies to all the Council's objectives.

7. RISK MANAGEMENT

- 7.1 The Board has previously expressed an interest in risk management. This falls under the remit of the Audit Board; however, PMB can make

recommendations to this Board or Cabinet on issues around risk management identified through its work.

9. CUSTOMER IMPLICATIONS

9.1 The Board will receive customer data during 2007/08 (including complaints data when the new system is installed in January 2008). The Board will also receive the updated Customer First Strategy.

10. OTHER IMPLICATIONS

Procurement Issues N/A
Personnel Implications N/A
Governance/Performance Management N/A
Community Safety including Section 17 of Crime and Disorder Act 1998 N/A
Policy N/A
Environmental N/A
Equalities and Diversity N/A

15. OTHERS CONSULTED ON THE REPORT

Portfolio Holders	Via E-Mail and at PMB.
Chief Executive	Yes at CMT
Corporate Director (Services)	Yes at CMT
Assistant Chief Executive	Yes
Head of Service	Yes at CMT
Head of Financial Services	Yes at CMT
Head of Legal & Democratic Services	Yes at CMT
Head of Organisational Development & HR	Yes at CMT
Corporate Procurement Team	No

16. APPENDICES

Appendix 1 – PMB Work Programme 2007/08

17. BACKGROUND PAPERS

2006/07 PMB Work Programme, PMB, January 2006.

CONTACT OFFICERS

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Tel: (01527) 881430

Proposed Performance Management Board Work Programme 2007/08

Date	Agenda Item
Mar 07	Period 10 06/07 Performance report Council Plan 2007/2010 and analysis of forward targets report. Period 10 06/07 Improvement plan progress/exception report
April 07	Period 11 06/07 Performance report Period 11 06/07 Improvement Plan progress/exception report
May 07	Period 12 06/07 (year end) integrated finance & performance report Data Quality Strategy Period 12 06/07 (year end) Improvement Plan progress/exception report
Jun 07	Period 1 07/08 performance report Improvement Plan (inc. CA findings) Mark 2 Community Plan 2007/2010. Use of resources SA submission? timing? Review of Performance Plus report
Jul 07	Period 2 07/08 performance report Period 2 07/08 Improvement Plan mk 2 progress report Corporate Assessment report and Council's draft response – impact on PMB programme (timing?) Direction of travel Statement Council results 2006/07 report - timing?
Aug 07	Quarter 1 07/08 integrated finance & performance report Period 3 07/08 Improvement Plan Mark 2 progress report Staff Survey 2007 Results Performance Management Strategy

	Community Plan Annual Report 2006/07
Sep 07	Period 4 07/08 performance report Period 4 07/08 Improvement Plan Mark 2 progress report Performance measures for partners in service provision, e.g. Artrix, BDHT – timing?
Oct 07	Period 5 07/08 performance report Period 5 07/08 Improvement Plan Mark 2 progress report
Nov 07	Quarter 2 07/08 (year end) integrated finance & performance report Period 6 07/08 Improvement Plan Mark 2 progress report
Dec 07	Period 7 07/08 performance report Period 7 07/08 Improvement Plan Mark 2 progress report
Jan 08	Period 8 07/08 performance report Period 8 07/08 Improvement Plan Mark 2 progress report
Feb 08	Quarter 3 07/08 (integrated finance & performance report Council Plan 2008-2011 and Medium Term Financial Plan. Period 9 07/08 Improvement Plan Mark 2 progress report
Mar 08	Period 10 07/08 performance report External Audit Report Period 10 07/08 Improvement Plan Mark 2 progress report
Apr 08	Period 11 07/08 performance report Period 11 07/08 Improvement Plan Mark 2 progress report

Other topics/themes not yet timelined are set out below:

- Corporate Social Responsibility Policy
- Customer First Strategy Review
- Communications Strategy Review
- Partnership Responsibility
- Monitoring of Contracts
- Savings from e-procurement/VFM

- BDHT Performance
- Artrix Performance
- Value for Money Strategy
- Strategic Housing Action Plan

Other possible initiatives

- Visits to/presentations from excellent authorities – e.g. scrutiny/PMB role there
- Visits to/presentations from private sector organisations

The new Performance Management Board has requested a number of additional reports over the following months. These are:-

- Customer satisfaction data (September 2007).
- Customer Panel survey results (September 2007).
- Streetscene and Waste Management Department's service business plan (November 2007).

BROMSGROVE DISTRICT COUNCIL

18 SEPTEMBER 2007

PERFORMANCE MANAGEMENT BOARD

JULY (PERIOD 4) PERFORMANCE REPORTING

Responsible Portfolio Holder	Councillor Roger Hollingworth Leader of the Council
Responsible Head of Service	Hugh Bennett Assistant Chief Executive

1. SUMMARY

- 1.1 To report to Performance Management Board on the Council's performance at 31 July 2007 (period 4).

2. RECOMMENDATIONS

- 2.1 That The Board notes that 68% of indicators are improving or stable at the period end, compared to 67% in the previous period.
- 2.2 That The Board notes that 71% of indicators are achieving their targets at the period end, compared to 66% in the previous period.
- 2.3 That The Board notes and celebrates the successes as outlined in section 4.4.
- 2.4 That The Board notes the potential areas for concern set out in section 4.5 and considers the corrective action being taken, making recommendations to Cabinet as is deemed appropriate.
- 2.5 That the Board notes the answer to issues raised about figures in the previous months' report, as set out at Appendix 5

3. BACKGROUND

- 3.1 This report continues the monthly reporting process which commenced in July 2006. The quartile analysis in this report uses, for the first time, the provisional quartile figures for 2006/07 that have recently been released by the Audit Commission.

4. PROGRESS IN THE PERIOD

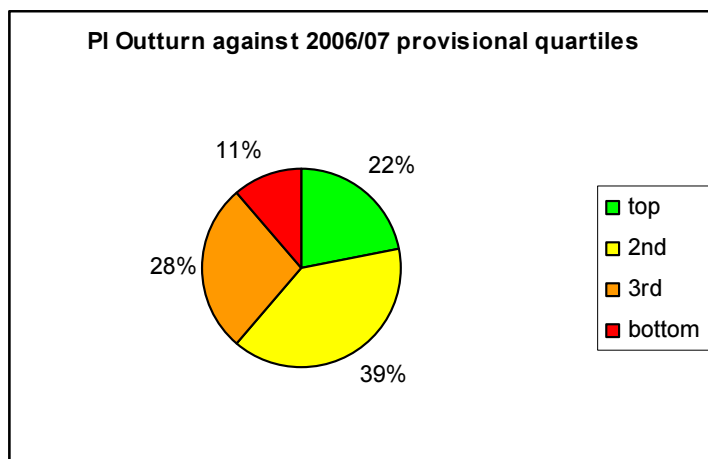
4.1 The summary of performance is shown at **Appendix 1**. The full list of performance indicators due to be reported monthly is set out in **Appendix 2**

Where:-

	On Target
	Less than 10% from target
	More than 10% from target
	No target set

I	Performance is Improving
S	Performance is Stable
W	Performance is Worsening
N/a	No target set

4.2 From the summary of performance it can be seen that 26 PI's (68%) have improving or stable performance in July compared to 67% in June, 12 PI's (32%) have declining performance in July compared to 28% in June. Seven PI's now have an improved estimated outturn. All except 6 PI's are projected to hit or exceed target. Outturn for BV12 (sickness) has worsened and is now projected to miss target. 61% of the BVPI's reported are projected to outturn above the median, down from 67% last month; however the newly released quartile positions for 2006/07 have been used in this analysis for the first time, so comparisons to last month are not valid. Also only 18 BVPI's are included in this monthly report so this figure will not necessarily translate into a similar figure at the year end when all BVPI's are counted.



4.3 Six of the PI's have continued to improve in July having already improved in June. In addition nine PI's have moved from a worsening position in June to an improving position in July. These successes should be noted and celebrated.

4.4 Examples of considerable or continued improvement over the period include:-

- BV78a – time to process new benefit claims – has seen a considerable improvement to 22 days in July, compared to 35 days in June.
- BV78b – time to process change in circumstances – performance improved from 7.86 days in June to 5.68 days in July.
- BV109 a, b and c – very high levels of performance continue to be achieved for the fourth month in succession.

- Missed household waste and recycling collections have returned to the low (good) levels achieved in May, reversing the increase in June.

4.5 One indicator continued to worsen in performance in July, following a decline in June,. There are three indicators which are of potential concern as follows :-

- BV78a – Although performance has improved considerably in July problems continued to be experienced with the IT system. In order to meet the target at the year end we will need to average 25 days in each of the remaining 8 months of the year, a figure which has only been met four times in the last sixteen months. A new version of the system has been implemented in August which should help.
- BV8 – Invoices paid on time – Performance worsened in July and in order to meet the target at year end we will need to achieve an average of 97.3% each month for the remaining 8 months of the year, a figure which has only been met four times in the last sixteen months.
- BV12 – Sickness – Sickness rose by more than **21%** in July compared to June. If sickness levels continue at the average rate so far this year then the target of 9 days will not be met. Of further concern is that the “winter contingency” built into the monthly profiled target has been used up by the increases in sickness in recent months, so even if sickness is reduced back to the summer target figure then any increase in winter will mean that the target is likely not to be met. In order to meet the target sickness figures we now need to average no more than 0.73 days per employee per month for the rest of the year. There are some recent/imminent returns from long term sickness which will begin to reduce the overall figures, but this PI needs to continue to be closely monitored and appropriate actions taken if target is to be met. The detail breakdown of sickness figures is shown at Appendix 4 of this report.

5. FINANCIAL IMPLICATIONS

5.1 No financial implications

6. LEGAL IMPLICATIONS

6.1 No Legal Implications

7. CORPORATE OBJECTIVES

7.1 Performance reporting and performance management contribute to achieving the objective of improving service performance.

8. RISK MANAGEMENT

8.1 There are no risk management issues

9. CUSTOMER IMPLICATIONS

9.1 None

10. OTHER IMPLICATIONS

Procurement Issues: None.
Personnel Implications: None
Governance/Performance Management: see 7.1 above
Community Safety including Section 17 of Crime and Disorder Act 1998 – None
Policy: None
Environmental: None
Equalities and Diversity: None

11. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	at Leader's Group
Chief Executive	at CMT
Corporate Director (Services)	at CMT
Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	Yes (at DMT)
Head of Legal & Democratic Services	Yes (at DMT)
Head of Organisational Development & HR	Yes (at DMT)
Corporate Procurement Team	No

12. APPENDICES

- Appendix 1 Performance Summary for July 2007
- Appendix 2 Detail Performance report for July 2007
- Appendix 3 Detailed figures to support the performance report
- Appendix 4 Detail breakdown of sickness figures
- Appendix 5 Response to PMB queries regarding June (Quarter 1/Period 3 report)

13. BACKGROUND PAPERS

None

CONTACT OFFICER

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APPENDIX 1

SUMMARY - Period 2 (May) 2007/08					
Monthly (May) performance					
	No.	%		No.	%
Improving or stable.	28	80%	On target	23	66%
Declining	7	20%	Missing target by less than 10%	8	23%
No data		0%	Missing target by more than 10%	4	11%
			No data	0	0%
Total Number of Indicators	35	100%	Total Number of Indicators	35	100%

SUMMARY - Period 2 (May) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	34	97%	1st quartile	6	40%
Missing target by less than 10%	0	0%	2nd quartile	4	27%
Missing target by more than 10%	1	3%	3rd quartile	3	20%
No data	0	0%	4th quartile	2	13%
			(2005/06 quartiles used)		
total	35	100%	total*	15	

* only BVPI's with quartile data are counted

SUMMARY - Period 3 (June) 2007/08					
Monthly (May) performance					
	No.	%		No.	%
Improving or stable.	29	67%	On target	27	63%
Declining	12	28%	Missing target by less than 10%	11	26%
No data	2	5%	Missing target by more than 10%	3	7%
			No data	2	5%
Total Number of Indicators	43	100%	Total Number of Indicators	43	100%

SUMMARY - Period 3 (June) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	38	88%	1st quartile	5	25%
Missing target by less than 10%	3	7%	2nd quartile	8	40%
Missing target by more than 10%	1	2%	3rd quartile	3	15%
No data	1	2%	4th quartile	4	20%
			(2005/06 quartiles used)		
total	43	100%	total*	20	

* only BVPI's with quartile data are counted

SUMMARY - Period 4 (July) 2007/08					
Monthly (July) performance					
	No.	%		No.	%
Improving or stable.	26	68%	On target	27	71%
Declining	12	32%	Missing target by less than 10%	6	16%
No data	0	0%	Missing target by more than 10%	5	13%
			No data	0	0%
Total Number of Indicators	38	100%	Total Number of Indicators	38	100%

SUMMARY - Period 4 (July) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	32	84%	1st quartile	4	22%
Missing target by less than 10%	3	8%	2nd quartile	7	39%
Missing target by more than 10%	3	8%	3rd quartile	5	28%
No data	0	0%	4th quartile	2	11%
			(2006/07 quartiles used)		
total	38	100%	total*	18	100%

* only BVPI's with quartile data are counted

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend	

Chief Executive's Department

LPI CEOACE	% of press articles which enhance our reputation	M	C	84.00	n/a	n/a	n/a	80.00	72.36	I	80.00	75.55	I	80.00	80.00	S	n/a	Performance in July was 84% which is the first time the target has been achieved. The outturn figure will be reviewed in the coming months
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Legal & Democratic Services

BV174	The number of racial incidents reported to the Council per 100,000 population	M	C	0	n/a	n/a	n/a	0.00	0.00	S	0.00	0.00	S	0.00	0.00	S	n/a	Still on target
BV175	The percentage of those racial incidents that have resulted in further action	M	C	100	4	H	100	100.00	100.00	S	100.00	100.00	S	100.00	100.00	S	1	No incidents have been reported

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Human Resources & Organisational Development

BV12	The average number of working days lost due to sickness.	M	C	10.66	3	L	9.35	2.19	2.21	I	2.92	3.08	W	9.00	9.23	W	2	There has been a rise in sickness absence during July which has meant we have tipped over into amber for the first time this financial year. There are several long term cases which have now or are due to return to work and this should have a positive impact on the figures over the next two months, however, short term sickness rose sharply in two departments. As a result the performance clinic will be re-convened to look at these rises to see if there are any underlying reasons. The clinics will also consider relevant information gathered from the PDR process
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Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary)
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend	

Financial services

BV78a	The average number of days taken for processing new claims.	M	C	32.05	3	L	28.00	28.00	34.83	I	28.00	32.14	I	28.00	28.00	S	2	13 Hours per staff user @ 9.63FTE = 125 hours lost equates to 3.38 days lost in processing time this month due to Academy and Iclipse downtime. Hours have also been lost at the beginning of August which will reflect next month. Anite action plan to address problems near completion. New process for workflow has been implemented on 09.08.07. The new process for scanning and indexing has been introduced to mirror future plans for the Corporate roll out of Iclipse.
BV78b	The average number of days taken for processing changes in circumstances	M	C	8.30	2	L	9.80	10.00	9.55	W	10.00	8.47	I	9.00	9.00	S	2	Within target and being maintained
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	30.99	3	H	33.17	6.25	9.80	I	8.33	12.41	I	30.00	30.00	S	3	Improving
BV8	Percentage of invoices paid on time	M	C	94.74	3	H	95.91	97.00	95.82	I	97.00	96.40	W	97.00	97.00	S	2	Poor performance in July of only 96.53%. This was due to a number of invoices missing from the new Purchase Order System for approval and therefore missing the target of 30 days. A new procedure of processing invoices within 48 hours has now been implemented with the aim of paying 100% of invoices within 30 days during September, October & November.
BV9	Percentage of Council Tax collected	M	C	98.40	2	H	98.20	30.36	30.16	S	39.95	39.70	S	98.70	98.09	I	2	Performance remains on-target.

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary)				
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend		Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile
BV10	Percentage of Non-Domestic Rates collected.	M	C	98.20	4	H	99.03	27.98	31.19	I	37.48	40.65	I	98.70	98.70	S	3	Performance still above target; however there may be some correction in August/September. High performance due in part to the early payment of BDC demands, traditionally they are paid August/September therefore from this time the targets (which have been calculated using profiles of previous year collection rates) will offer a more accurate benchmark

E-Government & Customer Services

Page 44	CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a	n/a	n/a		7,628					7,819	-		n/a	Increased by 2.5% compared to June this is against expected trend the severe weather experienced during the month is an influencing factor
	CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a	n/a	n/a		7,060					7,270	-		n/a	Increased by 3% compared to June this is against expected trend the severe weather experienced during the month is an influencing factor
	CSC	Resolution at First Point of Contact all services (percentage)	M	C	83.00	n/a	n/a	n/a	85.00	92.00	I	85.00	95.00	I	85.00	85.00	S	n/a	% Continues to improve and performance exceeds target using the current definition. Note there is a peice of work currently being undertaken to redefine the Resolved at First Point of Contact that may have a future impact on this target. The objective of which is to show realistically what services are truly resolved from front office without need to refer toi third party and also provide a much improved mechanism for reporting service failure

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend	2007/08				Comments (inc. budgetary
				Actuals	Quartile	Higher or lower	Median							Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile	
CSC	Average Speed of Answer (seconds)	M	C	48	n/a	n/a	n/a	20.00	53.00	W	20.00	48.00	I	20.00	35.00	W	n/a	Showing a positive improvement by 5 seconds compared to June figure. This improvement has been achieved despite staffing problems at beginning of month and call volumes to CSC Increasing generated by the severe weather experineiced by the county at the end of the month
CSC	% of Calls Answered	M	C	76	n/a	n/a	n/a	85.00	79.00	W	85.00	80.00	I	85.00	75.00	W	n/a	Demonstrating marginal improvement compared to June figure. Work is being undertaken to investigate the relationship between Call volumes and capacity which will drive future performance improvement
LPI IT Service	% of helpdesk call closed within timescales	M	C	83.99	n/a	n/a	n/a	85.00	89.85	W	85.00	93.35	I	86.00	86.00	S	n/a	Using tools implemented as part of the infrastructure replacement project new techniques for software deployment have improved the speed that ICT can deal with problems.

Street Scene & Waste Management

BV82ai	The percentage of household waste that has been recycled	M	C	21.42	2	H	18.50	17.00	18.34	I	19.00	18.62	W	21.50	21.50	S	2	As expected, the percentage of recycled waste is low at this time of year, because we are collecting large volumes of green waste.
BV82bi	The percentage of household waste that has been composted	M	C	19.81	1	H	8.29	30.00	31.90	W	26.00	31.35	W	19.60	20.00	S	1	High volumes of green waste as per last year.

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend	2007/08				Comments (inc. budgetary
				Actuals	Quartile	Higher or lower	Median							Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile	
BV199a	The proportion of land & highways assessed as having unacceptable levels of litter and detritus	M*	C	17	4	L	10.00	N/A	N/A	N/A	N/A	16.83	I	17.00	17.00	S	4	Additional spend on sweepers & other machinery doubled with improvements made to schedules have drastically improved litter & detritus levels. Performance in Bromsgrove is considered to be reasonable to good for the BVPI 199 set. However it is not clear how so many other authorities manage to achieve such good figures, for instance more that 50% of authorities assessed as having unacceptable levels of fly-posting visible. Investigations will be undertaken to see if we are assessing our performance against this BVPI more stringently than other authorities
BV199b	The proportion of land & highways assessed as having unacceptable levels of graffiti visible	M*	C	4.79	4	L	1.00	N/A	N/A	N/A	N/A	5.56	W	4.00	4.00	S	3	there has been a slight increase since the turnout of last year but because this should be reported annually there will be seasonal fluctuations. There were 7 incidents reported during this inspection resulting in the 5.56 figure
BV199c	The proportion of land & highways assessed as having unacceptable levels of fly-posting visible	M*	C	0.76	3	L	0.00	N/A	N/A	N/A	N/A	0.98	W	1.00	1.00	S	3	this shows a very slight increase since the end of year figure with 3 incidents inspected resulting in the 0.98 figure
BV199d	The year-on-year reduction in number of incidents and increase in number of enforcement actions in relation to fly-tipping	M*	C	3.00	1	L	n/a	N/A	N/A	N/A	N/A	3.00	S	2.00	3.00	I	n/a	All incidents are now being investigated to find evidence of the perpetrator
BV218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	M	C	95.00	2	H	92.00	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	1	14 vehicles reported of which 14 were dealt with within timescale

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary)				
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend		Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile
BV218b	The percentage of abandoned vehicles removed within 24 hours of legal entitlement	M	C	95.00	2	H	88.00	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	1	10 vehicles to be removed of which 10 were removed within timescale
LPI Depot	% animal/debris cleared within timescales	M	C	82.00	n/a	n/a	n/a	95.00	100.00	S	95.00	100.00	S	95.00	100.00	S	n/a	26 animals reported of which 26 were removed within timescale
LPI Depot	% of flytips dealt with in response time	M	C	96.00	n/a	n/a	n/a	95.00	98.63	W	95.00	99.11	I	95.00	99.11	I	n/a	160 Incidents of which 160 were dealt with within timescale
LPI Depot	Number of missed household waste collections	M	C	1630	n/a	n/a	n/a	399	311	W	532	385	I	1,596	878	I	n/a	74 missed refuse collections this month.
LPI Depot	Number of missed recycle waste collections	M	C	748	n/a	n/a	n/a	198	109	W	264	133	I	800	372	S	n/a	24 missed recycling collections this month
LPI Depot	Number of written complaints	M	C	334	n/a	n/a	n/a	66	44	I	88	58	W	264	170	W	n/a	14 complaint letters this month
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	94.00	n/a	n/a	n/a	95.00	92.91	W	95.00	93.77	I	95.00	95.00	S	n/a	101 ECN appeals of which 97 were dealt with within timescale

M* = in the month when available (3 times per year)

Planning & Environment Services

BV109a	The percentage of major planning applications determined within 13 weeks	M	C	73.00	2	H	66.67	55.00	100.00	S	55.00	100.00	S	60.00	65.00	S	3	4/4 major applications = 100%.
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	72.00	3	H	74.01	77.00	89.00	I	77.00	92.00	I	65.00	75.00	S	2	21/21 applications =100%. June was the first month all applications in this category were determined in time and this has been sustained this month which is excellent given the relatively high numbers of applications received in this category.

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend	2007/08				Comments (inc. budgetary
				Actuals	Quartile	Higher or lower	Median							Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile	
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	84.00	3	H	88.23	89.00	96.00	S	69.00	95.00	W	80.00	80.00	S	4	74/82 applications = 90%. Whilst this represents a 6% fall in relation to June, June represented exceptional performance. July's performance is reflective of May which is more indicative of this category.
BV204	The percentage of planning appeal decisions allowed	M	C	27.80	n/a	n/a	30.40	40.00	0.00	S	40.00	30.00	W	33.00	33.00	S	n/a	We lost 3/4 appeals this month which were as a result of Inspectors not sharing the view of the Council with respect to the policy base and impacts of developments on sustainability. We have performed really well with appeals so far this year, winning 6/6 appeals up to the end of June. The performance for the year remains good with only 30% of appeals being allowed which is well within the 40% target.

Culture & Community Services

BV126 (proxy)	The number of domestic burglaries	M	C		n/a	n/a	n/a	99	100	S	134	138	W	404	396	S	n/a	July was a busy month, but August is a much better month and currently stands, as of today, at 2 under target year to date. Bromsgrove Police are aware of monthly 'peaks' and will endeavour to flatten. DB's are targeted via Police Tasking as priority. Community Safety Partnerships Analyst has identified DB as priority for new joint Community Safety/Police Tasking Group which commences on 5 th September (first in West Mercia)
BV127a (proxy)	The number of violent crimes	M	C		n/a	n/a	n/a	276	287	W	371	378	I	1114	1122	S	n/a	Slight reduction in number of violent crimes reported over June. Still a focus of Bromsgrove CID.

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend	2007/08				Comments (inc. budgetary
				Actuals	Quartile	Higher or lower	Median							Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile	
BV127b (proxy)	The number of robberies	M	C		n/a	n/a	n/a	9	21	S	14	25	I	42	78	S	n/a	<p>Police continue to task officers. July's figures in line with Target set. There is a joint tasking meeting between the Police and the CSP to tackle crime & disorder. The Partnership's Analyst prepares information for a Pre-Tasking Meeting about current crime & disorder issues. At the Pre-Tasking meeting a shortlist is drawn up of 3 issues to be problem-solved at Tasking.</p> <p>At Tasking all Partners and Police agree to put in measures to combat issues raised. Individuals or organisations will then be Tasked to deliver interventions that will reduce or negate problems. This could involve providing funding or staff to support interventions.</p> <p>Whenever commentary of Pls mentions Police or other Organisations are involved in Tasking or are being Tasked then this is the process involved.</p>
BV128 (proxy)	The number of vehicle crimes	M	C		n/a	n/a	n/a	228	183	I	305	244	W	917	762	S	n/a	<p>VC has dramatically fallen across Bromsgrove District due to specific targeting of known car thieves by Bromsgrove CID and a publicity campaign advising motoring public not to leave valuable items on show in their cars whilst parked up. Another PR campaign asking van drivers not to leave valuable tools in vans overnight or leave van doors open whilst working in premises has had a positive effect.</p>

Ref	Description	Report - ed?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		2007/08						Comments (inc. budgetary)				
				Actuals	Quartile	Higher or lower	Median	June Target	June Actual	Target &Trend	July Target	July Actual	Target &Trend		Target	Est. Outturn	Est. Outturn Target &Trend	Est. Outturn Quartile
LPI Community Services	Number of attendances at arts events	M	C	#####	n/a	n/a	n/a	1,275	1,050	I	2,075	1,715	W	23,000	23,000	S	n/a	The decrease in audience is accounted for by continuing poor weather in July and all the events being out door and therefore affected. With recent good weather in August and very good attendances at Street Theatre to date the target and actual audience figure will realign.
LPI Sports Services	Sports Centres Usage	M	C		n/a	n/a	n/a	173,910	181,261	I	235,846	241,481	W	621,600	621,600	S	n/a	Reduction due to school holidays

Monthly Performance detailed figures

Ref	Description	Freq	C or S	2007/08 Monthly Performance figures											
				Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.

Chief Executive's Department

LPI CEOACE	% of press articles which enhance our reputation	M	C	Target	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00
				Actual	73.84	64.78	79.37	84.00								

Legal & Demorcatic Services

BV174	The number of racial incidents reported to the Council per 100,000 population	M	C	Target	0.00	0.00	0.00	0.00								
				Actual	0.00	0.00	0.00	0.00								
BV175	The percentage of those racial incidents that have resulted in further action	M	C	Target	100.00	100.00	100.00	100.00								
				Actual	100.00	100.00	100.00	100.00								

Human Resources & Organisational Development

BV12	The average number of working days lost due to sickness.	M	C	Target	0.73	0.73	0.73	0.73								
				Actual	0.65	0.84	0.72	0.87								

Financial Services

BV78a	The average number of days taken for processing new claims.	M	C	Target	28.00	28.00	28.00	28.00								
				Actual	34.10	36.44	33.57	22.06								
BV78b	The average number of days taken for processing changes in circumstances	M	C	Target	10.00	10.00	10.00	10.00								
				Actual	14.31	6.14	7.86	5.68								
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	Target	25.00	25.00	25.00	30.00								
				Actual	2.85	7.27	9.80	12.41								

Monthly Performance detailed figures

Ref	Description	Freq	C or S		2007/08 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
BV8	Percentage of invoices paid on time	M	C	Target	97.00	97.00	97.00	97.00								
				Actual	94.38	94.91	98.18	96.53								
BV9	Percentage of Council Tax collected	M	C	Target	11.07	20.51	30.36									
				Actual	12.00	20.83	30.16									
BV10	Percentage of Non-Domestic Rates collected.	M	C	Target	9.70	18.64	27.98									
				Actual	9.50	20.46	31.19									

E-Government & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	Target												
				Actual	8,410	6,399	7,628	7,819								
CSC	Monthly Call Volume Council Switchboard	M	S	Target												
				Actual	7,718	7,310	7,060	7,270								
CSC	Resolution at First Point of Contact all services (percentage)	M	C	Target	85.00	85.00	85.00	85.00								
				Actual	90.77	90.00	92.00	95.00								
CSC	Average Speed of Answer (seconds)	M	C	Target	20.00	20.00	20.00	35.00								
				Actual	67.00	47.00	53.00	48.00								
CSC	% of Calls Answered	M	C	Target	85.00	85.00	85.00	75.00								
				Actual	60.00	81.00	79.00	80.00								
LPI IT Services	% of helpdesk call closed within timescales	M	C	Target	86.00	86.00	86.00	86.00								
				Actual	92.88	95.45	89.85	95.23								

Street Scene & Waste Management

BV82ai	The percentage of household waste that has been recycled	M	C	Target	17.00	17.00	17.00	20.00	20.00	20.00	20.00	21.00	26.00	26.00	26.00	26.00
				Actual	17.44	18.81	18.75	18.62								

Monthly Performance detailed figures

Ref	Description	Freq	C or S		2007/08 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
BV82bi	The percentage of household waste that has been composted	M	C	Target	30.00	30.00	30.00	24.00	23.00	24.00	22.00	21.00	0.00	0.00	0.00	0.00
				Actual	33.78	30.29	31.73	31.35								
BV199a	The proportion of land & highways assessed as having unacceptable levels of litter and detritus	M*	C	Target	NA	NA	NA									
				Actual	NA	NA	NA	16.83								
BV199b	The proportion of land & highways assessed as having unacceptable levels of graffiti visible	M*	C	Target	NA	NA	NA									
				Actual	NA	NA	NA	5.56								
BV199c	The proportion of land & highways assessed as having unacceptable levels of fly-posting visible	M*	C	Target	NA	NA	NA									
				Actual	NA	NA	NA	0.98								
BV199d	The year-on-year reduction in number of incidents and increase in number of enforcement actions in relation to fly-tipping	M*	C	Target	NA	NA	NA									
				Actual	NA	NA	NA	3.00								
BV218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	100.00	100.00	100.00	100.00								
BV218b	The percentage of abandoned vehicles removed within 24 hours of legal entitlement	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	100.00	100.00	100.00	100.00								
LPI Depot	% animal/debris cleared within timescales	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	100.00	100.00	100.00	100.00								
LPI Depot	% of flytips dealt with in response time	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	97.50	100.00	98.47	100.00								
LPI Depot	Number of missed household waste collections	M	C	Target	133	133	133	133								
				Actual	99	73	139	74								
LPI Depot	Number of missed recycle waste collections	M	C	Target	66	66	66	66								
				Actual	31	30	48	24								

Monthly Performance detailed figures

Ref	Description	Freq	C or S	2007/08 Monthly Performance figures												
				Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	
LPI Depot	Number of written complaints	M	C	Target	22	22	22	22								
				Actual	27	11	6	14								
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	Target	95.00	95.00	95.00	95.00								
				Actual	96.00	96.12	92.42	96.04								

M* = in the months when available (3 times per year)

Planning & Environment Services

BV109a	The percentage of major planning applications determined within 13 weeks	M	C	Target	55.00	55.00	55.00	55.00								
				Actual	100.00	100.00	100.00	100.00								
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	Target	77.00	77.00	77.00	77.00								
				Actual	91.00	76.47	100.00	100.00								
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	Target	89.00	89.00	89.00	89.00								
				Actual	100.00	90.90	96.30	90.00								
BV204	The percentage of planning appeal decisions allowed	M	C	Target	40.00	40.00	40.00	40.00								
				Actual	0.00	0.00	0.00	75.00								

Culture & Community Services

BV126 (proxy)	The number of domestic burglaries	M	C	Target	33	34	33	33								
				Actual	32	34	34	40								
BV127a (proxy)	The number of violent crimes	M	C	Target	92	93	93	92								
				Actual	102	84	101	91								
BV127b (proxy)	The number of robberies	M	C	Target	3	4	3	3								
				Actual	5	8	8	3								
BV128 (proxy)	The number of vehicle crimes	M	C	Target	76	77	76	76								
				Actual	72	58	56	62								
LPI Community Services	Number of attendances at arts events	M	C	Target	250	525	500	800								
				Actual	265	275	510	665								
LPI Sports	Sports Centres Usage	M	C	Target	64,171	61,786	47,953	61,936								

Monthly Performance detailed figures

Ref	Description	Freq	C or S		2007/08 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
Services	Sports Centres Usage	m	C	Actual	65,143	63,932	52,186	60,220								

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**Bromsgrove District Council
Sickness Absence Data**

The worksheets contain the following data and charts

1. Sickness Data.

This is the base data record for sickness absence.

As previously the data records in detail the number of days lost per Service both for long and short term absence.

It also maintains a quarterly analysis for comparison purposes.

It has been modified at the request of the OMT to take account of variations in staff numbers month by month. The figures per FTE are therefore more accurate.

The data also now reports month by month on the lost days per FTE. This enables a month on month comparison to be made.

Finally the data has been extrapolated to give an indication of the position at the end of the year.

***Number of days sickness per month is shown in the right-hand columns
Number of employees absent during the current month is shown in column B***

2. Annual Graph

This graph plots the number of days lost per month

- due to short term absence
- due to long term absence and
- in total

3. Graph - Days Lost per Month

This is a graphical interpretation of the days lost per FTE per month directly comparing all Services within the Council. This also enables trends to be identified.

originally produced by:

HR & OD Service

August 2002

(FTE - Full Time Equivalent)

Sickness Figures for 2007/2008 by Service

APPENDIX 4

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Total FTE @ March 07	Actual no of employees - June	SERVICE	Total Sickness days April 07 & on	Days per FTE - Year to Date	Projected - per FTE	Sickness Target 2007/08	Months											
							Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
27.00	3.00 0.00	Legal & Democratic Short term Absences up to 28 days Long term Absences 29 days+	69.00 31.00 38.00	2.56 1.15 1.41	7.67	6.0												
							3.00	7.00	18.50	2.50								
							12.00	14.00	12.00	0.00								
11.00	3.00	CEO & Policy Short term Absences up to 28 days Long term Absences 29 days+	10.00 10.00 0.00	0.91 0.91 0.00	2.73	5.0												
							0.00	2.00	3.00	5.00								
							0.00	0.00	0.00	0.00								
56.00	11.00 1.00	Culture & Community Short term Absences up to 28 days Long term Absences 29 days+	132.50 111.50 21.00	2.37 1.99 0.38	7.10	8.0												
							33.00	28.00	32.50	18.00								
							0.00	0.00	0.00	21.00								
30.00	9.00	Egovernement & Customer Services Short term Absences up to 28 days Long term Absences 29 days+	47.00 47.00 0.00	1.57 1.57 0.00	4.70	4.0												
							9.00	8.00	9.50	20.50								
							0.00	0.00	0.00	0.00								
47.00	7.00 2.00	Finance Short term Absences up to 28 days Long term Absences 29 days+	213.00 86.00 127.00	4.53 1.83 2.70	13.60	8.0												
							5.50	28.00	13.00	39.50								
							21.00	20.00	42.00	44.00								
12.00	3.00	HROD Short term Absences up to 28 days Long term Absences 29 days+	14.00 14.00 0.00	1.17 1.17 0.00	3.50	4.25												
							7.00	2.00	1.00	4.00								
							0.00	0.00	0.00	0.00								
62.00	13.00 2.00	Planning & Environment Services Short term Absences up to 28 days Long term Absences 29 days+	142.00 76.00 66.00	2.29 1.23 1.06	6.87	7.5												
							11.00	20.50	20.00	24.50								
							0.00	20.00	21.00	25.00								
114.00	10.00 3.00	Street Scene & Waste Management Short term Absences up to 28 days Long term Absences 29 days+	476.50 208.50 268.00	4.18 1.83 2.35	12.54	12.0												
							45.00	55.00	47.50	61.00								
							86.00	98.00	37.00	47.00								

Total Short Term Absence YTD	584.00
Total Long Term Absence YTD	520.00
TOTAL Days lost YTD	1104.00

9.23 9.00

113.50	150.50	145.00	175.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
119.00	152.00	112.00	137.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
232.50	302.50	257.00	312.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

TARGET sick days per FTE per month	
BVPI 12 Sick Days Per FTE in Month	
TARGET sick days per FTE YTD	
BVPI 12 - Sick Days per FTE YTD	
BVPI 12 Projected Outturn	

0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.81	0.81	0.81
0.65	0.84	0.72	0.87									
0.73	1.46	2.19	2.92	3.65	4.38	5.11	5.84	6.57	7.38	8.19	9.00	
0.65	1.49	2.21	3.08									
7.77	8.94	8.82	9.23									

2003-04	4309.83
2004-05	3074.99
2005-06	3570.58
2006-07	3806.00
2007-08	1104.00
Year	Annual

737.50
735.87
695.38
1067.00
792.00
Quarter 1

1112.50
875.43
949.95
959.50
312.00
Quarter 2

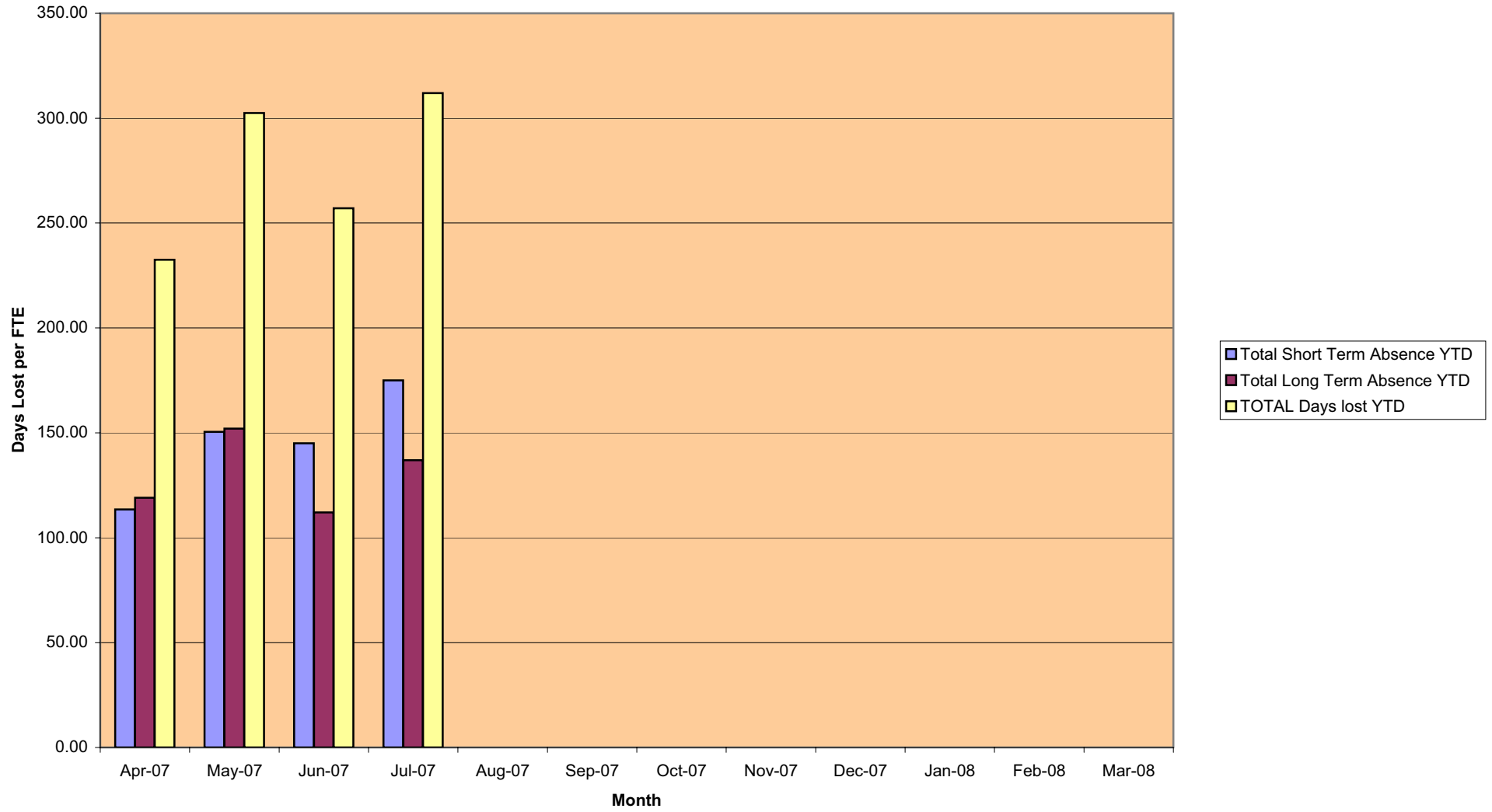
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951.00
0.00
Quarter 3

959.63
627.17
1041.27
828.50
0.00
Quarter 4

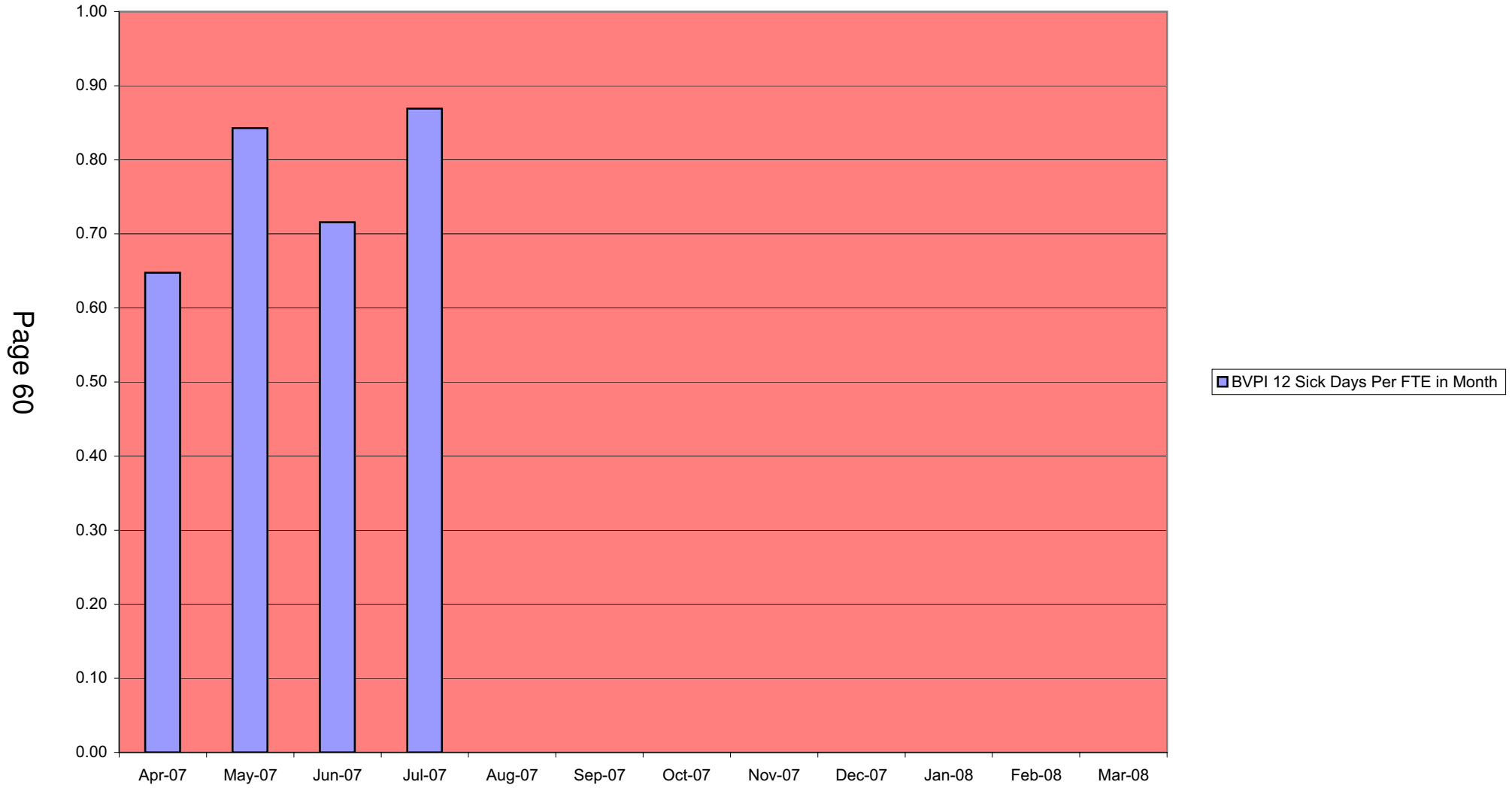
Key: more than 10% worse than target worse than target, but within 10% on or better than target

FTE March 07 359.00
FTE March 08
of Months 4

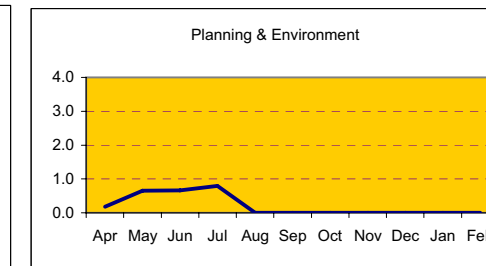
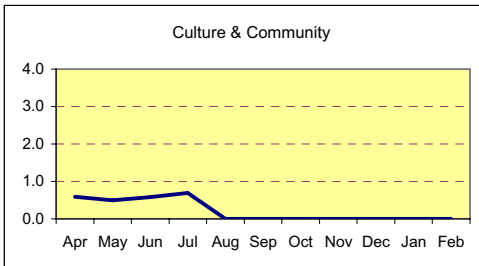
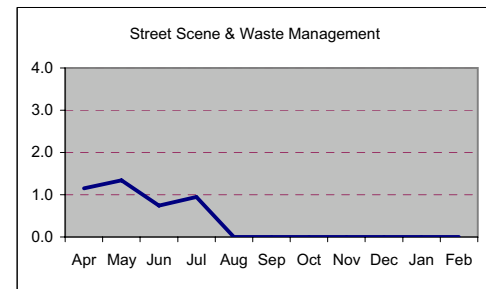
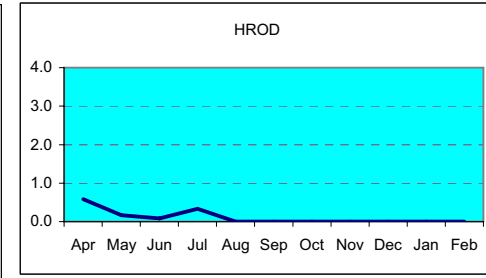
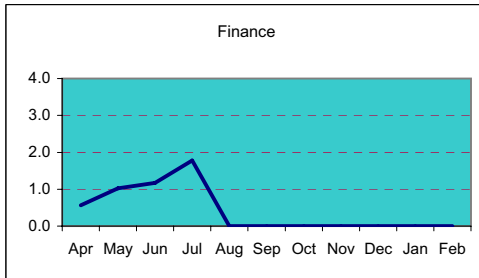
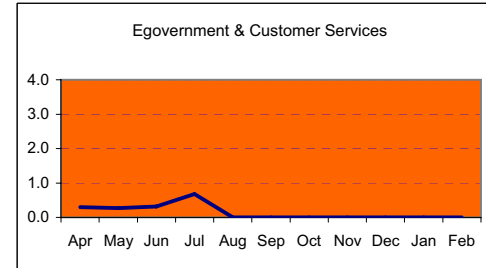
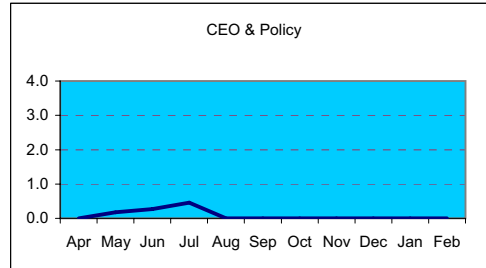
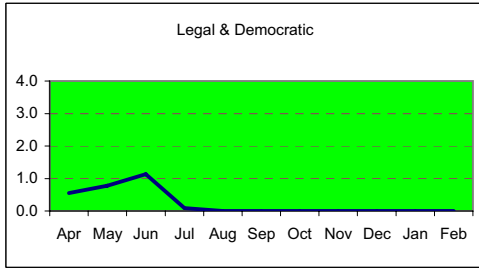
Sickness Absence Data 2007 / 2008



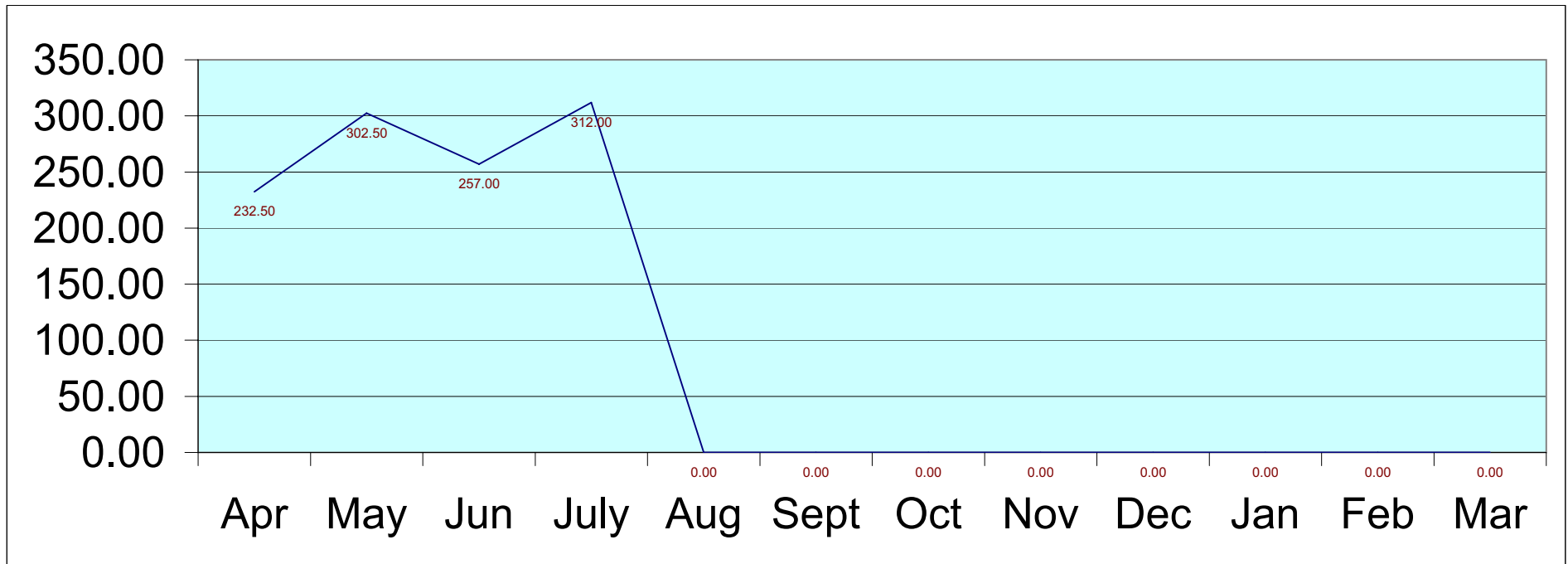
BVPI 12 Sick Days Per FTE in Month



Bromsgrove District Council Confidential



Graph - Total days lost in month
2007 / 2008
HR Services



Total days sickness per FTE

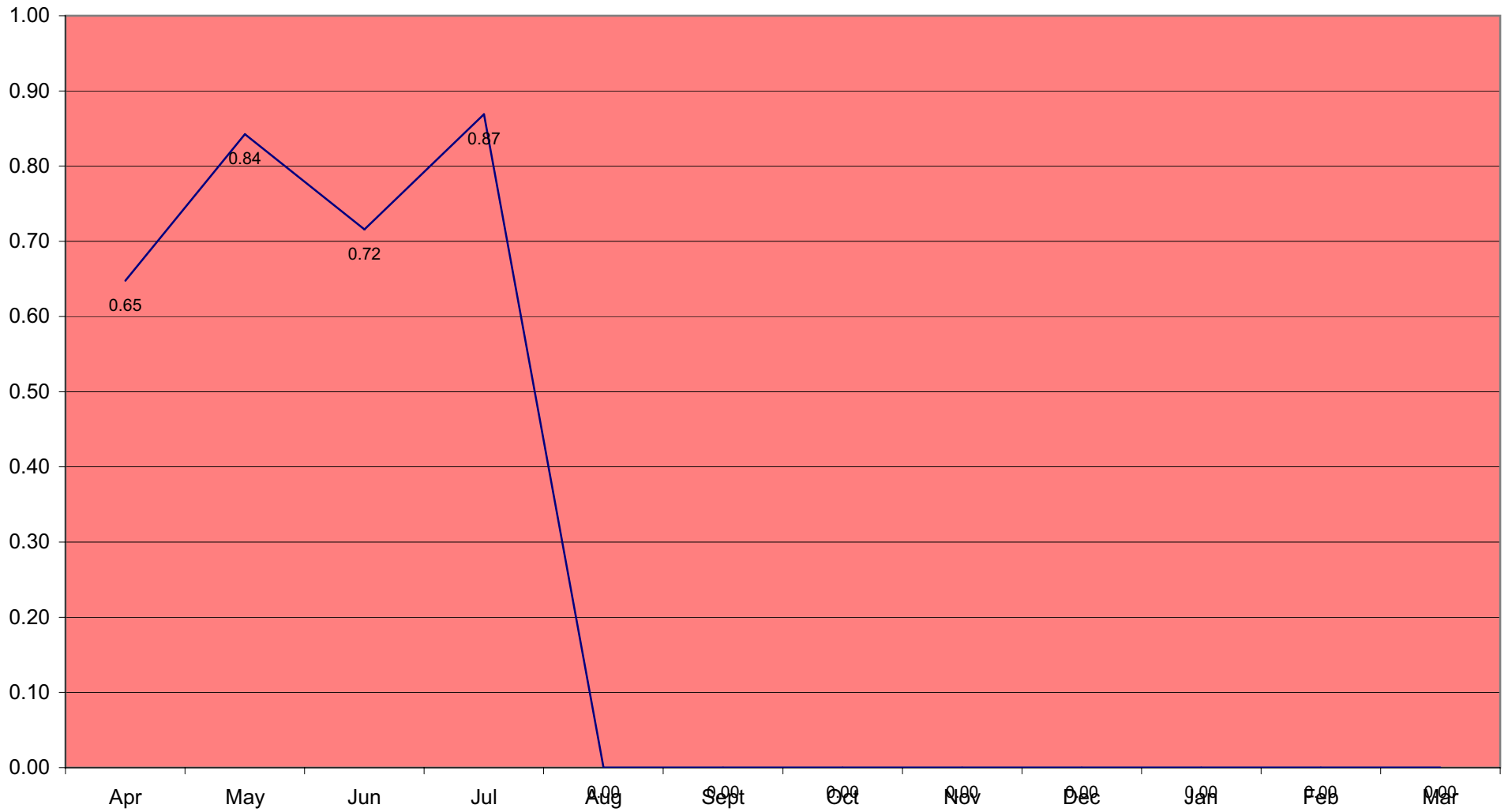
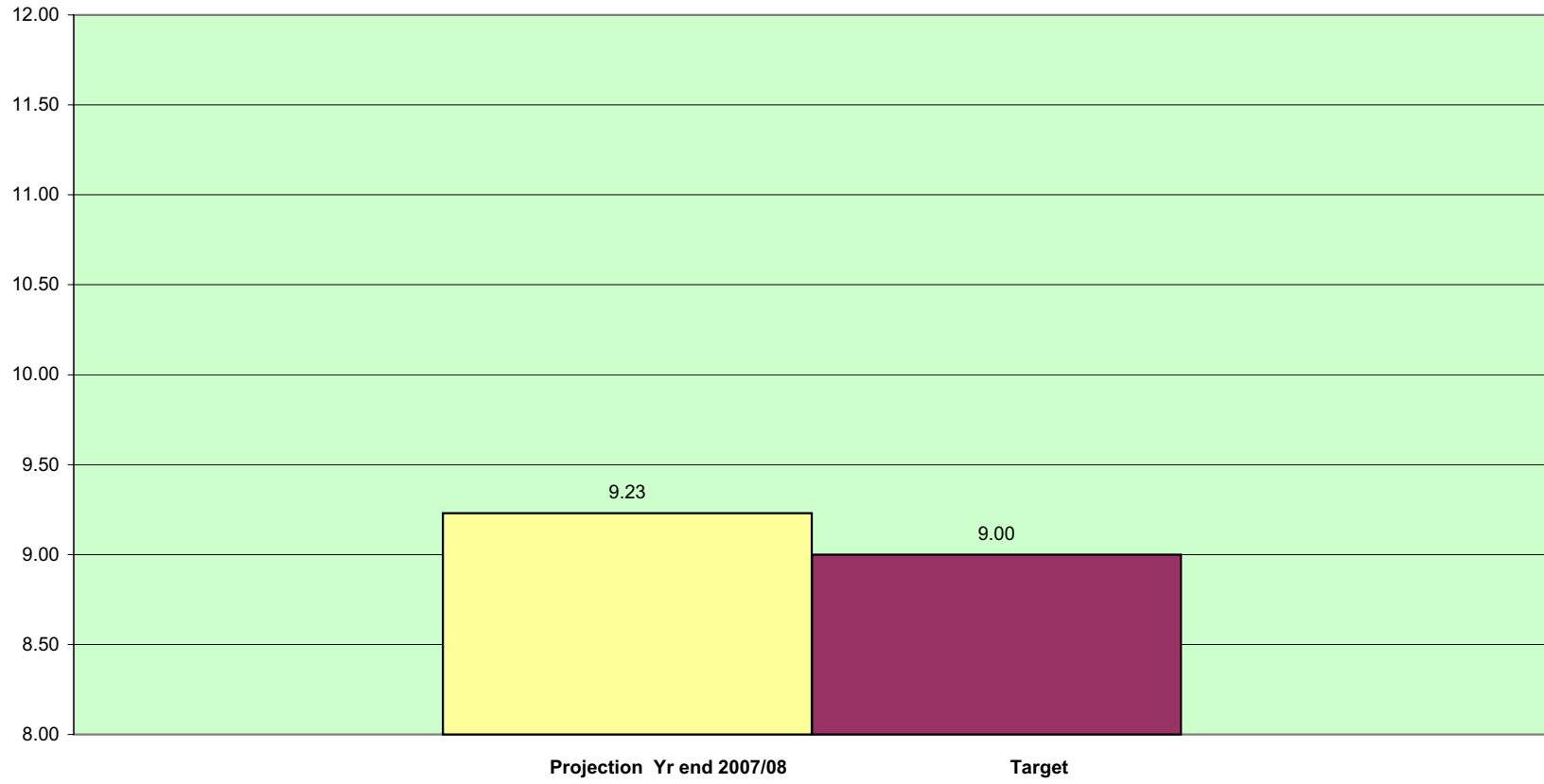


Chart showing projection per FTE against the Councils Target



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Response to PMB questions raised regarding June Performance report

At PMB in August members asked for an explanation of the apparently large drop in the percentage of PI's that were improving or stable in June (67%) compared to 80% in May. This paper provides further detail.

Members will recall that in April the Council moved to reporting on a smaller number of Performance Indicators in order to focus on priority areas. It was also decided that some PI's would be reported monthly and some quarterly.

In May 35 PI's were reported on, of which 28 were Stable or Improving, which gives a percentage figure of 80%

In June, as this was a quarter end, more PI's were reported – a total of 43, of which 29 were Stable or Improving, which gives a percentage figure of 67%.

As can be seen from the figures above a similar number of actual PI's were stable or improving in both months.

The following table shows the PI's that were improving or stable in both May and June (where performance was stable or improved over the previous month it is highlighted in green). It also shows those PI's where performance has worsened from May to June in red.

Therefore members concerns about a possible drop off in performance centre around 5 indicators, three of which did not meet their targets in June, these being violent crime, missed household waste collections and response to excess charge appeals.

Whether PI's are improving, stable or falling is one means of assessing overall performance, but it also needs to be considered in conjunction with the proportion of PI's on target at this point in the year and also the projected proportion of PI's expected to meet their target at the year end. Just because performance has worsened it is not necessarily a cause for concern, for instance, using a couple of examples in the table overleaf:

- BV78b performance was not as good in June as it was in May, but, at 7.86 days it was still more than 2 days better than the target of 10 days.
- % of helpdesk calls closed within timescales fell from 95.45% in May to 89.95% in June, but that is still better than the target of 86%.

Conversely just because performance has improved it does not necessarily mean there is no need to look closely at the PI. For instance it can be seen that BV78a performance improved from May to June, however even though it had improved it was flagged in the list of PIs of potential cause for concern in the June report because of other underlying issues.

The introduction of variable reporting frequency has led to a different number of PI's being reported at quarter end compared to other months, thus comparisons of

percentages between a quarter end month and a non-quarter end month might not give as clear a picture as used to be the case when PI's were reported monthly. Further consideration will be given to how best to report movements from one period to the next.

NB a small number of PI's that are not relevant to this analysis are omitted from this list

Ref	Description	Freq	C or S		2007/08 Monthly Performance figures											
					Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.

Chief Executive's Department

LPI CEOACE	% of press articles which enhance our reputation	M	C	Target												
				Actual	73.84	64.78	79.37									

Legal & Democratic Services

BV174	The number of racial incidents reported to the Council per 100,000 population	M	C	Target	0.00	0.00	0.00									
				Actual	0.00	0.00	0.00									
BV175	The percentage of those racial incidents that have resulted in further action	M	C	Target	100.00	100.00	100.00									
				Actual	100.00	100.00	100.00									

Human Resources & Organisational Development

	Appraisals carried out	M	C	Target												
				Actual	67.00	98.00										
BV12	The average number of working days lost due to sickness.	M	C	Target	0.73	0.73	0.73									
				Actual	0.65	0.84	0.68									
BV14	The percentage of employees retiring early (excluding ill-health)	Q	C	Target	n/a	n/a	0.80									
				Actual			0.25	*								
BV16a	The percentage of employees with a disability	Q	S	Target			1.80									
				Actual			1.99	*								
BV17a	The percentage of employees from minority ethnic communities	Q	C	Target			2.00									
				Actual			1.74	*								

Financial Services

BV78a	The average number of days taken for processing new claims.	M	C	Target	28.00	28.00	28.00									
				Actual	34.10	36.44	33.57									
BV78b	The average number of days taken for processing changes in circumstances	M	C	Target	10.00	10.00	10.00									
				Actual	14.31	6.74	7.86									
BV79bii	The percentage of recoverable HB (all years outstanding) overpayments recovered.	M	C	Target	25.00	25.00	25.00									
				Actual	2.85	7.27	9.80									
BV8	Percentage of invoices paid on time	M	C	Target	97.00	97.00	97.00									
				Actual	94.38	94.91	98.18									
BV9	Percentage of Council Tax collected	M	C	Target	11.07	20.51	30.36									
				Actual	12.00	20.83	30.16									
BV10	Percentage of Non-Domestic Rates collected.	M	C	Target	9.70	18.64	27.98									
				Actual	9.50	20.46	31.19									

E-Government & Customer Services

CSC	Resolution at First Point of Contact all services (percentage)	M	C	Target	85.00	85.00	85.00									
				Actual	89.77	90.00	92.00									
CSC	Average Speed of Answer (seconds)	M	C	Target	20.00	20.00	20.00									
				Actual	67.00	47.00	53.00									
CSC	% of Calls Answered	M	C	Target	85.00	85.00	85.00									
				Actual	60.00	81.00	79.00									
LPI IT Services	% of helpdesk call closed within timescales	M	C	Target	86.00	86.00	86.00									
				Actual	92.88	95.45	89.85									

Street Scene & Waste Management

BV82ai	The percentage of household waste that has been recycled	M	C	Target	17.00	17.00	17.00									
				Actual	17.44	18.81	18.10									
BV82bi	The percentage of household waste that has been composted	M	C	Target	30.00	30.00	30.00									
				Actual	33.78	30.29	32.00									
BV218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	M	C	Target	95.00	95.00	95.00									
				Actual	100.00	100.00	100.00									
BV218b	The percentage of abandoned vehicles investigated within 24 hours of notification	M	C	Target	95.00	95.00	95.00									
				Actual	95.00	95.00	95.00									

NB a small number of PI's that are not relevant to this analysis are omitted from this list

BV218b	vehicles removed within 24 hours of legal entitlement	M	C	Actual	100.00	100.00	100.00											
LPI Depot	% animal/debris cleared within timescales	M	C	Target	95.00	95.00	95.00											
				Actual	100.00	100.00	100.00											
LPI Depot	% of flytips dealt with in response time	M	C	Target	95.00	95.00	95.00											
				Actual	97.50	100.00	98.47											
LPI Depot	Number of missed household waste collections	M	C	Target	133	133	133											
				Actual	99	73	139											
LPI Depot	Number of missed recycle waste collections	M	C	Target	66	66	66											
				Actual	31	30	48											
LPI Depot	Number of written complaints	M	C	Target	22	22	22											
				Actual	27	11	6											
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	Target	95.00	95.00	95.00											
				Actual	96.00	96.12	92.42											

Planning & Environment Services

BV109a	The percentage of major planning applications determined within 13 weeks	M	C	Target	55.00	55.00	55.00											
				Actual	100.00	100.00	100.00											
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	Target	77.00	77.00	77.00											
				Actual	91.00	76.47	100.00											
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	Target	89.00	89.00	89.00											
				Actual	100.00	90.90	96.30											
BV204	The percentage of planning appeal decisions allowed	M	C	Target	40.00	40.00	40.00											
				Actual	0.00	0.00	0.00											
LPI	Number of small business start ups	Q	C	Target			6											
				Actual			8											

Culture & Community Services

BV126 (proxy)	The number of domestic burglaries	M	C	Target	33	34	33											
				Actual	32	34	34											
BV127a (proxy)	The number of violent crimes	M	C	Target	92	93	93											
				Actual	102	84	101											
BV127b (proxy)	The number of robberies	M	C	Target	3	4	3											
				Actual	5	8	8											
BV128 (proxy)	The number of vehicle crimes	M	C	Target	76	77	76											
				Actual	72	58	56											
LPI Community Services	Number of attendances at arts events	M	C	Target	250	525	500											
				Actual	265	275	510											
LPI Sports Services	Sports Centres Usage	M	C	Target	64,171	61,786	47,953											
				Actual	65,143	63,932	52,186	Note - performance compared to profiled target has improved in May & June										
LPI Community Safety	Respond to emergency calls in 30 secs (percentage)	Q	C	Target	n/a	n/a	80.00											
				Actual	n/a	n/a	98.54											

* These PI's are reported quarterly, there was an improvement in performance in the June figure compared to the March figure in 2006/07 - which is not shown on this spreadsheet

BROMSGROVE DISTRICT COUNCIL

18 SEPTEMBER 2007

PERFORMANCE MANAGEMENT BOARD

IMPROVEMENT PLAN EXCEPTION REPORT [JULY 2007]

Responsible Portfolio Holder	Councillor Roger Hollingworth Leader of the Council
Responsible Officer	Jenny McNicol Senior Corporate Policy and Performance Officer

1. SUMMARY

- 1.1 Provide the Performance Management Board with the first exception report on the new Improvement Plan.

2. RECOMMENDATION

- 2.1 That the Performance Management Board considers the Improvement Plan Exception Report, and the corrective action being taken.
- 2.2 That the Performance Management Board notes that for the 159 actions highlighted for July within the plan, 95.6% percent of the Improvement Plan is on target [green], 3.2% percent is one month behind [amber] and 0.6% percent is over one month behind [red]. 0.6% percent of actions have been re-scheduled [or suspended] with approval.

3 BACKGROUND

- 3.1 July 2007 Cabinet approved the Improvement Plan 2007/08. The Improvement Plan is directly linked to the 10 corporate priorities and 12 enablers identified in the Council Plan 2007/2010.
- 3.2 At July 2007 Cabinet Members approved the inclusion of an additional number of actions from the Improvement Director. The Improvement Plan is designed to push the Council through to a rating of Fair during 2008. The agreed actions and their Improvement Plan reference are set out below (the entire Plan is available as a background paper – see section 12 of report):-

Additional Issues Identified by Improvement Director	Improvement Plan Reference
Member capacity:- a. induction training; b. training in Chairmanship; c. session re. the role of Councillors; d. peer support;	16.4

e. political group support; f. visits to other local authorities; g. additional DCLG capacity fund monies; h. officer mentors for Members; i. revamp Council meetings.	
Public consultation on Council's future plans.	14.1
Public consultation on budget.	14.1
Review effectiveness of LSP.	18.2
Re-write Community Strategy.	18.2
Re-enforce purpose and timing of business planning arrangements with both Members and officers.	6.4
Continue with performance indicator clinics.	6.1.1
Further improve financial and performance integration.	6.5
Identify lead officers for each committee.	16.3
Improve working relationships with County Council.	18.4
Develop closer working of all political groups.	16.3.6
Take tough decisions through 2008/09 budget cycle.	12.5
Revisit the planning moratorium.	10.4
Maximise benefits from asset holdings.	12.3
Fundamentally review the spatial project.	17.1
Develop corporate project management process to sit alongside performance management process.	22.
Re-enforce performance culture.	6 and 22

Additional Issues Identified by Improvement Director	Improvement Plan Reference
Delivery value for money improvements.	11
Identify least cost effective services and why. Determine actions as a result.	11
Review business processes to see if reporting burden, meetings etc. can be reduced.	6.4
Clarify Council's public engagement model.	7.
Improvement engagement of Cabinet/officers and all Members with scrutiny process.	16.
Increase benefit from external audit.	12.
Develop and use middle managers.	19.
Find "tomorrow's stars".	19.
Employ additional performance support staff to help capacity of front line (investigate DCLG monies for this).	22.
Review how productivity can be improved.	23.
Finalise senior management structure.	21.






4. PROGRESS IN July 2007

4.1 Overall performance as at the end of July 2007 is as follows: -

July 2007

RED	1	0.6%
AMBER	5	3.2%
GREEN	152	95.6%
REPROGRAMMED	1	0.6%

Where: -

	On Target or completed
	Less than one month behind target
	Over one month behind target
	Original date of planned action
	Re-programmed date.

4.3 An Exception Report detailing corrective actions being undertaken for red and amber tasks is attached at **Appendix 1**

5. FINANCIAL IMPLICATIONS

5.1 No financial implications.

6. LEGAL IMPLICATIONS

6.1 No Legal Implications.

7. CORPORATE OBJECTIVES

- 7.1 The Improvement Plan relates to all of the Council's four objectives and ten priorities as approved on the 19th September 2006 Full Council.

8. RISK MANAGEMENT

- 8.1 The risks associated with the Improvement Plan are covered in the corporate and departmental risk registers.

9. CUSTOMER IMPLICATIONS

- 9.1 The Improvement Plan is concerned with strategic and operational issues that will affect the customer.

10 OTHER IMPLICATIONS

Procurement Issues: Delivery of the Improvement Plan involves various procurement exercises.
Personnel Implications: See Sections 19 to 22
Governance/Performance Management: See Sections 6 and 16.
Community Safety including Section 17 of Crime and Disorder Act 1998: See sections 12.2 and 12.3
Policy: See Section 6.
Environmental: See Section 9.
Equalities and Diversity: See Section 7.

10 OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	On holiday.
Corporate Director (Services)	Yes
Assistant Chief Executive	Yes
Head of Service (i.e. your own HoS)	At CMT
Head of Financial Services (<i>must approve Financial Implications before report submitted to Leader's Group</i>)	At CMT

Head of Legal & Democratic Services <i>(for approval of any significant Legal Implications)</i>	At CMT
Head of Organisational Development & HR <i>(for approval of any significant HR Implications)</i>	At CMT
Corporate Procurement Team <i>(for approval of any procurement implications)</i>	No

11 APPENDICES

Appendix 1 Improvement Plan Exception Report July 2007

12 BACKGROUND PAPERS:

Full Improvement Plan for July will be e- mailed to all Members of the Leader's Group and Performance Management Board and can be found at www.bromsgrove.gov.uk under meetings Minutes and Agendas where there is a direct link to the Improvement Plan.

CONTACT OFFICER

Name: Jenny McNicol
E Mail: j.mcnicol@bromsgrove.gov.uk
Tel: (01527) 881631

CP1: Town Centre						
Ref	July 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.1.1	Engage consultants to commence work on Area Action Plan.		Process delayed until August due to further discussions with stakeholders	PS	Jul-07	Aug-07

Ref.	Action	Lead													Corrective Action	
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June		
	Public Support for Plans															
1.1.1	Engage consultants to commence work on Area Action Plan.	HB														Process delayed until August due to further discussions with stakeholders

CP1: Town Centre						
Ref	July 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.1.3	Recruit expertise to support project management		Decision taken to delay recruitment of project management expertise pending discussions with Worcestershire County Council and developers	PS	Jul-07	Aug-07

Ref.	Action	Lead	Corrective Action													
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June		
	Public Support for Plans															
1.1.3	Recruit expertise to support project management	HB														Recruitment will take place following discussions

CP1: Town Centre						
Ref	July 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.2.1	Undertake baseline study		Commencement delayed until September due to discussions with stakeholders	PS	Jul-07	Sept-07

Ref.	Action	Lead													Corrective Action	
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June		
	Work Commenced															
1.2.1	Undertake baseline study	HB														Study will be undertaken following discussions

5.4 Brand Recognition						
Ref	July 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
5.4.1	Framework contract established with single supplier of graphics support.		<p>This action is intended to bring together <u>existing</u> low spending on graphics e.g. Together Bromsgrove, posters etc. into a single contract to reduce costs (no additional spending is being incurred).</p> <p>A pilot for funding all of Together Bromsgrove through advertising has been agreed. Given the potential saving from this action, it was given priority.</p>	HB	Jul-07	Sep-07

Ref.	Action	Lead	Corrective Action												
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
	Brand Recognition														
5.4.1	Framework contract established with single supplier of graphics.	HB													A pilot for funding all of Together Bromsgrove through advertising has been agreed. Given the potential saving from this action, it was given priority.

12.1 Improved Financial Management by budget holders

Ref	July 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
12.1.1	Implementation of the POP project to account for commitments & accruals on the Agresso system		Implementation was delayed due to correction of system flaws. System has now been tested and pilot schemes and procedures are being reviewed. Delay should not impact heavily on planned action. Progress is back on track.	JP	Jul-07	Aug-07

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Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
	Improved Financial management by budget holders														
12.1.1	Implementation of the POP project to account for commitments & accruals on the Agresso system	HB													Delay should not impact heavily on planned action. Progress now back on track.

21.1 Employee Satisfaction						
Ref	July 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.1.5	Communicate results.		The Employee Survey results took longer to collate than originally expected. This has put back the communication of the results to staff. Corporate Management Team considered the results in August. Further detailed consideration is required as part of the business planning process 2008/09.	JP	Jul-07	Oct-07

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Ref.	Action	Lead	Corrective Action												
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
	Employee Satisfaction														
21.1.5	Communicate results.	HB													More time required to analyse results and include employees in determining action plan.

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BROMSGROVE DISTRICT COUNCIL

PERFORMANCE MANAGEMENT BOARD

18 SEPTEMBER 2007

CUSTOMER PANEL SURVEY (1)

Responsible Portfolio Holder	Councillor Mike Webb
Responsible Head of Service	Hugh Bennett, Assistant Chief Executive

1. SUMMARY

- 1.1 To inform Members of the key findings of the first Customer Panel survey which took place in June 2007 (full report attached as Appendix 1)

2. RECOMMENDATION

- 2.1 It is recommended that:-
the Board consider the attached report and make recommendations to Cabinet as appropriate.

3. BACKGROUND

- 3.1 The CPA Framework 2006 sets out a number of Key Lines of Enquiry for Corporate Assessment. These include the need for councils to ensure their ambitions are based on local needs and for them to be clear about what their customers' priorities are. Initial guidance for the forthcoming Comprehensive Area Assessment emphasises the need for agencies including councils to strengthen their focus on citizens and service users, to engage customers better and to obtain robust data from a reliable evidence base. To do this, the guidance states organisations must secure the participation of citizens in their activities and pay close attention to those citizens' experiences and viewpoints, as well as reporting progress back to them on a regular basis in order to strengthen engagement.

- 3.2 One of Bromsgrove District Council' values is 'Putting the Customer First'. The Council is committed to providing an excellent service for all its customers, and to consulting more effectively to ensure their needs are being met. Customer engagement is a crucial part of the Council's journey towards achieving a 'Fair' CPA recategorisation, and the Improvement Director has emphasised strongly that Members must be provided with firm evidence of customer need, rather than anecdotal evidence, in order to be effective decision-makers.

- 3.3 A Customer Panel Survey was commissioned in early 2007 to ascertain customers' views on the Council's priorities and current service provision. Following initial meetings with customer focus groups to develop the content of the survey, 1,600 copies of a postal questionnaire were sent out to the Customer Panel by the Council's contractors, Snap. 438 surveys were returned, representing a response rate of 27%. The confidence interval was 6%. Snap administered the process and analysed the results on behalf of the Council. The detailed results are available in the consultant's report, attached at Appendix 1.

- 3.4 The findings of the survey were mixed, though a number of successes were evident. 65% of respondents were satisfied with the service they received from the Council, and over half felt the Council was making the area a better place to live (55%) and were making it safer (56%). Moves to improve Customer Service have been recognised: 71% of respondents found accessing the Customer Service centre easy, and 72% said they would recommend the centre to a friend. Over half of respondents found contacting the Council easy (54%); however, only 43% found the Council to be efficient and well-run and even fewer felt it provided good value for money (38%). 61% of respondents felt the Council was remote and impersonal.
- 3.5 When asked about the Council's priorities, street cleansing was deemed to be the most important priority (89%), whilst improving the Council's reputation came a close second (87%). Importantly, 78% viewed community influence through consultation as a priority, echoing the message from Central Government in CPA and CAA guidance. Mechanisms such as electronic questionnaires and discussion forums were suggested as alternative methods of consultation that the Council could use.
- 3.6 The priorities deemed least important to the Council's customers were community events and the regeneration of Longbridge. When asked about progress towards achieving the Council's priorities, respondents were least satisfied with progress made on regenerating Bromsgrove town centre. This is important given that half of respondents said they visited Bromsgrove town centre at least once a week (50%). Satisfaction with progress made in improving the Council's reputation was also low (38%).
- 3.7 In terms of service provision, 69% were satisfied with the refuse collection service, 71% were satisfied with parks and open spaces and just under half were satisfied with the overall range of entertainment offered at the Artrix (47%). Of concern is the fact that 63% of respondents no longer use the Dolphin Sports and Leisure Complex. Reasons given for this included structural disrepair and lack of privacy in changing facilities, lack of cleanliness and competition from private gyms.
- 3.8 The Senior Corporate Policy and Performance Officer is currently re-letting the contract for the Customer Panel in order to make it more robust, and so that other methods of consultation and recruitment to the Panel can be exploited. An increase in the size of the Customer Panel will be sought, together with a facility to drill down into ward-level and customer-group data (i.e. results according to age, ethnicity etc). This will improve the quality of the data that can be drawn from each consultation. Methods of boosting the sample size and response rate, together with wider marketing of the Customer Panel are also being incorporated into the new contract. This work will be completed shortly, ahead of the next Customer Panel Survey which is due to take place in November 2007.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications as a result of this survey, given that budget provision for existing corporate priorities has already been made. Subsequent consultation may impact on the next round of budget planning, depending on results. Budgetary provision for current consultation activities has already been made.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications.

6. CORPORATE OBJECTIVES

6.1 This report and associated appendix relate broadly to all corporate objectives due to the discussion of prioritisation and service delivery covered.

7. RISK MANAGEMENT

7.1 There are no risks associated with the details included in this report

8 CUSTOMER IMPLICATIONS

8.1 Customer implications include the need to strengthen the existing Customer Panel and engage participants in further consultation exercises. Officers should be aware of perception results for their service areas and use these to inform their own business planning processes. Members should be aware of the emphasis placed on customer consultation and evidence-based decision making in CPA and CAA guidance, and use the results of this consultation to inform the improvement journey of the Council.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 Implications for the Council's Equalities and Diversity policies include the need for the Customer Panel to be as representative as possible of the population as is practicable, and of the necessity to ascertain the views of specific demographic groups by drilling down into consultation responses.

10. OTHER IMPLICATIONS

Procurement Issues: None
Personnel Issues: None
Governance/Performance Management: Performance management of key issues identified in the report; management of Council reputation and communication of results; adherence to CPA KLOEs and CAA guidance
Community Safety including Section 17 of Crime & Disorder Act 1988: None
Policy:
Environmental: None

11. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	On holiday
Corporate Director (Services)	No
Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	Yes
Head of Legal, Equalities & Democratic Services	Yes
Head of Organisational Development & HR	Yes
Corporate Procurement Team	No

12. APPENDICES

Appendix 1 Customer Panel Survey draft report July 2007

13. BACKGROUND PAPERS

- Customer Panel Survey draft report July 2007
- The transition from CPA to CAA consultation paper April 2007
- CPA District Council Framework from 2006: Corporate Assessment Key Lines of Enquiry

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**Bromsgrove District Council
Customer Panel Survey 2007**

**Draft Report
July 2007**

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1 SUMMARY

- Responses were split equally between males (50%) and females (50%)
- 22% of respondents were under 45, 40% in the 45-64 age group and 38% were 65+
- 23% of respondents had been living at their current address for up to 5 years, 38% for 6 to 20 years and 39% for 21 years or more
- Over half (56%) owned their homes outright and one third (34%) were buying on a mortgage. A further 6% were renting from a Housing Association/Trust and 3% from a private landlord
- 3 out of 10 households (29%) had 1 adult occupant, twice as many (59%) having 2
- 39% were retired from work, 28% in full time employment, 11% self employed and 10 % working part time
- One quarter (26%) had a long standing illness, disability or infirmity
- The vast majority of respondents (98%) were from a white background
- Over half (55%) felt Bromsgrove District Council is making the local area a better place to live
- A similar number (56%) felt BDC is working to make the area safer
- Two thirds (63%) agreed that BDC is working to make the place greener and cleaner
- 43% felt the Council to be efficient and well run and 38% that it provided good value for money
- Over half (57%) of respondents thought Bromsgrove District Council was trustworthy
- 61% felt BDC to be remote and impersonal
- 4 out of 10 (43%) felt BDC promoted the interests of local residents and 41% that it acted on their concerns
- Two thirds (67%) felt that BDC treated all types of people fairly
- One quarter (24%) were satisfied that the Council was doing all it could to listen to the views of the local community, slightly more (29%) being dissatisfied with 46% being undecided
- 9 out of 10 (89%) agreed that reducing the fear of crime should be a priority, followed by 83% for educational achievement and 76% for older people
- 44% were satisfied with performance towards achieving priorities with regard to educational achievement and 40% with fear of crime

- With regard to Community Strategy, 89% felt that a Clean District should be a priority and 87% Improving the Council's performance
- 36% were satisfied with the Council's performance towards achieving its priorities with regard to Customer Service and 35% with Community Events
- Over half (54%) found it easy to contact the Council
- About half (48%) used the internet on a daily basis and a further 16% at least once a week
- 3 out of 5 residents (59%) never visited BDC's website
- Half of those who did visit the website (51%) did so to find information about the Council and its services.
- Half of respondents (49%) remembered receiving Together Bromsgrove and half (51%) did not
- Of those who received Together Bromsgrove, 6 out of 10 (59%) found the information to be useful
- 7 out of 10 (70%) remembered receiving the Council Tax leaflet, 63% of those finding the information to be useful
- Only 7% were aware of the text messaging and email alert system
- 58% of residents received a free copy of the Bromsgrove Advertiser and 58% the Bromsgrove Standard
- Over one third (37%) had used the Customer Service Centre, 1 in 5 of them (20%) for General Information on Council Services
- 71% felt it was important for the service to be located in the town centre
- 71% found accessing the Customer Service Centre easy
- Two thirds (65%) were satisfied with the service they received
- About half (52%) felt that appropriate action would be taken as a result of their query
- Three quarters (72%) would recommend the use of the centre to a friend
- 37% of respondents were satisfied with the number of times their roads were swept, and 37% that areas of public open space were clean
- 88% felt fly tipping to be a problem in the District
- 1 in 5 (20%) felt that fly tipping was promptly removed when reported
- 7 out of 10 (69%) were satisfied with the Refuse Collection Service
- 4 in 5 (81%) used any of the Council's recycling facilities and 83% were satisfied with the standard of service
- 8 out of 10 (80%) recycled kitchen waste

- Three quarters (75%) were aware that the Council operated a scheme selling discounted compost bins
- Two thirds (67%) supported the decision to suspend green waste collection service during winter and half of respondents (49%) felt the service should run throughout the year
- Half of respondents (50%) visited Bromsgrove town centre at least once a week
- Two thirds (67%) suggested that an improved range of specialist shops would encourage them to visit the town centre more often and 62% wanted Improved car parking
- Almost two thirds (63%) of respondents no longer use the Dolphin Centre
- Over half of those (55%) who used the Dolphin Centre were satisfied with the facilities
- 56% of respondents were satisfied with the overall quality of car parks and with their safety and lighting
- One fifth (21%) use local public bus transport, 70% of those for social reasons
- 44% of users are dissatisfied with standard of the bus station
- One third (35%) use the local rail station, two thirds of them (66%) for social reasons
- 41% of users are dissatisfied with the standard of the rail station
- 9 out of 10 (90%) do not use public transport for reasons of convenience and three quarters (74%) because of timetabling issues
- Almost half (46%) of respondents were aware that the Council supports the Artrix by making £120,000 per year of funding available
- 4 in 10 (41%) were aware that the Council funds the Street Theatre programme at a cost of £25,000
- 46% were aware that the Council funds the annual Bonfire night at a cost of £30,000
- One quarter (25%) of respondents would be prepared to contribute towards the cost of staging the Bonfire
- Three quarter of respondents (75%) were interested in parks and open space and two thirds (67%) in Libraries
- 71% were satisfied with parks and open spaces and 69% with libraries
- 47% were satisfied with the overall range of entertainment offered at the Artrix, just 6% being dissatisfied as a further 47% were undecided
- 36% expressed overall satisfaction with the Council, 26% being dissatisfied and a further 36% were undecided

2 INTRODUCTION

Bromsgrove District Council commissioned Snap SurveyShop to assist with their Customer Panel Survey 2007. This report contains the research findings. The purpose of the survey was to seek residents' assistance in improving the local area and the services provided by the Council and to ensure the right services are delivered at the right times.

2.1 Methodology

BDC and Snap SurveyShop conducted a series of 5 Focus Groups with local residents to inform the questionnaire to be used for the survey. On 6th June 2007, 1,600 questionnaires were mailed to the Customer Panel, recruited via Best Value General, Benefits and Planning surveys, members from the existing panel and boosted with a random sample from the Post Office small users address file. The survey closed on 29th June, by which time a total of 438 responses had been received.

2.2 Analysis of results

Figures in this report are generally calculated as a proportion of respondents who answered each question – that is, excluding No Reply and Don't Know. Results to all rating scale questions are based only on those giving an opinion.

2.3 Structure of this report

The main body of the report is divided into the following sections, which look at the survey results in detail:

- Demographics
- Service Delivery
- Future of the District (Community Strategy)
- Council Priorities
- Finding out about the Council
- Street Scene and Waste Management: Street Cleansing
- Street Scene and Waste Management: Refuse Collection
- Street Scene and Waste Management: Recycling Waste
- Town Centre
- Transport
- Cultural and Recreational Activities and Venue
- The Council Experience

The appendix contains a copy of the questionnaire, listings of respondents' comments and a full set of data tabulations.

3 DEMOGRAPHICS

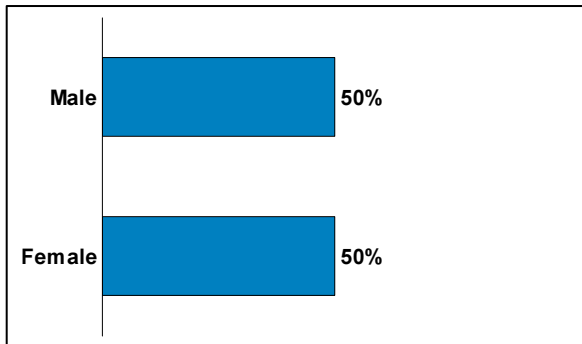
3.1 Introduction

This section of the report profiles respondents by gender, age, tenure, employment, disability and ethnicity

3.2 Gender and Age

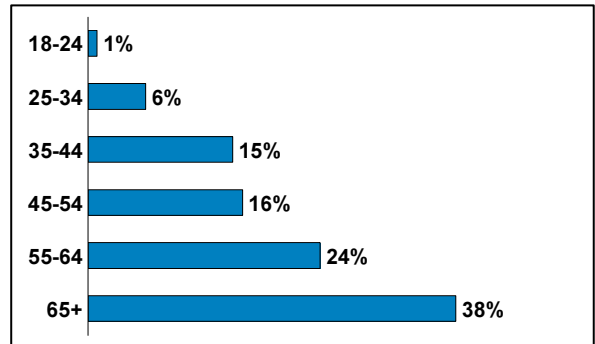
Responses were split equally between males (50%) and females (50%). 22% of respondents were under 45, 40% in the 45-64 age group and 38% were 65+.

Gender



Base: All respondents (433)

Age

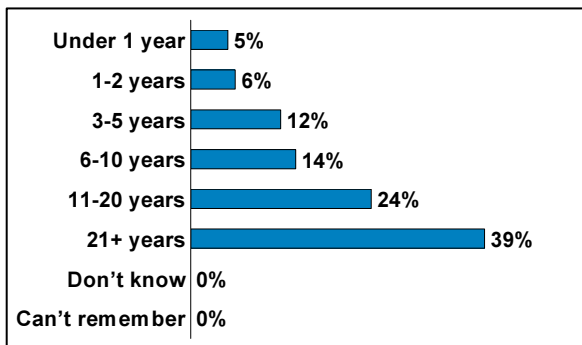


Base: All respondents (392)

3.3 Length of time at current address

23% of respondents had been living at their current address for up to 5 years, 38% for 6 to 20 years and 39% for 21 years or more.

Length of time at current address

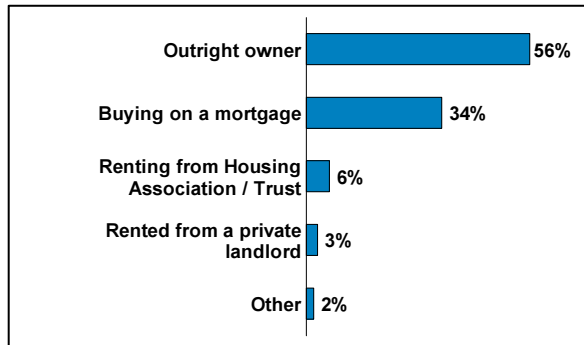


Base: All respondents (428)

3.4 Tenure

Over half (56%) owned their homes outright and one third (34%) were buying on a mortgage. A further 6% were renting from a Housing Association/Trust and 3% from a private landlord.

Tenure

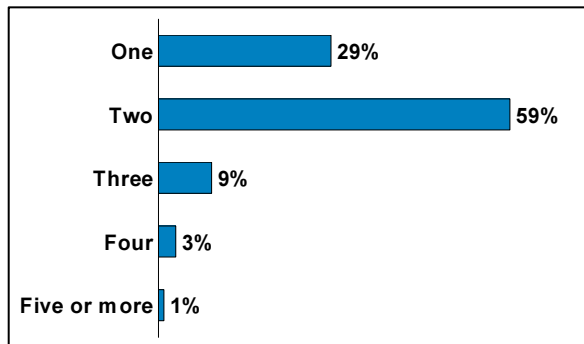


Base: All respondents (431)

3.5 Household composition

3 out of 10 households (29%) had 1 adult occupant, twice as many (59%) having 2 adults.

Household composition

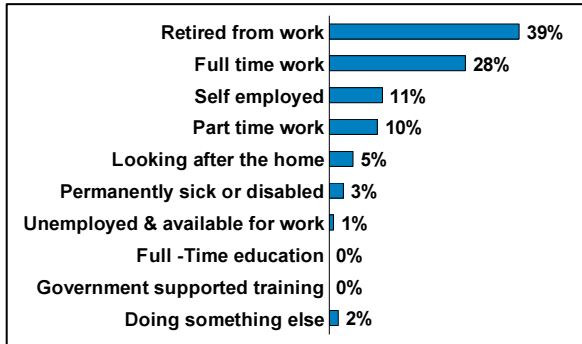


Base: All respondents (428)

3.6 Employment status

39% were retired from work, 28% in full time employment, 11% self employed and 10 % working part time.

Employment status

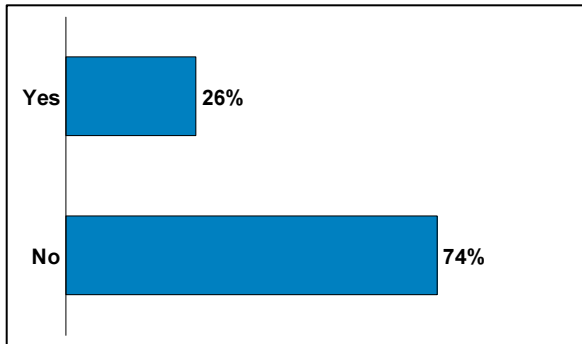


Base: All respondents (429)

3.7 Disability

One quarter (26%) had a long standing illness, disability or infirmity.

Long standing illness, disability of infirmity

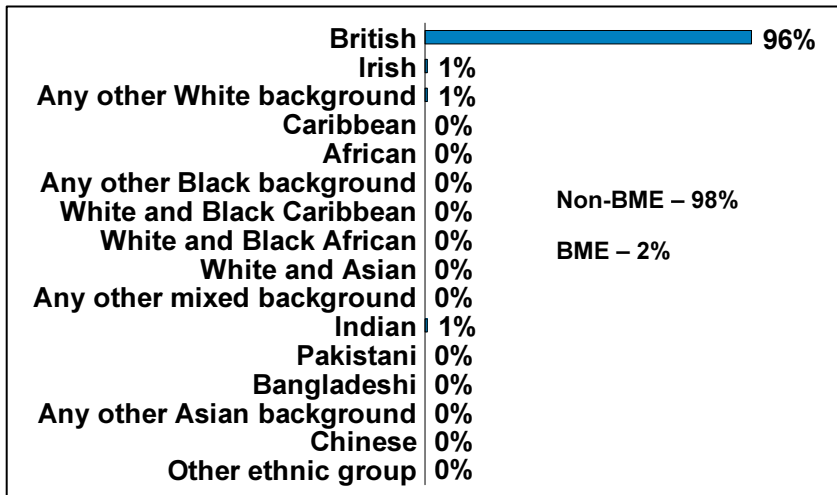


Base: All respondents (425)

3.8 Ethnicity

The vast majority of respondents (98%) were from a white background.

Ethnicity



Base: All respondents (435)

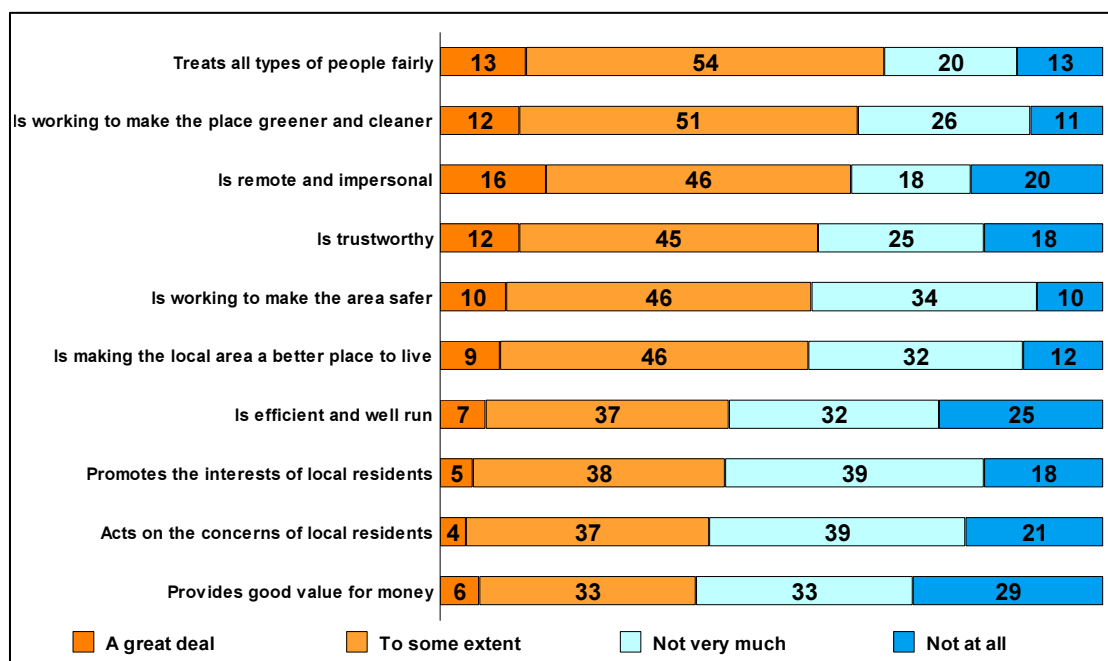
4 SERVICE DELIVERY

4.1 Introduction

This section of the report looks at residents' views towards levels of service being delivered by Bromsgrove District Council and the Council's image.

4.2 Service delivery and image

Bromsgrove District Council...



Base: All respondents (300~414)

Of those who expressed an opinion, two thirds (67%) felt that BDC treated all types of people fairly, with little variation across demographics.

Two thirds (63%) also agreed that BDC is working to make the place greener and cleaner, falling to 57% in males and the 55 or older age group and rising to 69% in females and 75% in the 35 to 54 age group.

61% felt BDC to be remote and impersonal, rising to 68% in under 35s.

Over half (57%) of respondents thought Bromsgrove District Council was trustworthy, less so by males (52%), under 35s (50%) and those working (49%).

A similar number (56%) felt BDC is working to make the area safer, varying from 45% in males to 67% in females, and 49% amongst those working to 61% amongst those not working.

Over half (55%) felt Bromsgrove District Council is making the local area a better place to live. Agreement amongst males was 49% and 62% amongst females.

43% felt the Council to be efficient and well run, rising to 50% in females and 62% in the under 35s.

4 out of 10 (43%) felt BDC promoted the interests of local residents, rising to 61% in the under 35s.

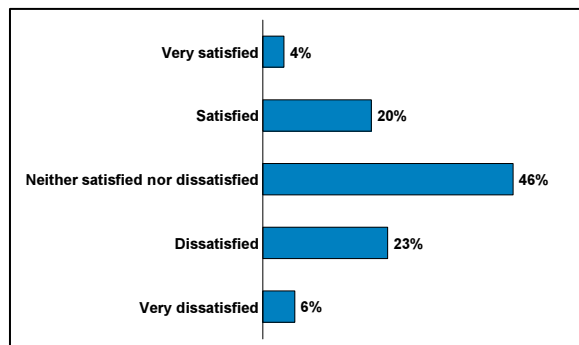
41% that it acted on their concerns, falling to 37% in those working, 35% in under 35s and 33% in males.

38% that it provided good value for money, rising to 43% amongst those not working and 44% amongst females.

4.3 Listening to the views of the local community

One quarter (24%) were satisfied that the Council was doing all it could to listen to the views of the local community, slightly more (29%) being dissatisfied with 46% being undecided. Satisfaction was lowest amongst the under 35s (13%).

Satisfaction that the Council is doing all it can to listen to the views of the local community



Base: All respondents (431)

4.4 Other methods of consultation

When asked for suggestions for other methods of consultation which the council could use, Email and face-to-face were popular ideas.

Email consultation and questionnaires - more cost effective than writing to everyone - in line with E-government vision and policy.

Email local events, meetings, and participation group dates.

Email newsletters.

E-mail, written opinions could be sought.

Email.

Face to face.

Forums for locals, talks and meetings on Council activity Question Time for residents and locals.

Forums where residents can talk to and ask Council Officer questions.

Get down to basics - send officer out to investigate problems.

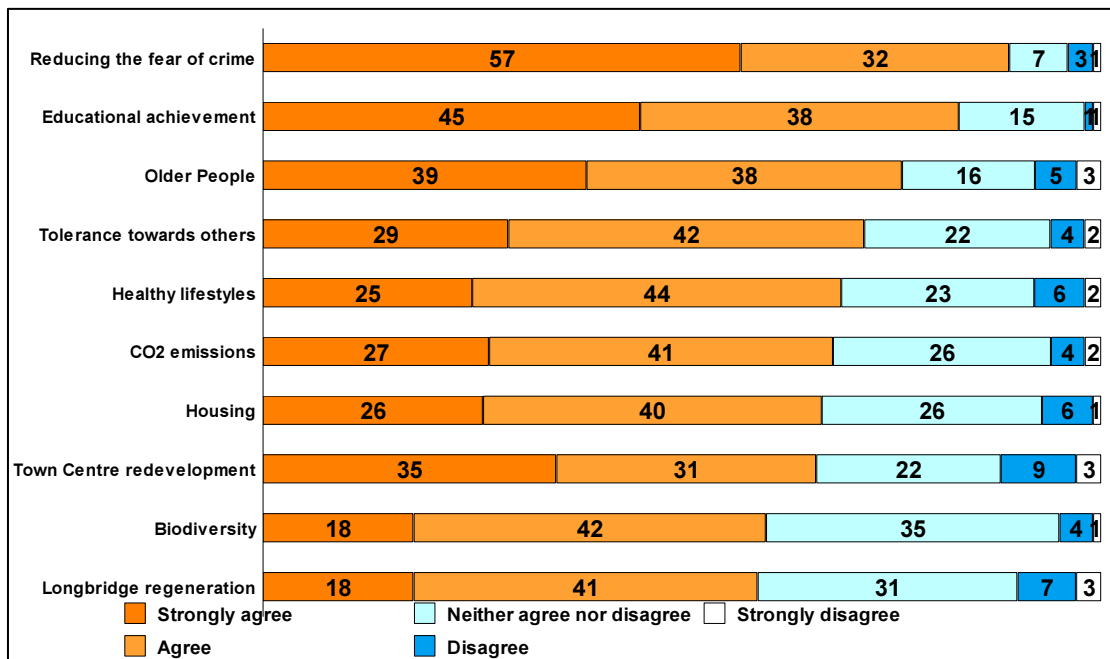
5 FUTURE OF THE DISTRICT (COMMUNITY STRATEGY)

5.1 Introduction

This section of the report looks at residents agreement with priorities which have been identified by Bromsgrove District Council and other public organisations (such as the police, health services and housing trust) to improve the quality of life for the people of the District.

5.2 Agreement with priorities

Agreement with priorities selected



Base: All respondents (384~426)

9 out of 10 (89%) agreed that reducing the fear of crime should be a priority.

Educational achievement met with agreement from 83%, rising to 97% in the under 35s.

76% felt that older people should be a priority, 85% amongst females.

Tolerance towards others was a priority for 71% of respondents, 65% amongst males and 78% amongst females.

Overall 69% felt the Council and its partners should prioritise healthy lifestyles, 83% in under 35s.

CO₂ emissions were a priority for 68%, ranging from 58% in males to 78% in females, and 77% in under 35s to 65% in the 55 or older age group.

For two thirds of respondents (66%), housing was a priority, 58% amongst males and 74% amongst females.

65% felt town centre redevelopment should be a priority, varying from 57% in males to 74% in females.

3 in 5 (60%) agreed that biodiversity should be prioritised, rising to 66% in females and under 35s.

Longbridge regeneration was a priority for 58%.

5.3 Other priorities

Suggestion for other priorities were invited, more policing, car parking, litter and public transport being common concerns.

Bring back free parking for older people. Most do not use other facilities provided for younger people and the parking fees restrict visits to the town.

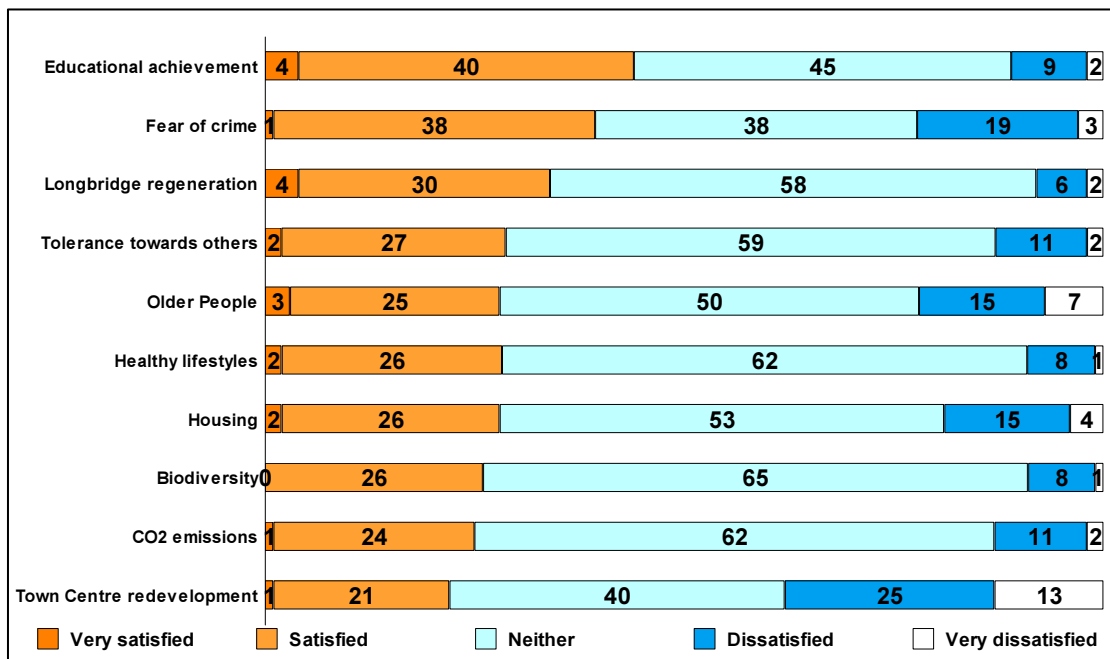
Do not see many police and when you do they are not helpful.

Improving public transport provision.

Public transport improved and more policing Reducing litter and dumping of rubbish.

5.4 Progress towards achieving priorities

Performance towards achieving priorities



Base: All respondents (372~408)

44% were satisfied with performance towards achieving priorities with regard to educational achievement and 40% with fear of crime, there being little variation by demographics.

One third (34%) were satisfied with performance regarding Longbridge regeneration and 3 in 10 (29%) regarding tolerance towards others, 24% in males, under 35s and workers, 23% in the 35-54 age group.

28% were satisfied with progress regarding older people, falling to 23% in males, 22% in workers and 21% in the 35 to 54 age group.

Healthy lifestyles was also satisfactory for 28%. Satisfaction was once again low in the 35 to 54 age group (22%) and amongst those working (18%).

18% amongst those working were satisfied with regard to biodiversity, compared to 26% overall.

One quarter of respondents (35%) were satisfied with performance towards achieving CO₂ emissions, 21% in males, 18% in workers and 17% in under 35s.

Town centre redevelopment was satisfactory for 22% overall, 15% in males and 27% in females, 17% in those working and 26% in those not working.

5.5 Concerns about performance

When given the opportunity to voice concerns about performance, a frequently raised issue was the lack of visible progress.

Do not see any evidence of progress or work done

How do we know what you have achieved, most of the above are not visible

I have no knowledge about whether or not the Council are doing anything towards achieving these priorities, so can only presume they are doing nothing.

It is all talk, fine words but very little action. They come up with grandiose schemes that you know will never come to fruition.

It is slow to take affect, has been going on for years, just talking no action

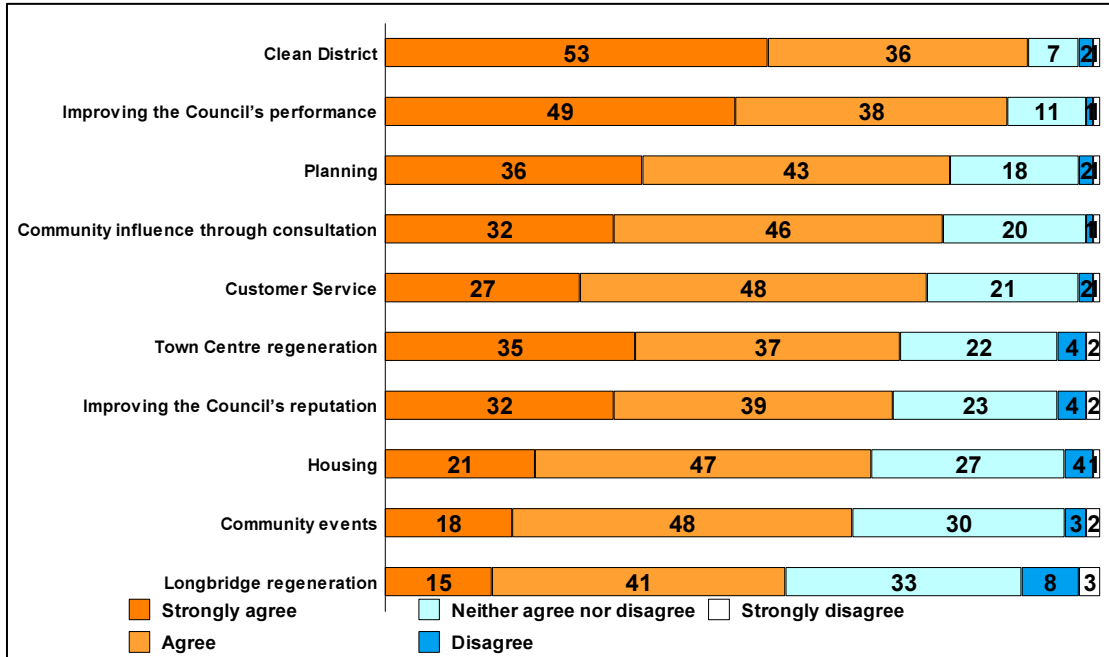
6 COUNCIL PRIORITIES

6.1 Introduction

This section of the report looks at residents' agreement with and the Council's performance towards achieving Community Strategy priorities identified through a number of focus groups.

6.2 Agreement with priorities selected

Agreement with priorities selected



Base: All respondents (388~408)

With regard to Community Strategy, 89% felt that a Clean District should be a priority and 87% Improving the Council's Performance with little variation across demographics.

4 out of 5 (79%) agreed that Planning should be a priority, dropping to 60% in under 35s.

78% saw Community influence through consultation as a priority, and 76% agreed with Customer Service, falling to 60% in under 35s.

Town Centre regeneration was a priority for 72%, 67% in males and under 35s, and 77% in females.

71% saw Improving the Council's reputation as a priority, dropping to 60% in under 35s.

Housing was a priority for 68% overall, 58% in males and 78% in females, and 62% in under 35s.

Two thirds (66%) saw Community events as a priority, 57% in males and 75% in females, and 56% agreed that Longbridge regeneration should be a priority.

6.3 Other priorities

When asked what other priorities the Council should have, crime was mentioned, as was waste and recycling, and attention to areas of the District other than Bromsgrove town.

Local centre development (e.g. village) - why only Bromsgrove town?

Tough on crime

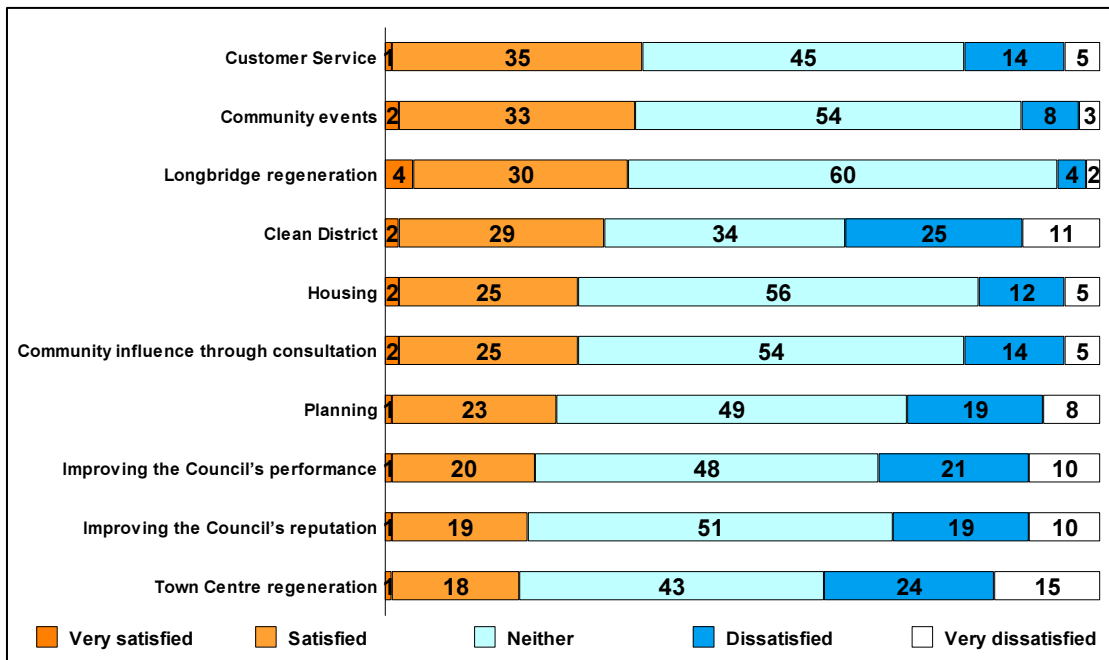
More attention given to outlying parts of the area, not just Bromsgrove area

Refuse is still an issue

Rubbish collection, more road sweepers

6.4 Progress towards achieving priorities

Progress towards achieving priorities



Base: All respondents (377~392)

36% were satisfied with the Council's performance towards achieving its priorities with regard to Customer Service, rising to 41% in under 35s and falling to 27% in the 35 to 54 age group.

35% were satisfied with Community Events, 26% amongst males and 44% amongst females, and 28% amongst those working compared to 42% amongst those not.

One third (34%) were satisfied with the progress towards Longbridge regeneration with little variation across demographics.

30% were satisfied with performance regarding making Bromsgrove a Clean District, varying from 25% in males, 35s to 54s and workers to 35% in females, 36% in non workers and 45% in under 35s.

27% were satisfied with Housing, 20% in workers, 21% in males and 35s to 54s, and 33% in females, 34% in non workers and 38% in under 35s.

27% were satisfied with Community Influence through Consultation, and 24% with Planning, falling to 18% in workers and 20% in males and 35s to 54s, and rising to 30% in non workers and 31% in under 35s.

7 FINDING OUT ABOUT THE COUNCIL

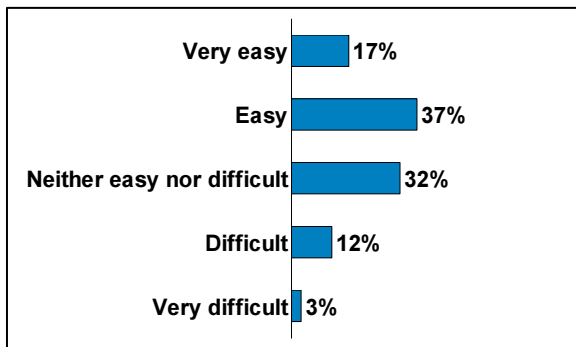
7.1 Introduction

This section of the report looks at the Council's way of "getting the message across to its residents and enabling residents to contact the Council.

7.2 Ease of contacting the Council

Over half (54%) found it easy to contact the Council. Ease dropped to 47% in males and under 35s, rising to 58% in the 55 or older age group and 59% in females.

Ease of contacting the Council

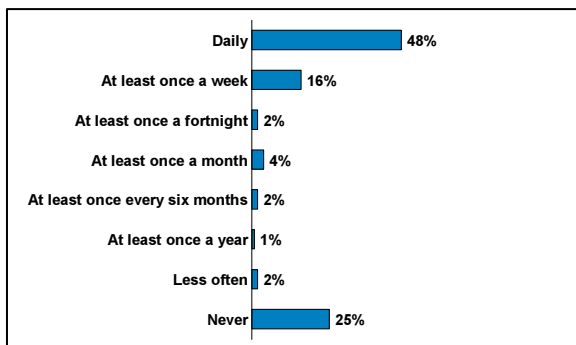


Base: All respondents (420)

7.3 Frequency of internet use

About half (48%) used the internet on a daily basis and a further 16% at least once a week. One quarter (25%) never used the internet, varying from 6% amongst those working and 3% in under 35s, to 39% in the 55 or older age group and 45% in those not working.

Frequency of internet use

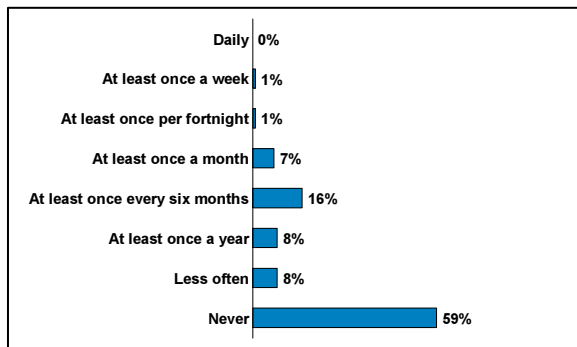


Base: All respondents (416)

7.4 Frequency of visiting BDC's website

2 out of 5 residents (41%) had visited BDC's website. Two thirds (66%) of those in the 35 to 54 age group had visited the website, but only 29% in the 55 or overs and 26% amongst those not working.

Frequency of visiting BDC's website

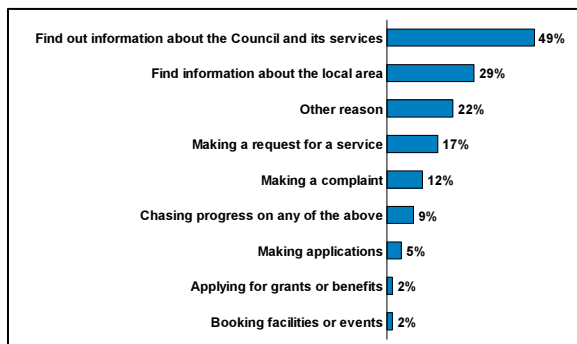


Base: All respondents (414)

7.5 Reason for visiting the Council's website

Half of those who did visit the website (51%) did so to find information about the Council and its services, ranging from 38% in under 35s to 60% in 35 to 54s. A third (34%) had visited the website to find information about the local area.

Frequency of visiting BDC's website



Base: All who had visited BDC's website in the last year (136)

7.6 Recall of Together Bromsgrove

Half of respondents (49%) remembered receiving Together Bromsgrove and half (51%) did not. Recall was higher amongst males (55%) than amongst females (42%), and in the 55 or older age group (54%) than in the under 35 age group (27%), and amongst those not working (57%) than amongst workers (40%).

Can you remember receiving the magazine?



Base: All respondents (426)

7.7 Suggested items for Together Bromsgrove

Item suggested for inclusion in Together Bromsgrove included articles with less "spin", notice of upcoming events and publication of performance indicators.

Articles written by residents and not covered in spin

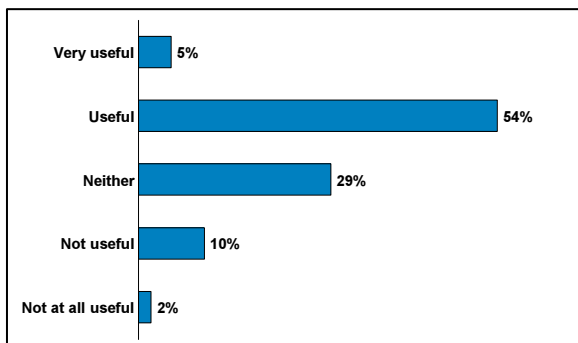
Dates for significant meetings and invites if appropriate. School league tables

Performance indicators compared with other authorities and additional quality control performance indicators for each department

7.8 Usefulness of Together Bromsgrove

Of those who read or received Together Bromsgrove, 6 out of 10 (59%) found the information to be useful. Lower levels of usefulness were returned by males (50%), workers (47%) and under 35s (40%), and higher levels from 35 to 54s (64%), non workers (67%) and females (71%).

Usefulness of Together Bromsgrove?

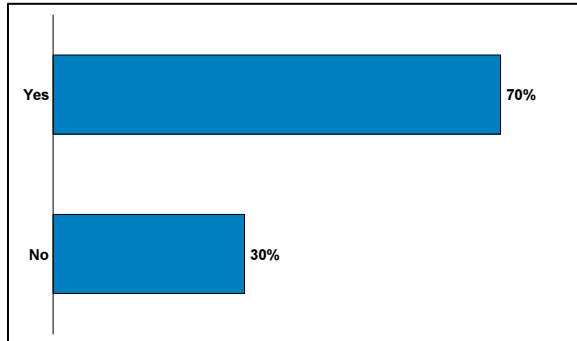


Base: All who read/received Together Bromsgrove (214)

7.9 Recall of council tax leaflet

7 out of 10 (70%) remembered receiving the council tax leaflet, varying from 60% in under 35s to 74% in the 55 or older age group.

Do you remember receiving the leaflet?



Base: All respondents (427)

7.10 Other information in council tax leaflet

Residents were keen for more information on what council tax is used for, how bands are set and on measuring the Council's performance.

How our Council Tax is being used

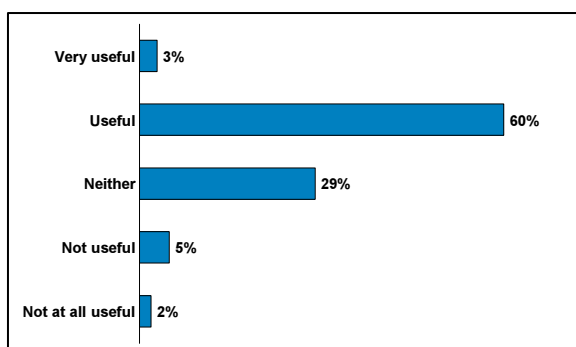
How property bands are fixed

Performance against other Councils

7.11 Usefulness of information in council tax leaflet

63% of those who read or receive the council tax leaflet found the information to be useful, 57% in males and 71% in females, and 58% in workers compared to 68% in non workers.

Usefulness of information in council tax leaflet?

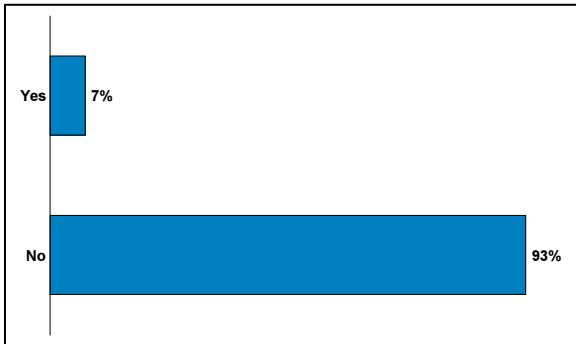


Base: All who read/received the council tax leaflet (291)

7.12 Awareness of text messaging and email alert system

Only 7% were aware of the text messaging and email alert system.

Are you aware of the service?

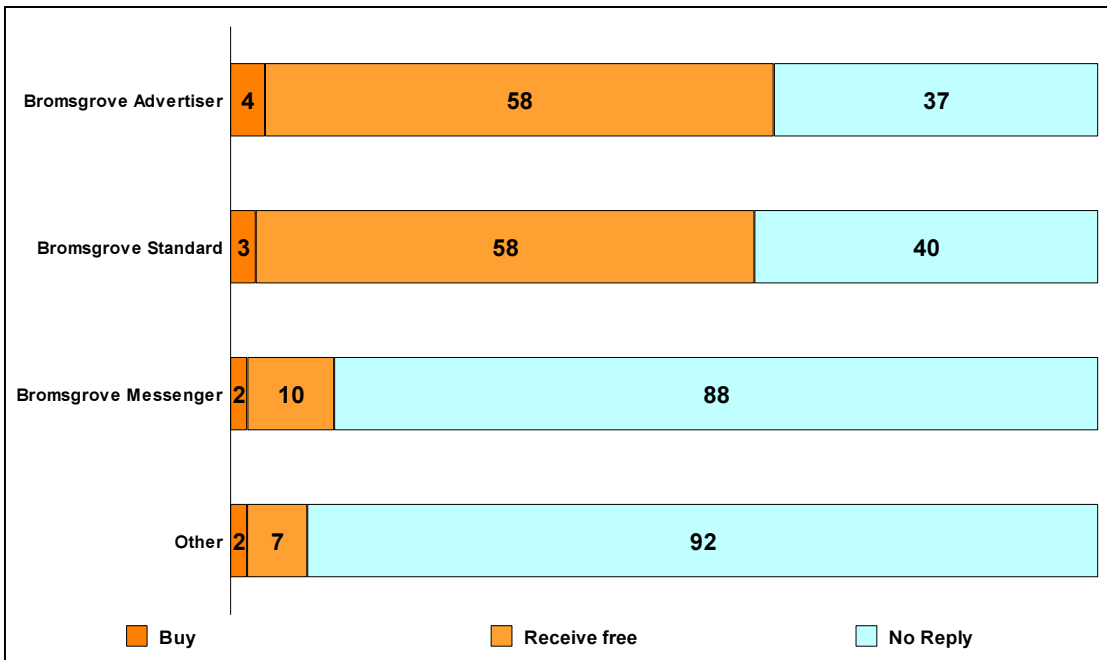


Base: All respondents (418)

7.13 Receipt of local newspapers

58% of residents received a free copy of the Bromsgrove Advertiser and 58% the Bromsgrove Standard.

Receipt of local newspapers?



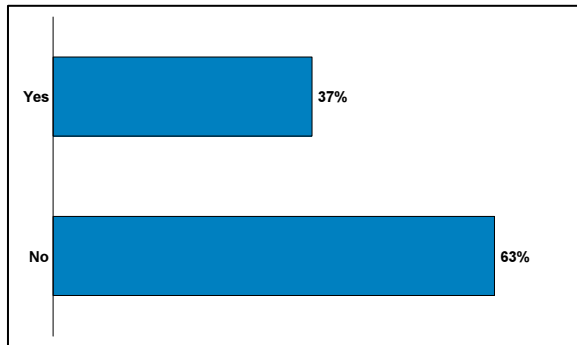
Base: All respondents (438)

The Bromsgrove Advertiser is received free by 77% of under 35s, The Bromsgrove Standard being received free by 65% in the 35 to 54 age group and by 67% of under 35s.

7.14 Use of Customer Service Centre

Over one third (37%) had used the Customer Service Centre, varying from 28% amongst workers and 23% amongst 35s to 45% in 55 or older and 46% in non workers.

Receipt of local newspapers?

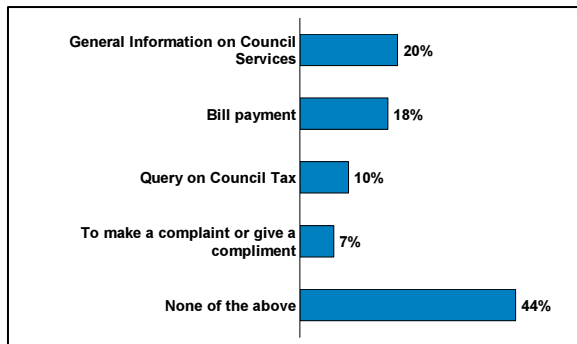


Base: All respondents (428)

7.15 Reason for visiting Customer Service Centre

1 in 5 of visitors (20%) were there for General Information on Council Services, rising to 44% in under 35s. 18% visited for Bill payment, varying from 26% in males to 10% in females, and 11% in under 35s to 22% in the 55 or older age group. Overall, 7% visited to make a complaint or give a compliment ranging from 2% in non workers to 16% in workers.

Reason for visiting Customer Service Centre?

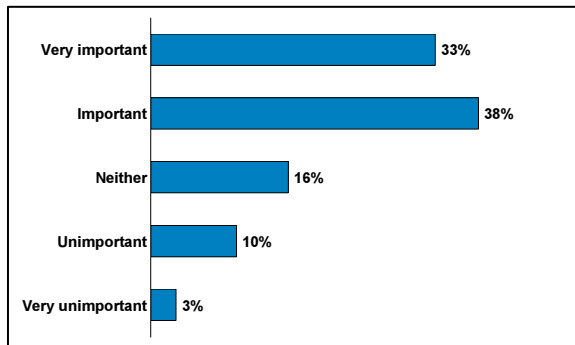


Base: All who had visited the Centre (149)

7.16 Importance of town centre location

71% felt it was important for the service to be located in the town centre. The location was less important for males and workers (63%) and under 35s (61%), and higher for the 55 or older age group (75%), non workers (78%) and females (79%).

Importance of town centre location?

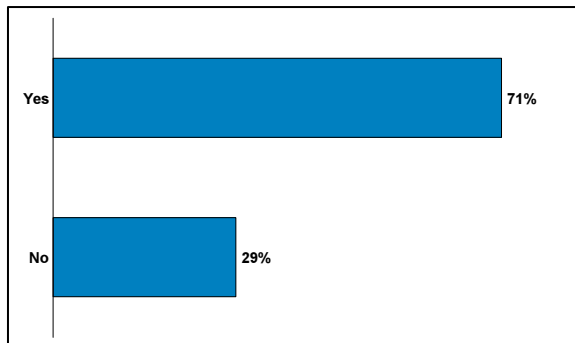


Base: All respondents (387)

7.17 Ease of accessing the Customer Service Centre

71% found accessing the Customer Service Centre easy. Less than half (47%) of under 35s found access easy, compared to three quarters (76%) of those in the 55 or older age group. Ease of access varied by working status too, 61% of workers finding access to be easy compared to 79% of non workers.

Do you find the Customer Service Centre easy to access?

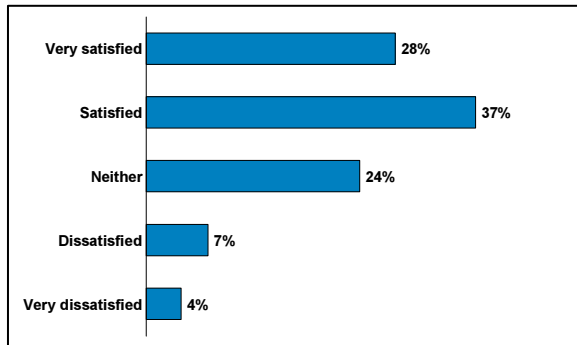


Base: All respondents (263)

7.18 Satisfaction with service received

Two thirds (65%) were satisfied with the service they received. Satisfaction varied from 58% in males to 73% in females, 49% in 35 to 54s to 71% in 55 or older and 53% in workers to 73% in non workers.

Satisfaction with service received

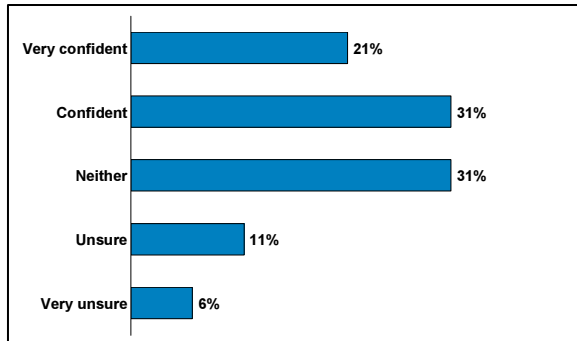


Base: All respondents (215)

7.19 Confidence that appropriate action was taken

About half (52%) felt that appropriate action would be taken as a result of their query. Confidence was lower in the 35 to 54 age group (42%) and in workers (44%).

Confidence that appropriate action was taken

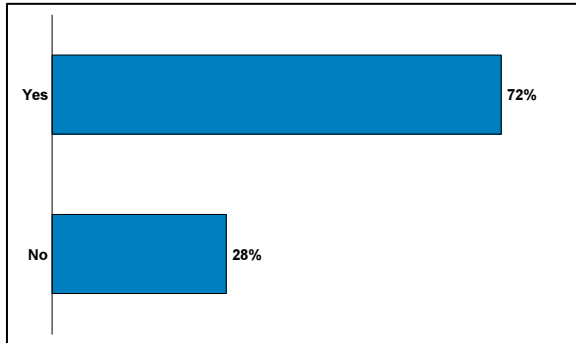


Base: All respondents (188)

7.20 Recommending the use of the Centre

Three quarters (72%) would recommend the use of the Centre to a friend, ranging from 68% in males to 78% in females, and 65% in 35 to 54 to 91% in under 35s.

Would you recommend the use of the Customer Service Centre to a friend?



Base: All respondents (210)

8 STREET SCENE AND WASTE MANAGEMENT: STREET CLEANSING

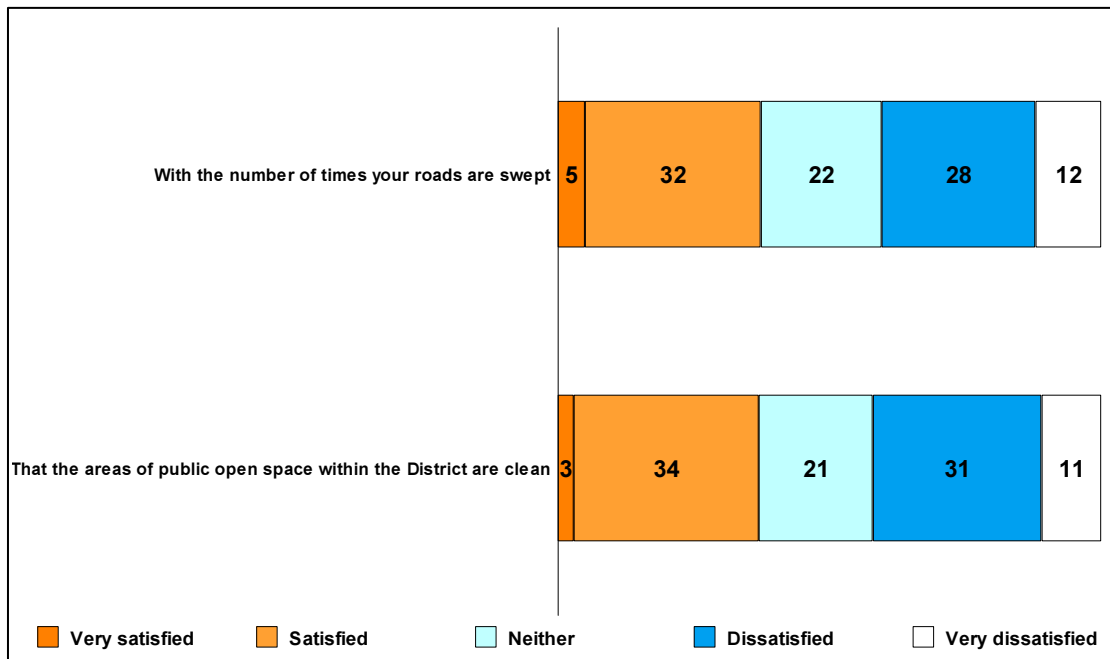
8.1 Introduction

This section of the report looks at satisfaction with frequency of road sweeping, and cleanliness of areas of public open space in the District, as well as problems associated with fly tipping.

8.2 Road sweeping and cleanliness of public open spaces

37% of respondents were satisfied with the number of times their roads were swept, and 37% that areas of public open space were clean.

Satisfaction with frequency of road sweeping and cleanliness of areas of public open space



Base: All respondents (402~423)

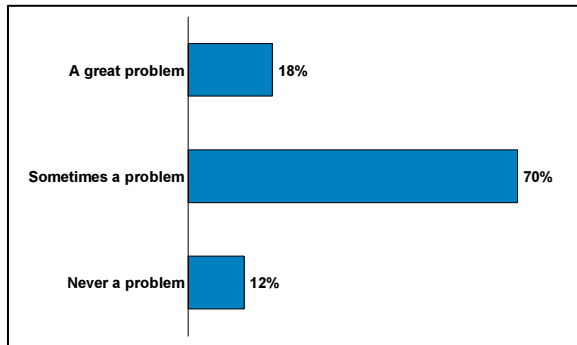
Satisfaction with road sweeping varied little by gender or working status, but ranged from one third (33%) in the 35 to 54 age group to half (50%) in the under 35s.

Satisfaction with the cleanliness of public open spaces also varied little by gender or working status, once again being one third (33%) in the 35 to 54 age group, rising to two thirds (67%) in under 35s.

8.3 Severity of fly tipping as a problem in the District?

88% felt fly tipping to be a problem in the District, 70% feeling it was sometimes a problem and 18% a great problem. 12% of respondents felt that fly tipping was never a problem, rising to 20% in under 35s.

Is fly tipping a problem in the District?

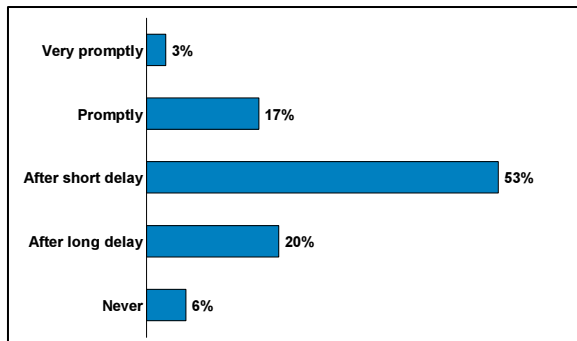


Base: All respondents (409)

8.4 Promptness with which fly tipping is removed

1 in 5 (20%) felt that fly tipping was promptly removed when reported, rising to 24% in females and 36% in under 35s. A further 53% overall felt that fly tipping was removed after a short delay.

Is fly tipping promptly removed when reported?



Base: All respondents (240)

9 STREET SCENE AND WASTE MANAGEMENT: REFUSE COLLECTION

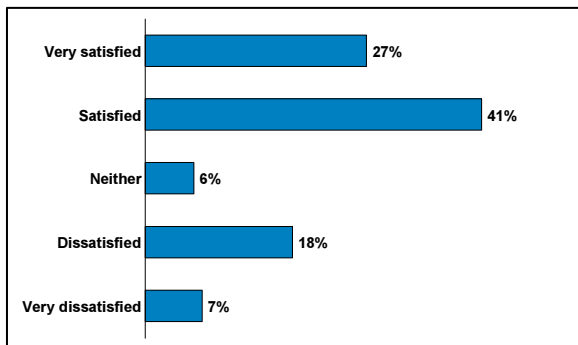
9.1 Introduction

This section of the report looks at residents' satisfaction with the refuse collection service.

9.2 Satisfaction with the refuse collection service

7 out of 10 (69%) were satisfied with the Refuse Collection Service, ranging from half (50%) of under 35s to three quarters (75%) in the 55 or older age group, and from 63% in workers to 75% in non workers.

Satisfaction with the refuse collection service



Base: All respondents (428)

9.3 Reasons for dissatisfaction with the service

Weekly rather than fortnightly collection of domestic refuse, especially during the summer months was a commonly stated reason for dissatisfaction. Residents felt that collection of green waste should be continued throughout the winter, or at least resume earlier in the season and collected weekly in the summer. The service levels of binmen was also raised.

Bin men very careless when collecting refuse, they leave a trail of rubbish behind them, and do not make any attempt to pick any up

Bins are not replaced by my house. Litter is often left. Collections take place too early, so bins have to be put out the night before and are vandalised

Bins full in one week, maggots in food waste bags, smelly in summer!

Excellent scheme ruined by abandonment of year round green bin collection

Fortnightly rubbish collection too long to wait, bring back weekly and green bins earlier. The garden season is longer than the bin collection times

Green bin collection restarted too late into the growing season, needs to be 6 weeks earlier. Grey bins need to be emptied every week.

Green bin collection stopped in the winter, would welcome weekly green collection in summer

I think two weekly collections of household refuse is not enough, particularly in summer.

10 STREET SCENE AND WASTE MANAGEMENT: RECYCLING WASTE

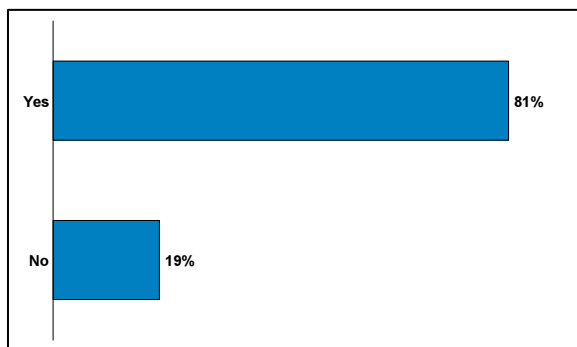
10.1 Introduction

This section of the report looks at residents' use of and satisfaction with the Council's recycling facilities.

10.2 Use of the Council's recycling facilities

4 in 5 (81%) used any of the Council's recycling facilities, with little variation by demographic group.

Do you use any of the Council's recycling facilities?

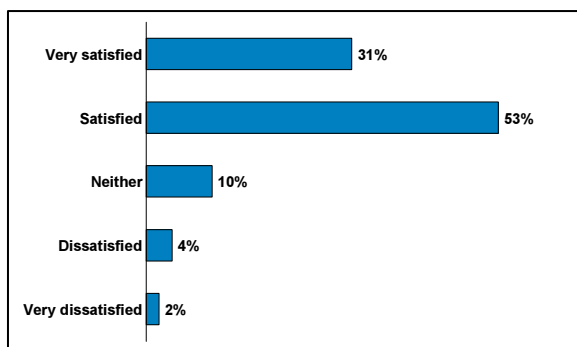


Base: All respondents (424)

10.3 Satisfaction with standard of service received

83% were satisfied with the standard of service received, with little variation across demographics, though "falling" to 78% in under 35s.

Satisfaction with the standard of service received

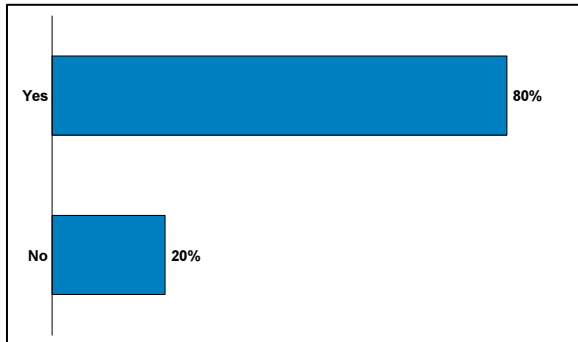


Base: All who had used the Council's recycling facilities (337)

10.4 Recycling kitchen or garden waste

8 out of 10 (80%) recycled kitchen waste, with little variation across demographics.

Do you currently re-cycle kitchen or garden waste?

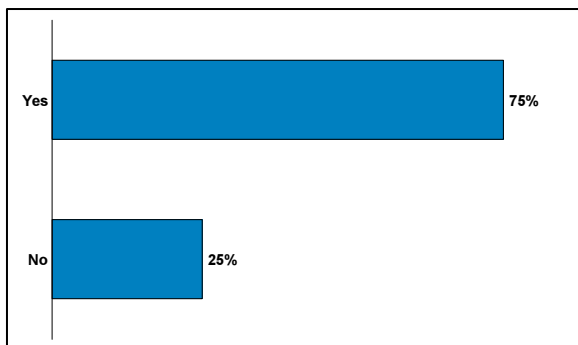


Base: All respondents (417)

10.5 Awareness of discounted compost bin scheme

Three quarters (75%) were aware that the Council operated a scheme selling compost bins at discounted rates to help with the disposal of bulky garden/kitchen waste. Levels of awareness were consistent across all demographics except for in under 35s where it dropped to 53%.

Are you aware of the discounted compost bin scheme?



Base: All respondents (419)

10.6 Additional facilities

Facilities for recycling cardboard were frequently suggested, as well as requests for information on how to recycle and the recycling process.

Information on how it is recycled!

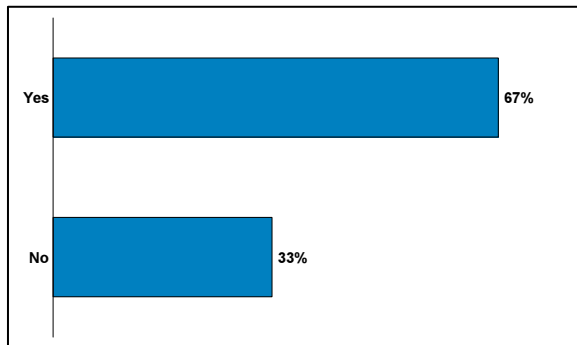
Information on how to recycle and what I can do at home to help the environment.

Large cardboard collection

10.7 Support for suspension of green waste collection during winter.
The Council suspended the green waste collection for the winter period because evidence demonstrated a much reduced requirement for the service in this period, and reduced the environmental impact of having (on occasion) empty vehicles being driven around the District.

Two thirds (67%) supported the decision, 61% in males and 72% in females, rising to 77% in under 35s.

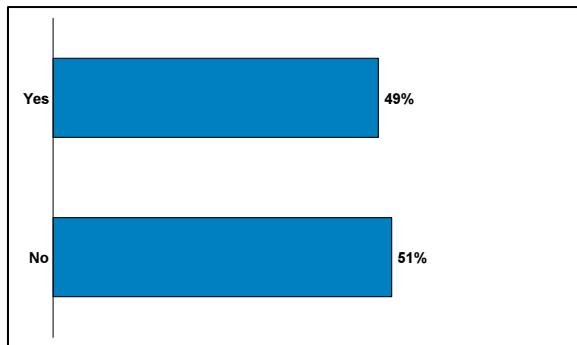
Do you support the decision to suspend winter green waste collection?



Base: All respondents (405)

Half of respondents (49%) felt the service should run throughout the year, with no real variation by demographics.

Would you prefer the service to operate throughout the year?



Base: All respondents (388)

11 TOWN CENTRE

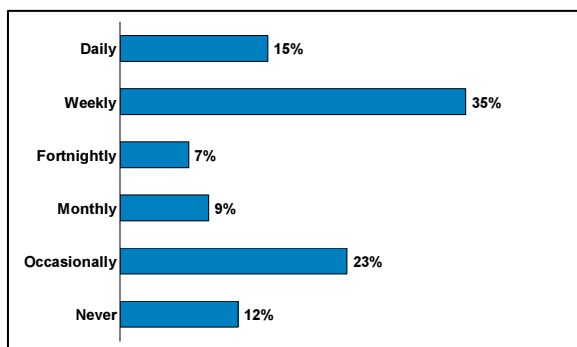
11.1 Introduction

This section of the report looks at residents' frequency of visiting Bromsgrove town centre and what would encourage them to do so more often. It also looks at usage of and satisfaction with the Dolphin Sports and Leisure Complex.

11.2 Frequency of visiting Bromsgrove town centre

Half of respondents (50%) visited Bromsgrove town centre at least once a week, the lowest usage being 38% in the 35 to 54 age group.

How often do you visit Bromsgrove town centre?



Base: All respondents (426)

11.3 Reasons for not visiting Bromsgrove town centre

Many residents do not visit Bromsgrove town centre because they have other closer/more convenient alternatives. Car parking and public transport were also issues as well as the depressing nature of the town/lack of "interest" and the presence of youths.

Because we live eight miles away and there are at least three more convenient centres

It's too far away, and does not have easy access of parking

No public transport to get there

Not many shops to visit

Not my nearest town centre, I am closer to Kidderminster, Stourbridge or Merry Hill for shops

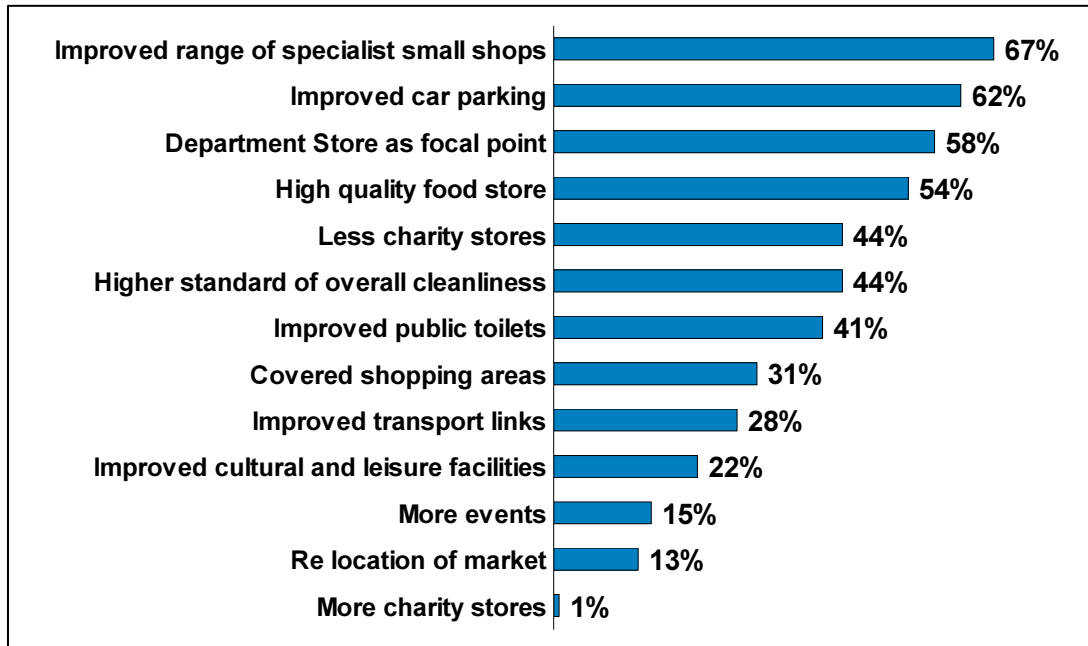
Nothing of interest, plus full of kids messing about

The town has a run down atmosphere about it, always gangs of youngsters hanging around, just doesn't appeal

11.4 Factors encouraging more frequent visits to the town centre

Two thirds (67%) suggested that an Improved range of specialist shops would encourage them to visit the town centre more often and 62% wanted Improved car parking. Improved car parking was a factor for 55% of females, rising to 74% in under 35s.

What would encourage you to come to the town centre more often?

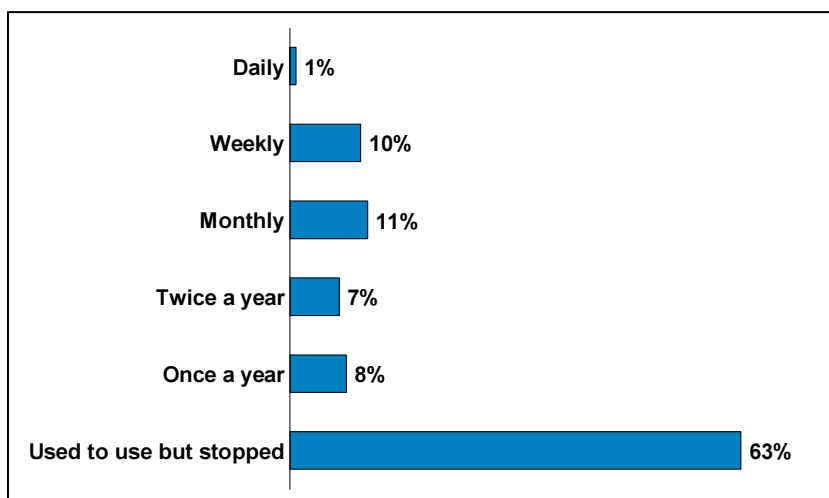


Base: All respondents (388)

11.5 Frequency of use of the Dolphin Sports and Leisure Complex

Almost two thirds (63%) of respondents no longer use the Dolphin Sports and Leisure Complex. 45% of workers and 54% of 35s to 54s had used the Centre in the last year.

How often do you use the Dolphin Sports and Leisure Complex?

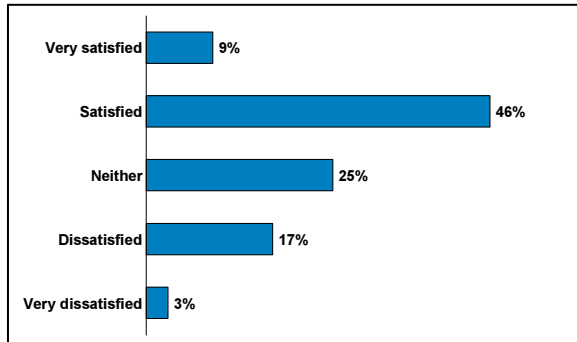


Base: All respondents (256)

11.6 Satisfaction with the facilities at the Dolphin Centre

Over half of those (55%) who used the Dolphin Centre were satisfied with the facilities. Satisfaction was lower in the under 35s (47%) and higher in those not working (60%).

Satisfaction with the facilities at the Dolphin Centre



Base: All who have used the Dolphin Centre (184)

11.7 Reasons for no longer using the Dolphin Centre

The reasons stated included cleanliness and privacy issues, children/grandchildren growing up, the use of private gyms and old age or disability/infirmity. There were also some comments about poor service levels from staff.

Being disabled, it is difficult

Changing areas for swimming dirty and in disrepair all the time. Lifeguards quite often chatting and not paying enough attention

Changing rooms smell of sewage

Changing rooms, are not private enough

Children grew up and became independent users

Did not find it clean. Not user friendly. Unhelpful staff

Go to private gym

Old age

12 TRANSPORT

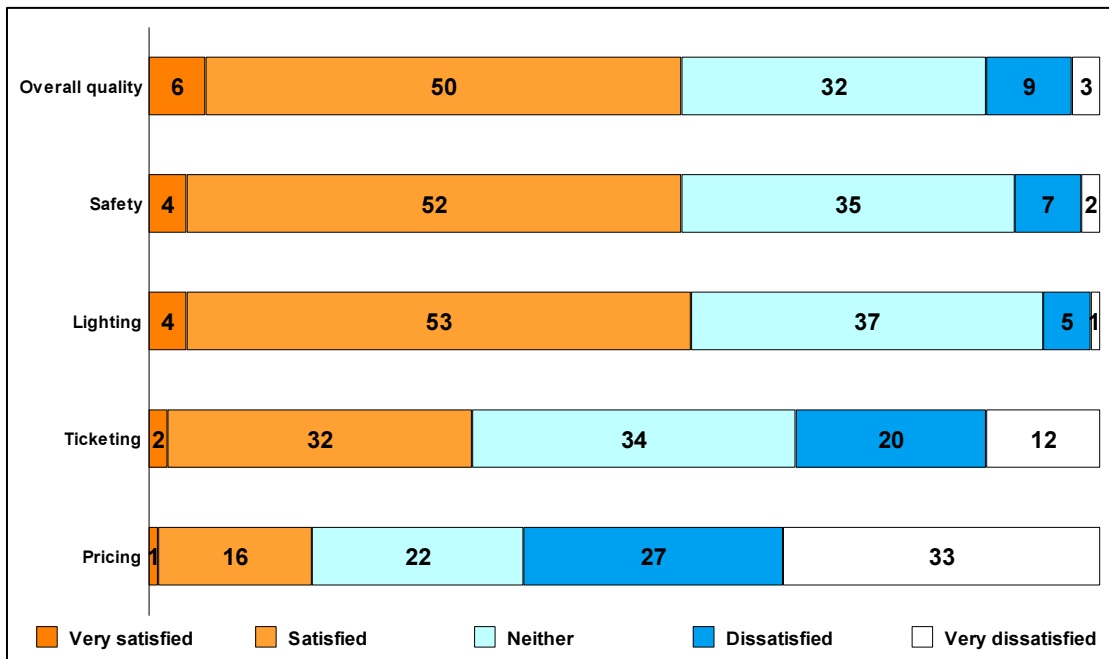
12.1 Introduction

This section of the report looks at residents' satisfaction with the standard of the Council's car parks and bus and rail travel.

12.2 Satisfaction with the Council's car parks

56% of respondents were satisfied with the Overall quality of car parks and with their Safety and Lighting. One third (34%) were satisfied with ticketing and less than 1 in 5 (18%) satisfied with pricing , 60% being dissatisfied.

Satisfaction with the Council's car parks



Base: All respondents (336~359)

51% of males and 52% of workers were satisfied with the overall quality, compared to 60% of non workers and 62% of females.

Safety was satisfactory for 50% of males and 63% of females.

28% of males found ticketing to be satisfactory, compared to 41% of females.

All car parking should be free, as per the parking at the main council offices, this to induce people to use Bromsgrove. Alternatively, the free senior citizen and disabled should be free

Allow limited time free parking

As a pensioner my parking permit is expensive

As previously stated, free parking for over 60 women and over 65 men

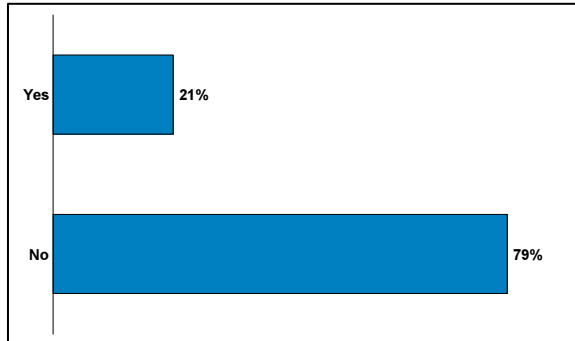
Avoid car park due to pricing

Car park expensive

12.3 Use of local public bus transport

One fifth (21%) use local public bus transport, ranging from 11% in the 35 to 54 age group to 29% in those not working.

Do you use local public bus transport?

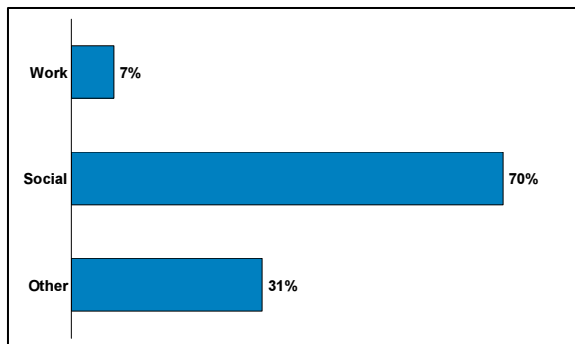


Base: All respondents (424)

12.4 Reason for using local public bus transport

70% of those who used local bus transport did so for social reasons, and 7% for work.

Why did you use local public bus transport?

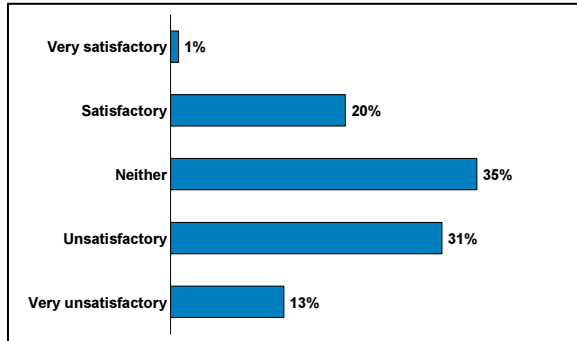


Base: All who use local public bus transport (83)

12.5 Standard of the bus station

44% of users are dissatisfied with standard of the bus station, 37% in males and 39% in females.

Satisfaction with the standard of the bus station

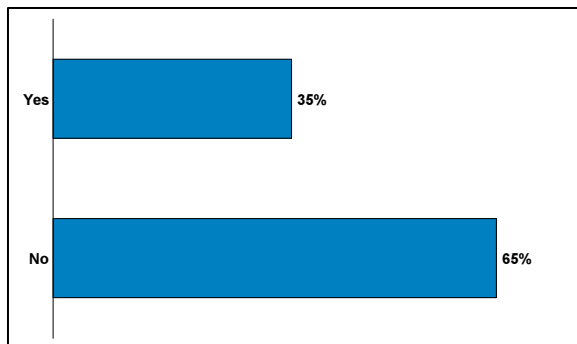


Base: All respondents (262)

12.6 Use of the local rail station

One third (35%) use the local rail station, ranging from 28% in 55 or older to 53% in under 35s, and from 28% in non workers to 41% in workers.

Do you use the local rail station?

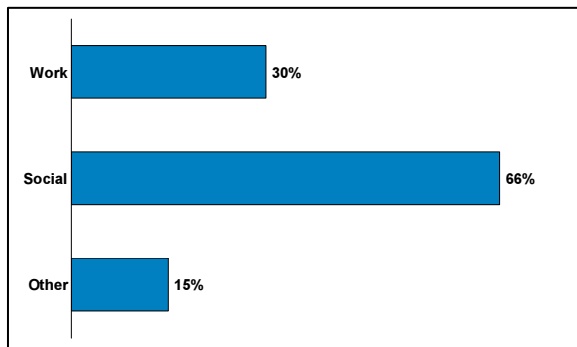


Base: All respondents (413)

12.7 Reason for using local rail station

Two thirds of those who use the local rail station (66%) do so for social reasons, 70% in males and 61% in females. 30% use the local rail station for work purposes, 24% in males and 37% in females, 18% in 55 or older and 44% in the younger age groups.

Do you use the local rail station?

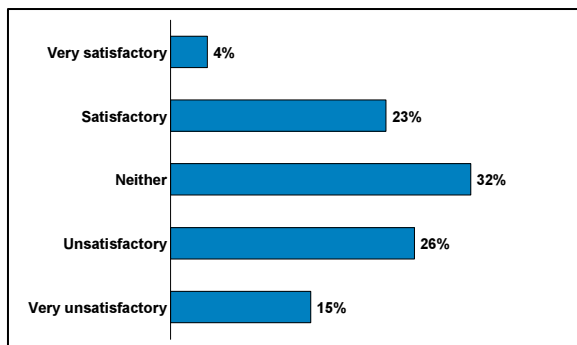


Base: All who use the local rail station (142)

12.8 Standard of the local rail station

41% of users are dissatisfied with the standard of the rail station.

Satisfaction with the standard of the local rail station

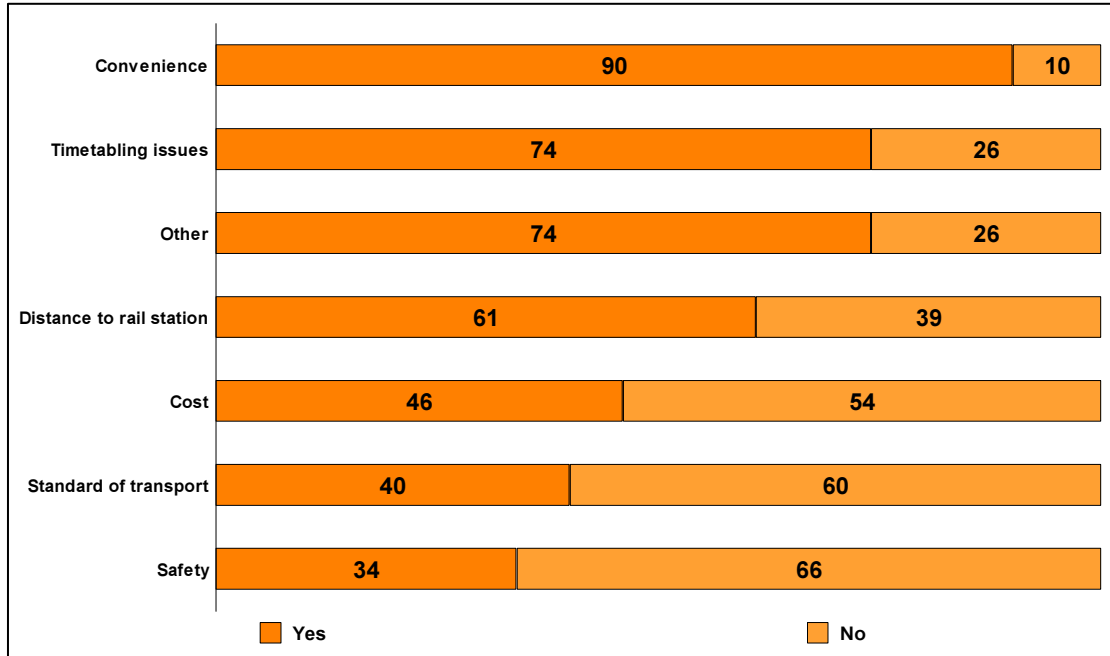


Base: All respondents (231)

12.9 Reasons for not using public transport

9 out of 10 (90%) do not use public transport for reasons of convenience and three quarters (74%) because of timetabling issues.

Satisfaction with the standard of the local rail station



Base: All respondents (86~234)

13 CULTURAL AND RECREATIONAL ACTIVITIES AND VENUE

13.1 Introduction

This section of the report looks at cultural and recreational activities directly supported by the Council or available in the district.

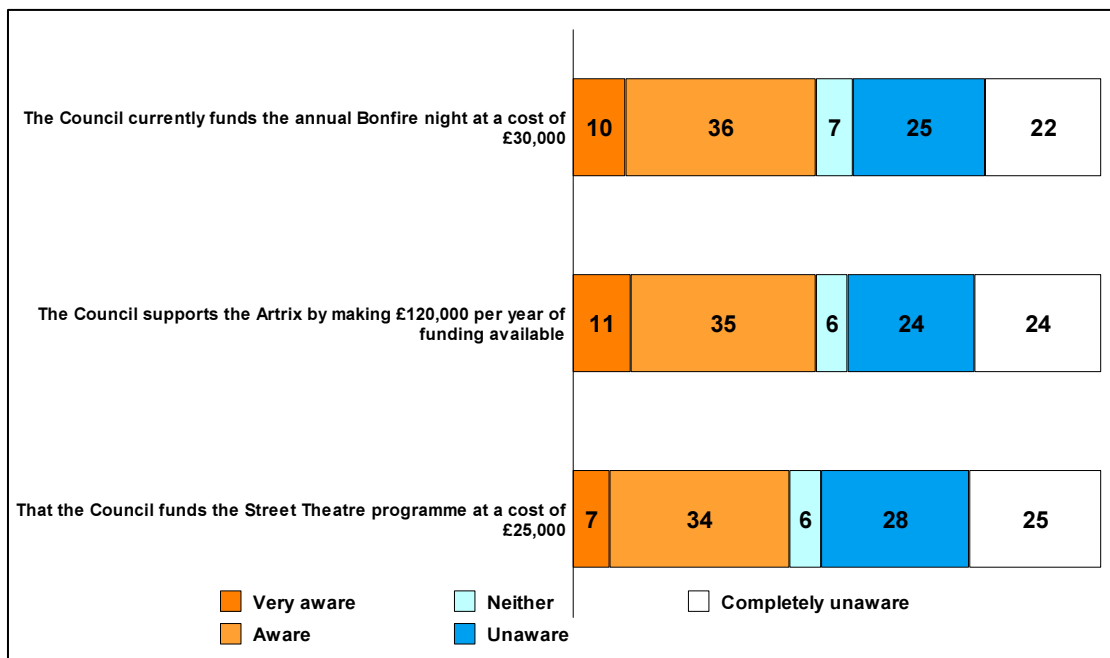
13.2 Awareness of BDC's direct support of cultural/recreational activities

Almost half (46%) of respondents were aware that the Council supports the Artrix by making £120,000 per year of funding available.

4 in 10 (41%) were aware that the Council funds the Street Theatre programme at a cost of £25,000.

46% were aware that the Council funds the annual Bonfire night at a cost of £30,000.

Awareness of BDC's direct support of cultural and recreational activities



Base: All respondents (410~417)

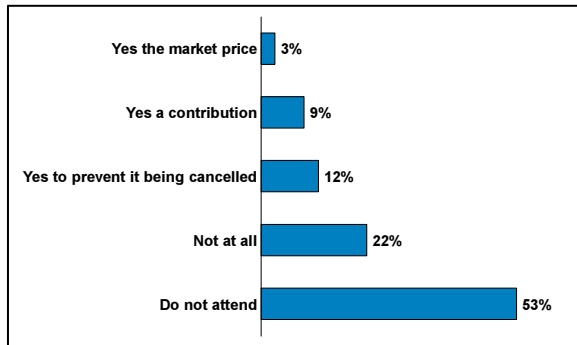
Awareness of support for the Artrix ranged from 23% in under 35s to 52% in 55 or older.

Awareness of the Street Theatre programme varied from 30% in under 35s to 45% in 55 or older, and from 35% in workers to 45% in non workers.

Awareness of the annual Bonfire night was consistent across all demographics.

13.3 Propensity to contribute towards the cost of funding Bonfire night. One quarter (25%) of respondents would be prepared to contribute towards the cost of staging the Bonfire. This ranged from 20% in males to 30% in females and from 21% in 55 or older to 37% in under 35s.

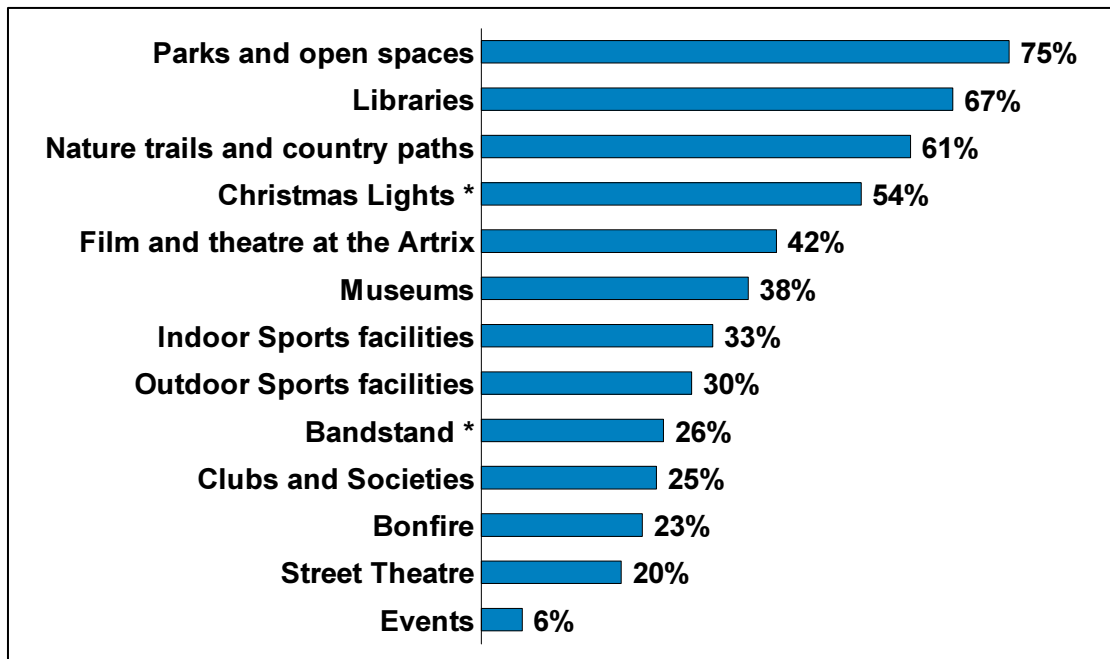
Would you be prepared to contribute towards the cost of staging Bonfire night?



Base: All respondents (404)

13.4 Cultural and recreational activities available which are of interest. Three quarters of respondents (75%) were interested in Parks and open space and two thirds (67%) in Libraries. 61% were interested in Nature trails and country paths and 54% in Christmas lights.

Cultural and recreational activities available which are of interest

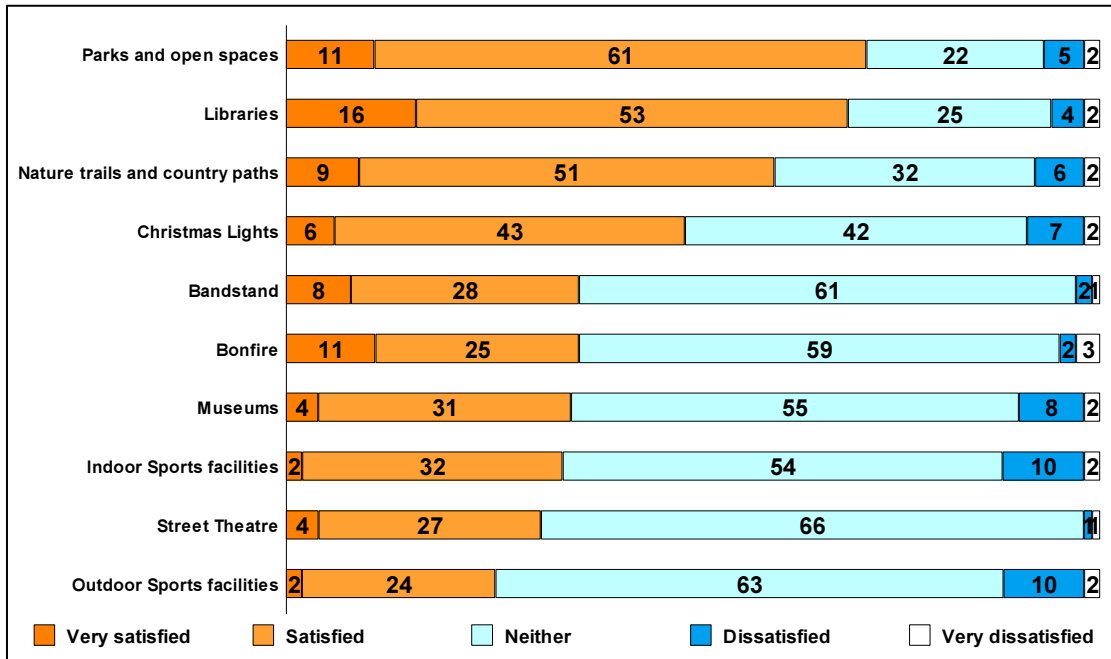


Base: All respondents (394)

13.5 Satisfaction with cultural and recreational activities available

71% were satisfied with Parks and open spaces and 69% with Libraries, 60% being satisfied with Nature trails and country paths and 49% with Christmas lights. Satisfaction was highest amongst the activities attracting the highest levels of interest.

Satisfaction with cultural and recreational activities available



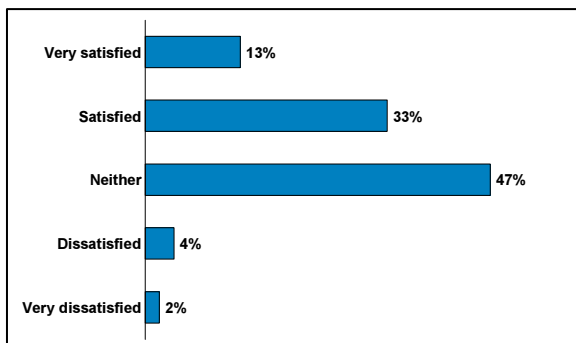
Base: All respondents (294~361)

13.6 Satisfaction with the range of entertainment offered at the Artrix

47% were satisfied with the overall range of entertainment offered at the Artrix, just 6% being dissatisfied as a further 47% were undecided.

Satisfaction varied from 42% in males to 51% in females, and from 29% in under 35s to 52% in 55 or older.

Satisfaction with the range of entertainment offered at the Artrix



Base: All respondents (363)

13.7 Improving the range of cultural and recreational activities available

Better maintenance of football pitches, regular mowing and marking, punctual erection of goal posts @ start of season. Open Dolphin Centre at 6 a.m., at least three mornings a week for workers who have to leave town by 7-7.15

Cycle paths and cycle trails

French or German market

How about a Kite Festival one day. Streatham Common (in London) holds one every year and it's a terrific low-cost event that brings communities together to enjoy outside space

How about indoor sports facilities for the over 50's only no kids allowed? Swimming pool, Jacuzzi, Sauna, Steam room, with facility for Line Dancing classes, Salsa etc, I am sure it would be successful

Look at doing a St George's Day parade

Make more of a feature of the brook which runs through the town

More jazz, blues and rock and roll

14 THE COUNCIL EXPERIENCE

14.1 Introduction

This section of the report looks at residents experiences of dealing with the Council in the last year and at their overall satisfaction.

14.2 Positive experiences

A positive meeting with the leader, Councillor Hollingsworth

Bin men collect my bin from top of drive and bring it back

Car park licence renewal, very prompt

Courtesy and help in obtaining a disabled car parking permit

Excellent refuse collection

HUB is so useful and well placed

Obtaining planning information, easy and efficient

Positive and friendly response to queries

Purchasing a compost bin

Service Centre staff dealing with accounts payments

The paper and plastic recycling boxes

Using email to find information

Visit to the customer service centre, very helpful and quick

Write to Chief executive and had good response on two subjects

14.3 Negative experiences

Amount of litter in Town Centre - particularly around Market Street area along brook. Car parking on Sunday is expensive when few shops to facilities are available

Assistance needed through period of unemployment, when asked for help with "Council Tax payments" No assistance offered, request dismissed with "stuff" letter

Car parking permit one day out of date and fined for parking at 7.00p.m

Dog fouling by the park next to us, still unresolved. Kids kicking balls over my fence and pressing my bell constantly. Allowing us to put a fence for our front garden. All this still unresolved

Dumping sand bins by Council Officials in inappropriate sites. When objected to the Council, totally ignored

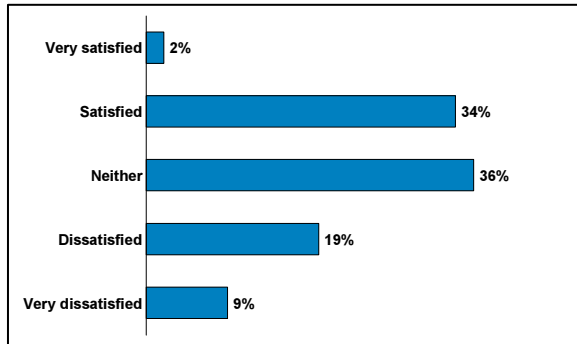
Insufficient staff at the hub, to deal with customers

Late Council Tax bills

14.4 Overall satisfaction with the Council

36% expressed overall satisfaction with the Council, 26% being dissatisfied and a further 36% were undecided. Satisfaction varied from 29% in males to 44% in females.

Overall satisfaction with the Council



Base: All respondents (363)