



BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 20TH MAY, 2008 AT 6.00 P.M.

COMMITTEE ROOM, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Those Members of the Council appointed to the Performance Management Board following the Annual meeting of the Council on 7th May 2008

AGENDA

1. Election of Chairman for the Ensuing Municipal Year
2. Election of Vice-Chairman for the Ensuing Municipal Year
3. To receive apologies for absence
4. Declarations of Interest
5. To confirm the accuracy of the minutes of the meeting of the Performance Management Board held on 22nd April 2008 (Pages 1 - 4)
6. Annual PACT Review (Pages 5 - 8)
7. Neighbourhood Area Committee Evaluation (Pages 9 - 28)
8. Customer Panel Survey 2 - Quality of Life (Pages 29 - 90)
9. Improvement Plan Exception Report (March 2008) (Pages 91 - 104)
10. Monthly Performance Report - Period 12 (March 2008) (Pages 105 - 124)
11. Spatial Project Monitoring Report (Pages 125 - 132)
12. Work Programme 2008/2009 (Pages 133 - 140)

13. 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

9th May 2008

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 22ND APRIL 2008, AT 6.00 P.M.

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 Mrs. J. M. L. A. Griffiths and R. Hollingworth

Officers: Mr. T. Beirne, Mr. P. Street and Ms. R. Cole.

96/07 APOLOGIES

There were no apologies for absence.

97/07 DECLARATIONS OF INTEREST

No declarations of interest were received.

98/07 MINUTES

The minutes of the meeting of the Performance Management Board held on 18th March 2008 were submitted.

RESOLVED that the minutes be approved as a correct record.

99/07 AUDIT COMMISSION - ANNUAL AUDIT LETTER

At the invitation of the Chairman the Leader of the Council spoke on this item. The Leader reported that the Annual Audit and Inspection Letter was very positive although there were areas which required further development. Particular reference was made to the issues of Value for Money and the Use of Resources. It was noted that the performance information referred to in the report was from 2006/2007 and that there had been further improvements in performance since then.

The Board recognised that whilst the feedback from the Audit Commission was pleasing, there were still areas which had to be addressed such as improving customer satisfaction. It was hoped that this could be achieved by changing the focus from the internal improvements which had been required to improving external public facing services which would have more impact on the customer.

RESOLVED that the Audit Commission's Annual Audit and Inspection Letter be noted.

RECOMMENDED that Cabinet be requested to include within the new Improvement Plan the seven actions set out in paragraph 3 on page 4 of the Annual Audit and Inspection Letter.

100/07 **LICENSING SECTION VALUE FOR MONEY REVIEW**

The Board gave consideration to a report on the work undertaken by the Council's Licensing Section, in particular in relation to value for money compared to Redditch Borough Council. It was noted that in terms of the number of licences issued per full time equivalent member of staff, Bromsgrove was performing better than Redditch and was third out of the six Districts within the County. The Executive Director - Services reported that within the Business Plan for the service there would be improvement targets and that officers were charged with improving the efficiency of services on a continual basis.

Members queried whether it would be possible to cover the costs of the service and in this regard the Executive Director – Services undertook to provide members with additional financial information including details of the maximum fees which could be charged for certain licences.

RESOLVED that the report be noted and that the issue be included on the Board's work programme for review in April 2009.

101/07 **IMPROVEMENT PLAN EXCEPTION REPORT (FEBRUARY 2008)**

Consideration was given to the Improvement Plan Exception report for February 2008, together with the corrective action being taken as set out in the appendix to the report. It was reported that in relation to items 11.3.5 and 12.1.1 the revised date should read March 2009.

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception report, together with the corrective action being taken, be noted; and
- (b) that it be noted that for the 138 actions highlighted for February within the Plan, 88.4% were on target (green), 7.3% were one month behind (amber) and 1.4% were over one month behind (red). 2.9 % of actions had been rescheduled (or suspended), with approval.

102/07 **MONTHLY PERFORMANCE REPORT - PERIOD 11 (FEBRUARY 2008)**

The Board gave consideration to a report on the Council's performance as at February 2008 (Period 11).

RESOLVED:

- (a) that it be noted that 65% of indicators were improving or stable at the period end compared to 74% in period 10;
- (b) that it be noted that 85% of indicators were achieving their targets at the period end compared to 85% in period 10;
- (c) that the successes as set out in section 3.5 of the report be noted;

- (d) that the area of concern set out in section 3.6 be noted.

103/07 **RECOMMENDATIONS TRACKER**

The Board considered a report tracking the progress of resolutions and recommendations made by the Board from the April 2007 meeting onwards.

RESOLVED:

- (a) that in relation to item 42/07 (production of schedule of highway verges mowing programme to allow for better co-ordination of mowing and litter picking), the Portfolio Holder and The Head of Street Scene and Community Services be requested to provide an update for the next meeting on the progress made on this so far;
- (b) that the remainder of the report be noted.

104/07 **WORK PROGRAMME 2008/2009**

Consideration was given to the report on the Board's updated work programme for 2008/2009.

RESOLVED that subject to the inclusion in the work programme of a review of value for money in the Licensing Section in April 2009, the report be noted.

The meeting closed at 7.32 p.m.

Chairman

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BROMSGROVE DISTRICT COUNCIL

PERFORMANCE MANAGEMENT BOARD

20 MAY 2008

REPORT ON THE OPERATION OF PARTNERS & COMMUNITIES TOGETHER (PACT) MEETINGS JANUARY – DECEMBER 2007

Responsible Member	Councillor June Griffiths Portfolio Holder Culture & Community Services
Responsible Head of Service	John Godwin -Acting Head of Service

1. SUMMARY

- 1.1 This report sets out the activities and subjects covered by PACT Meetings during 2007/08

2. RECOMMENDATIONS

- 2.1 It is recommended that:

The Board reviews the PACT programme and continues to offer its support in the future.

3 BACKGROUND

- 3.1 PACT was trialled in 2005/06 and is designed to be West Mercia Police's approach to local community engagement. Meetings provide an opportunity for Police, Partners and Communities to meet and agree the local policing priorities and how to solve issues that are impacting on local communities.
- 3.2 PACT Meetings have a chair and committee made up from Partner organisations such as Bromsgrove District Council, Bromsgrove District Housing Trust, Parish, District and County Councillors, PCT, Voluntary Groups, West Mercia Police, Worcestershire County Council, Probation Service, Fire & Rescue Service and Neighbourhood Watch. It is not a discussion group, and committee members are expected to offer practical solutions to issues raised by local residents.
- 3.3 A Senior Officer from BDC is mandated to attend all PACT meetings, supported by the Community Safety Team. Their role is to take on BDC related issues, resolve or progress them and report back to the next PACT Meeting. Priorities generated by these meetings are fed back to the Community Safety Partnership Analyst for use as supporting information to its joint Tasking process and to produce ongoing trend and performance analysis by the Police and Partnership.

- 3.4 The Police continue to provide the resource and funding to arrange and support PACT Meetings.
- 3.5 There are 16 PACT areas which meet, on average, 4 -6 times a year. They are: Charford; St Johns; Sidemoor and Woodvale; Tardebigge and Slideslow; Hagley and Clent; Hunnington; Romsley; Whitford; Stoke; Catshill and Marlbrook; Alvechurch; Wythall; Beacon and Waseley; Cofton Hacket; Barnt Green; Lickey and Blackwell
- 3.6 During January to December 2007, a total of 69 PACT Meetings were held and 247 separate priorities were identified. A total of 2,847 residents attend these meeting with an average of 41 per meeting.
- 3.7 Top priorities across PACT meetings were
- * **Anti Social Behaviour** - inappropriate gatherings in public places
 - * **Traffic Issues** – Parking, Loud Sound Systems, ‘Boy Racers’ and poor condition of roads
 - * **Vehicle Related Speeding** – In specific areas
 - * **Environment** – Drains, Litter Bins and Littering in General
- 3.8 A meeting of PACT Chairs was held in 2007 to review progress and to identify improvement issues that needed to be actioned. Overall Chairs agree that the PACT process was ingrained within the community and had produced some excellent results. They felt the review was necessary to ensure PACT moved on and did not stagnate. Points that were highlighted (in no particular or of importance) were:
- Quality of Chairing meetings needs to be maintained
 - Need to re-launch PACT so it reiterates what it is about. This was achieved via a joint PACT and Community Safety Feature in the Advertiser on 17th October 2007
 - Need to review Speeding as an issue – real average speed v anecdotal evidence.
 - Structure of Panels needs to take account of young people’s viewpoint.
 - Ensure regular attendance by Panel Members
 - Develop Drop in Centres and Surgeries. These were trialled in Catshill and Sidemoor during last half of 2007. These have not been carried forward due to lack of attendance.
 - There is still a need for greater community participation.
 - The skills of Chairs need to be supported via dedicated training.
 - Chairs agreed to meet 3 times a year.
 - Need to identify opportunities to engage with minority groups within Bromsgrove District
 - Ensure there are stronger linkages to CDRP Tasking for bigger issues.

4. **FINANCIAL IMPLICATIONS**

4.1 None.

5. **LEGAL IMPLICATIONS**

5.1 No legal implications to the report.

6. **CORPORATE OBJECTIVES**

6.1 PACT supports Bromsgrove District Council's Objectives of: Sense of Community & Well Being and Environment.

7. **RISK MANAGEMENT**

7.1 The risk of non-support by Bromsgrove District Council could impact on the stability of PACT as we are seen by residents and members as a key player. PACT is seen as an integral part of how BDC engages with our communities. Should PACT fail, for whatever reason, BDC would need to devise an alternative method of engaging regularly across the District with so many people.

8. **CUSTOMER IMPLICATIONS**

9.1 PACT deals with many issues at a relatively early stage which may prevent them from being complaints.

9. **OTHER IMPLICATIONS**

Procurement Issues N/A
Personnel Implications N/A
Governance/Performance Management attendance and the review of PACT is part of BDC's Improvement Plan
Community Safety including Section 17 of Crime and Disorder Act 1998 PACT is a major conduit for Community Safety issues to be raised and dealt with and thus fundamentally supports Section 17.
Policy PACT supports Bromsgrove District Council's Objective of Sense of Community & Well Being and Environment.
Environmental N/A
Equalities and Diversity N/A

10. **OTHERS CONSULTED ON THE REPORT**

Portfolio Holders	
Chief Executive	
Corporate Director (Services)	
Assistant Chief Executive	Yes

Head of Service	Yes
Head of Financial Services	
Head of Legal & Democratic Services	
Head of Organisational Development & HR	
Corporate Procurement Team	

11. APPENDICES

None

12. BACKGROUND PAPERS

None

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BROMSGROVE DISTRICT COUNCIL

PERFORMANCE MANAGEMENT BOARD

20TH MAY 2008

NEIGHBOURHOOD AREA COMMITTEE EVALUATION

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

1. SUMMARY

1.1 To formally report the evaluation of the two neighbourhood area committee (NACs) pilots and the recommendations agreed at 30 April Cabinet.

2. RECOMMENDATIONS AGREED AT CABINET

It is recommended that the Board consider the following recommendations made to and agreed by Cabinet on 30 April:

- 2.1 Authority is delegated to the Assistant Chief Executive to prepare a set of core objectives and terms of reference for all Neighbourhood Area Committee (NAC) pilots, the emphasis of which should be:
- to enable the operate the NACs to operate tactically between the strategic role of Bromsgrove Partnership and individual partner agencies but not duplicate the efforts of either, nor the operational and local role of PACT and other community fora
 - to ensure the primacy of elected members of all tiers of local government.
- 2.2 Authority is delegated to the Assistant Chief Executive to undertake an appropriate consultation exercise (to include consultation with Hagley Parish Council, the County Association of Local Councils and the County Council) with a view to rolling out a further pilot NAC in Hagley.
- 2.3 Following that consultation exercise, authority is delegated to the Assistant Chief Executive in consultation with the Leader, to establish a further pilot NAC in Hagley if it is considered appropriate to do so.
- 2.4 Funding for NACs is agreed as follows:
- a. £15,000 for the Alvechurch NAC for the year 2008-9
 - b. £15,000 for the Rubery NAC for the year 2008-9
 - c. £4,000 for the Hagley NAC for the year 2008-9

and authority is delegated to the Assistant Chief Executive to make payments from those funds on receipt of a request from the relevant NAC.

- 2.5 A stakeholder event is held in order to consider the approach to NACs beyond 2008-9.
- 2.6 The Assistant Chief Executive assists all NACs to develop a simple, cost effective form of consulting residents on priorities in order to shape Area Plans.
- 2.7 Each NAC receives senior level officer support and administrative support which will be resourced from the funding identified in recommendation 2.4 above, subject to a further review by the Corporate Management Team of the level of senior officer and administrative support required as NACs are further expanded across the District.

3. BACKGROUND

- 3.1 January 2007 Cabinet agreed to establish two NACs in Alvechurch and Rubery. This was in response to the Leader and Leader of the Opposition's concern to devolve more decision-making to local communities and as a response to the then White Paper "Strong and Prosperous Communities".
- 3.2 As part of the pilots, it was agreed to carry out an evaluation. This was undertaken by a consultant funded from the Learning to Deliver Fund and the full report is attached at Appendix 1.
- 3.3 The White Paper has now become the Local Government and Public Involvement in Health Bill (2007). The Bill represents a significant shift in the statutory requirements for local authorities for community engagement. Previously, we had a duty to consult, one of the "4Cs of Best Value", whereas we now have a "duty to involve".
- 3.4 Essentially, we need to move from might be considered "arms length" consultation, to bringing our customers inside the process of Government. The flip side of this coin is that the vast majority of residents do not want to be involved more with the political process (only 20% of residents when surveyed expressed a desire to be more involved). This poses a challenge for us, which is further compounded by a general lack of clarity about the objectives of neighbourhood management. The Local Government Association, has set out ten objectives:-
 - 1. Bring real power close to the people.
 - 2. Devolve power from central Government to local Councils.
 - 3. **Devolve power through local Councils to individuals, communities and local organisations.**
 - 4. **Strengthen local political leadership**
 - 5. Secure efficiently provided local services tailored to individual and local needs.
 - 6. **Steer all community public services to meet priorities agreed with local people.**
 - 7. Transfer key public services and agencies to local democratic control.

8. Reform local taxation.
 9. Streamline inspection.
 10. Create an equal partnership between local and central Government.
- 3.5 While there have been some teething problems with the two pilots, there is a general agreement that they have added value, but need increased clarity, to be put on a more formal footing and that we spend more time refining the model before any expansion across the whole District.
- 3.6 3, 4 and 6 are highlighted above as these are the three objectives, which officers believe the Council should focus on for the three pilots. By providing each NAC with a budget and an opportunity to develop a neighbourhood plan that links into the budget process of the Council and its partners, we are devolving power i.e. money equals power to deliver change.
- 3.7 Given the relatively low public interest in being involved in political processes and also the change to the Executive/Scrutiny form of local government and creation of “front line” Members, NACs provide an opportunity to strengthen the ward councillor role and to enhance three tier working.
- 3.8 Finally, ward councillors are uniquely placed to understand what matters to local people. With the increasing focus of Central Government on CPA, CAA and LAAs i.e. big picture, target driven management, the smaller, tactical issues, that residents often want resolved can simply be muscled out by this agenda. NACs provide a forum for ward councillors, interested residents, senior officers and partners to discuss and resolve these issues.
- 3.9 The consultant who evaluated the pilots has made the following recommendations and the Council’s response is set out in bold; these are in effect, the recommendations to Cabinet.
- 3.9.1 A set of core objectives and terms of reference needs to be agreed for all NAC pilots. **Response: agreed.**
 - 3.9.2 The emphasis of the NACs should be to operate tactically between the strategic role of Bromsgrove Partnership and individual partner agencies rather than duplicating the effort of either and the operational and local role of PACT and other community fora. **Response: agreed.**
 - 3.9.3 The Council rolls out the pilots to a further two areas, in consultation with local Members and key partners and with a clear commitment to the agreed objectives of the NACs. **Response: Roll out one further pilot in Hagley after up front consultation with our partners that this is an acceptable way forward.**
 - 3.9.4 As different opinions exist about the use of devolved budgets, we recommend that Bromsgrove District Council consider devolution of a small local budget to one of the pilots to enable it to deliver small scale local projects. **Response: provide the two existing**

pilots in Alvechurch and Rubery with budgets of £15,000 each and Hagley with a year one budget of £4,000, as per the first years of Alvechurch and Rubery.

- 3.9.5 The important role of local members at Parish, District and County Council levels both as key links with their councils and as facilitators of local community action within the NACs needs to be clarified. **Response: ensure the primacy of elected Members (all tiers) is built into the core objectives and terms of reference of the committees.**
- 3.9.6 Where Parish Councils exist they need to be encouraged to take part in the NACs, influencing key local decisions and in some cases taking action to address these. Work needs to be done to clarify the respective roles of the NACs and Parish and Town Councils. **Response: agree, the proposed third pilot in Hagley, has been deliberately chosen to provide a further opportunity to test the NAC model in a three tier area. Hagley Parish Council and CALC will be consulted in advance of this proposal being approved by the District Council. We also need to hold a stakeholder event for all partners to consider our approach beyond 2008/2009.**
- 3.9.7 In the original paper to Cabinet (January 2007) the concept of Area or Neighbourhood Plans was proposed as a key output from the NACs. To date no progress has been made on these in either pilot. Simple, clear and measurable Area Plans which build on locally agreed priorities help to focus NACs and aid clarity about the role and purpose of these groups, which is important in ensuring ongoing community support. **Response: agree. All three NACs will need assistance to develop a simple, cost effective form of consulting residents on priorities, in order to shape these plans.**
- 3.9.8 National best practice suggests that some dedicated officer support for neighbourhood management processes is important. We would consider that this support falls into two categories: administrative support and senior level officer support. **Response: support to be provided by Corporate Communications, Policy and Performance Team; however, continued expansion will eventually require further support and a review of the he number of evening meetings that senior officers are being asked to attend.**

4. FINANCIAL IMPLICATIONS

- 4.1 The original approved budget bid for a pilot neighbourhood office be re-focused to provide the funding as set out in this report i.e. £34,000, less the £8,000 already set aside for the two year one pilots.

5. LEGAL IMPLICATIONS

- 5.1 The evaluation report identified the need to put the NACs on a more formal footing, particularly, as the amount of money delegated has increased. However, if the NACs were to be formally constituted, all aspects of the Council's ethical governance framework, access to information rules would apply to their members, their meetings and all business transacted by the NACs. This would prove cumbersome for this type of scheme. Therefore it is proposed that the legal status of the NACs remain as a consultative forum and that authority is delegated to a Senior Officer to hold the budgets and make payments on receipt of a request from a NAC which is lawful and falls within its terms of reference.

6. COUNCIL OBJECTIVES

- 6.1 Council Priority – Sense of Community.

7. RISK MANAGEMENT

- 7.1 The main risks associated with the details included in this report are:

- Lack of agreement from stakeholders.
- Lack of sound governance.

- 7.2 These risks are being managed as follows:

- Consultation with stakeholders on this report.
- Terms of reference for each NAC with Equalities, Legal and Democratic input.

8. CUSTOMER IMPLICATIONS

- 8.1 Resolution of local issues that impact on resident's quality of life.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

- 9.1 The Equalities and Diversity Forum and Disabled User's Forum have similar process of being able to bid for funding through each budget round.

10. VALUE FOR MONEY IMPLICATIONS

- 10.1 Spending aligned to local priorities.

11. OTHER IMPLICATIONS

Procurement Issues – none.

Personnel Issues – senior officer and officer attendance at evening meetings. No lone working is expected.

Governance/Performance Management – terms of reference required.

Community Safety including Section 17 of Crime & Disorder Act 1988 – the NACs will support the work of PACTs and CDRP.

Policy – approach will need to be reflected in Community Engagement Strategy.

Environmental - none.

12. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	At Leader's
Chief Executive	Yes (at CMT)
Executive Director (Partnerships & Projects)	Yes (at CMT)
Executive 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, Equalities & Democratic Services	Yes (at CMT)
Head of Organisational Development & HR	Yes (at CMT)
Corporate Procurement Team	No

13. WARDS AFFECTED

Alvechurch, Rubery and Hagley.

14. APPENDICES

Appendix 1 NACs Evaluation Report.

15. BACKGROUND PAPERS

Bromsgrove District Council, Community Engagement Cabinet Report, January 2007.

Contact officer

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Patrick Clark Consulting

**Evaluation of the Bromsgrove
Community Influence Framework**

Final Report

Contents

1	Introduction	3
1.1	Background	3
1.2	The Commission	4
1.3	Methodology	4
2	Desk Review Findings	5
2.1	The National Picture	5
2.2	Key Themes	6
3	Interview Findings	8
3.1	Things that work well	8
3.2	Issues	8
3.3	Key Findings	8
4	Recommendations	11
5	Conclusion	13

Section 1 – Introduction

This report outlines the findings of a review of Bromsgrove District Council's Neighbourhood Area Committee pilots undertaken between September and December 2007. Supported by the West Midlands Local Government Association (WMLGA) Learning 2 Deliver programme this review sought to evaluate the progress of these pilots in the light of national best practice and local stakeholder views.

This review is timely as it operates within the context of the Government White Paper "Strong and Prosperous Communities", The Local Government and Public Involvement in Health Bill (2007) and a raft of other related policies and initiatives that put neighbourhood and locality structures and processes at the heart of Local Government and partnership working. For example, the Local Government Association's (LGA) report: "Independence, Opportunity, Trust – A Manifesto for Local Communities" considers the two main challenges facing local government as securing the improvement of public services and reducing public disaffection with politicians and traditional political processes. In response to these challenges, the LGA has developed a vision for independent self-governing communities and they outline ten key objectives to be met in order to address these challenges facing Local Government. These objectives are:

1. Bring real power close to the people
2. Devolve power from central Government to local Councils
3. Devolve power through local Councils to individuals, communities and local organisations
4. Strengthen local political leadership
5. Secure efficiently provided local services tailored to individual and local needs
6. Steer all community public services to meet priorities agreed with local people
7. Transfer key public services and agencies to local democratic control
8. Reform local taxation
9. Streamline inspection
10. Create an equal partnership between local and central Government

Several of these objectives are addressed by the Neighbourhood Area Committee (NAC) pilots.

1.1 Background

During Spring 2007, Bromsgrove District Council set up two Neighbourhood Area Committee pilots in the communities of Rubery and Alvechurch, with a commitment to evaluate these over their first year of operation to help inform the future development and role out of these structures within the District. This ongoing evaluation and sharing of good practice and ideas was to be undertaken by a Steering Group of senior officers of Bromsgrove District Council and lead Councillors from the two pilots with external evaluation being provided under West Midlands Local Government Association "Learning 2 Deliver" programme by Patrick Clark Consulting.

Though no clear objectives were stated for these Neighbourhood Area Committees (NACs) a number of key features for the pilots were identified. These were:

- That they should not add another tier of local democracy and should instead build on and supported the role of local members.
- Providing a forum for local agencies to work together.

- The NACs to operate between the operational (PACT) and strategic (LSP) levels to deliver tactical responses to area based issues.
- Organised themselves in response to local circumstances i.e. there is no “one size fits all” model for the NACs.

A budget of £8,000 for 2007/08 was allocated for the administration and operation of the pilots and local Bromsgrove District Councillor and high level officer support was committed at this stage.

1.2 The Commission

The evaluation has been undertaken by Patrick Clark Consulting between September and December 2007. We were asked to review the Neighbourhood Area Committees and national best practice and make recommendations for the future development of Neighbourhood Area Committees within Bromsgrove District.

The initial project proposal was for a review of best practice in areas similar to Bromsgrove District Council followed by observations of the Committees in action and a series of 15-20 semi-structured interviews with key stakeholders and partner agencies to assess the effectiveness of the pilots and gauge opinion as to the future development of Area Committees and/or similar structures within Bromsgrove District.

After early discussions with the key council members leading the two Neighbourhood Area Committee pilots the nature of the project altered slightly with a greater focus on the structures themselves and less emphasis on wider stakeholder views and related processes and structures such as PACT and Parish and Town Councils. This narrower focus, along with some uncertainty about the outline objectives for the pilots, has affected this study and narrowed its scope. As such rather than providing a comprehensive evaluation of the NAC pilots, this report should be seen as report on an interim evaluation making recommendations not only for the future development of Neighbourhood Area Committees themselves within Bromsgrove District but also for the continued evaluation of these processes over coming years.

1.3 Methodology

The chosen methodology was qualitative rather than quantitative and as such was more concerned with providing depth and gauging opinion than a quantifiable test of people’s views. A number of methods were used:

Observations:

Observations were carried out of the Bromsgrove Partnership “Town Hall Meeting” and Rubery Area Committee. This helped provide context for the rest of the evaluation.

Desk Review

Examples of national best practice were drawn from a desk review of similar evaluations, web reports and the results of follow up telephone conversations with a small number of lead officers in other districts. The key themes for the desk review were:

- Arrangements in areas similar to Bromsgrove – strengths and weaknesses
- Evaluations of other area committee structures
- Findings of national research into Neighbourhood Management / Area Committees

Consultation:

Eight semi-structured interviews were undertaken with key members of the Neighbourhood Area Committees, Council Officers and a small number of key stakeholders with additional less structured telephone conversations with a Parish Clerk from one of the pilot areas. Interviews took place in person or over the telephone. The themes for the interviews were drawn from the desk review with key areas, such as community engagement cited as important features of successful neighbourhood management nationally.

It became clear early in the discussions with stakeholders that a diverse range of views existed regarding the purpose and effectiveness of the pilots and as a result we took the decision to defer further interviews with a wider group of stakeholders until after the recommendations of this report had been considered. An evaluation of structures or projects with unclear objectives is difficult and in our view further interviews at this stage would not have added value to the report (please see findings for further detail regarding this).

Discussion themes for the consultation were identified as:

- Clarity about the purpose of the Area Committees
- Linkages with other mechanisms (e.g. Partners and Communities Together (PACT) and Parish and Town Councils)
- Linkages with the community
- Level of involvement
- How they were invited / clarity about their role
- Strengths and weaknesses of existing arrangements
- Future priorities and challenges
- (Where appropriate) The level of partner support for arrangements

Section 2 – Desk Review Findings

A desk review was carried out of key literature relating to neighbourhood management, area forums and area committees and also of the Neighbourhood Area Committee pilots. This included a review of the approaches adopted within similar local authorities and of other studies relating to this subject (where authorities illustrate a point they will be included in brackets). Rather than identifying best practice at this stage the review sought to highlight some of the key issues for discussion and exploration during the interviews that Bromsgrove District Council might wish to consider in developing their pilots further.

2.1 The national picture

According to LGA research in 2004, at that time 26% of councils had area committees with decision-making structures in place below the whole local authority level (19% of districts) and 54% of councils had area forums in place below the whole local authority level (49% of districts). Many more Local Authorities had plans to develop them in the next two years, so it is safe to assume that the numbers of Local Authorities supporting such initiatives has increased. However, there has only been limited evaluation of the arrangements in place and where this does exist it is complicated by the differing aims and objectives behind the development of area arrangements and the nature of these arrangements themselves. These different aims and objectives can be summarised as:

Different emphasis / focus of area arrangements, including combinations of:

1. Delegated decision making or consultative / advisory roles
2. Local Authority Business
 - a. Delegated (Chester / Sefton)
 - b. Consultative (3 Rivers, Salisbury) or
 - c. Wider Community Focus (North Tyneside)
3. Council led structures or with partners as well
4. Closed or Open meetings
5. Committee style or participative
6. Delegated budgets or partnership and added value.

Differing objectives:

1. Localised Management (making services more responsive and community centred)
2. Engagement (involving and empowering citizens and communities, building community participation and community cohesion)
3. Governance (devolving democracy and decision making, leading to more active and empowered democratic representatives).

Different types of neighbourhood / area body:

1. Area Committees
2. Area Forums
3. Neighbourhood Fora

2.2 Key themes:

1. The purpose and objectives behind the area/neighbourhood arrangements needs to be clearly defined and agreed. Evidence suggests that devolved decision making for Local Authorities does not necessarily equate with enhanced community participation and satisfaction (Herefordshire LAFs). Likewise neighbourhood management arrangements at the local level may not have the necessary buy-in of key stakeholders like partner agencies and/or key local authority services if objectives are not clear and agreed (Mansfield). Setting out the objectives for the area arrangements in the first place enables effective evaluation of progress against initial aims (Chester City Council).

As an example, North Tyneside Council's Area Forums have the following objectives:

- To increase democratic participation by local people
- To encourage openness and transparency
- To assist the council to achieve Best Value and continuous improvement in service delivery
- To play a role in scrutiny and in holding the executive to account
- To complement partnership working by providing a mechanism for the views of residents to be fed into the various partnership boards and the North Tyneside Strategic Partnership
- To develop area plans to inform the Community Plan
- To improve community leadership for the benefit of the whole area.

Though there are some issues with the measurement of several of these objectives, they have enabled North Tyneside to track their progress and ensure greater buy-in to the forums from stakeholders including the community.

2. Area arrangements must not be imposed and “local people should be allowed a real say in shaping them” (LGA 2004). Arbitrary boundaries can be a deterrent to community and stakeholder engagement though ward boundaries and other such constraints do restrict the scope for flexibility (Mansfield).
3. Continuing council commitment, involvement and support are essential to ensure wide and representative community involvement which is a key success factor (LGA 2004)
4. Members need to adopt an engaging and facilitative style to encourage participation and involvement (formality can be a deterrent). The amount of time for public involvement may impact on attendance levels and satisfaction (Herefordshire). “The (inevitable) formality of procedures for official committees of the Council makes meetings less interesting and/or more intimidating for members of the public” (Chester) (ORS 2006)
5. As community and stakeholder capacity is finite, linkages with other mechanisms for involvement are important, particularly where Parish and Town Councils and other area based initiatives are already in existence. In two tier areas it is important to be clear about what the relationship between county structures or thematic bodies (LSPs, Older People’s Forums etc) is. What is the relationship and how does this work? Are there opportunities for rationalisation? (Herefordshire, Mansfield).
6. It is important that discussions within area arrangements reflect the public’s priorities or else they will disengage and see them as irrelevant (Mansfield, Chester).
7. Area / Partnership Working – Services within the council and other agencies need to focus on an area basis as well as service wide if they are to increase their contact with communities through the area arrangements. A clear devolution strategy for this work is necessary in the longer term (IDeA).
8. Training and information is required for officers and members to ensure that necessary skills (e.g. facilitation and presentation) are in place to facilitate community and stakeholder engagement (Herefordshire, Mansfield, Chester).
9. Inclusion of the wider community - ethnic minority communities and younger people are less likely to engage with Area Committees (Chester, Mansfield) so particular effort and resources may need to be targeted at these groups or complimentary approaches may need to be developed and fed into the area arrangements.

In 2003, the Neighbourhood Renewal Unit identified seven principles of neighbourhood management and these provide a useful framework within which to assess the effectiveness of area arrangements. The seven principles are:

- A clearly defined neighbourhood

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7

- Resident (Community) involvement
- A dynamic neighbourhood manager with clout
- A local partnership to provide strategic direction
- Support and commitment from the local authority and LSP
- Quality information
- Commitment of service providers and mechanisms for engagement
- Between services and residents

The initial trawl of the national best practice indicates that there is much to learn from the experience of other areas in shaping the approach of the pilots, particularly once the key objectives of the Bromsgrove Neighbourhood Area Committee Pilots have been refined.

Section 3 – Interview Findings

The interviews identified both positive features of the Neighbourhood Area Committees and areas where things did not work as well. These can be summarised as:

3.1 Things that work well

- Strong support for operating at an area or neighbourhood level
- Support for structures operating between the PACT level and Bromsgrove Local Strategic Partnership
- A feeling that with support the committees could “add value”
- NACs already addressing community concerns, including some “quick wins”
- Flexibility to meet local priorities
- A greater awareness at all levels of key community priorities
- Recognition of the need to address larger scale local issues

3.2 Issues

- A lack of clarity about the aims and objectives of the Area Committee pilots
- A lack of consistency between those objectives that were identified
- Divergent views on the role of local politicians
- Divergent views on the links with other mechanisms such as Parish and Town Councils, PACT
- The role of the community in influencing decisions
- Sustainability of area arrangements
- The involvement of partner agencies and their role

3.3 Key Findings

Some findings of the evaluation are cross cutting and relate to both pilots and in other cases the views expressed relate specifically to one or the other. Where this is the case it is indicated in the report. There are some key achievements to date and these should be celebrated. However, for the purposes of this evaluation it is more helpful to focus on the issues and make recommendations for addressing these.

Aims and Objectives

Many interviewees were unclear about the overall objectives and purpose for the Area Committees and were unable to state any that had been given to them. Some people

were clearer about the objectives for the Area Committees but these were not consistent between interviewees.

However, despite a lack of consistency when asked a number of desired aims, objectives and purposes were identified in the interviews. These were:

1. Addressing local concerns and irritants more effectively
2. Taking a longer term view of local community issues
3. Linking community views to council and other agency's decision making processes
4. Adding value to existing Local Authority and councillor activity
5. Bringing a wider group of people together to address local issues and concerns
6. An unofficial, more informal local council for the area
7. A local partnership to address longer term issues community issues / acting as an area based Local Strategic Partnership
8. Utilising local players to address local issues more quickly.

The role of local councillors

Views on the role of local councillors differed, although a common theme was the need for local councillors of both the County and District council to be involved. Views on the role of the councillors included:

1. As facilitators of local action and activity – ensuring action is taken to address local concerns and issues
2. As the main decision makers (were council services are concerned)
3. To enable them to keep informed of local community views and act as an advocate between communities and the council.

Concerns were raised about the dominance of members and “local politics” within Area Committees and the imbalance of power between them and other members, particularly lay members.

In Rubery there was a difference of opinion as to whether the local councillors should have the decision making role or whether the Area Committee members should have equal decision making responsibilities. However, the majority of respondents across the interviews felt that Councillors, though having an important role in the success of the Area Committees, should not have a dominant role in decision making within the committees.

Linkages with other agencies and processes

The role of Neighbourhood Area Committees as vehicles for partnership action was felt to be a positive one and it was recognised that some form of neighbourhood committee was desirable between the local (PACT) and District wide (Bromsgrove Partnership). Some suggestions were made regarding the scale of the NACs, with Council wards and Police sub-divisions mentioned and there was agreement that this needs to be considered carefully when looking at a role out of the NACs across the District.

The link with PACT was considered particularly helpful in both NACs and these were regarded as complimentary processes. The role of the NACs in supporting and influencing the work of Bromsgrove Partnership was also mentioned by a number of interviewees though this was felt to be less important with regard to Rubery.

The relationship between Parish and Town Councils and the NACs was unclear and in the case of Rubery NAC, no Parish exists. However, when considering a role out of NACs across Bromsgrove district, the majority of respondents felt that Parish and Town Councils needed to be involved and that they should be encouraged to see the NACs as complimentary to the role of the Parishes rather than a treat.

The role of the community

Rubery:

Though the role of the NAC in representing the views of the community and addressing community priorities was felt to be important, there was agreement that the NACs were not the forum for engaging the community. The role of local councillors and PACT in identifying community priorities were felt to be the vehicle through which community engagement could take place.

Alvechurch:

Some meetings of Alvechurch NAC were open to the public but opinions differed as to whether this was productive or not. However, again the link with PACT was felt to be important in giving a community view and engaging the community.

Though direct engagement with communities was not felt to be important in Rubery effective communication between and with communities was felt to be an important by both pilots. Promotion of the role of the NACs and their achievements was considered a more important priority than direct community engagement which is achieved through other fora such as PACT, Parish and Town Councils and residents associations.

Both NACs had made moves to improve communication with the local media and were looking at newsletters as vehicles for communicating with the wider community. Alvechurch NAC had actively co-opted a communications expert onto their committee in order to progress this work.

Sustainability of arrangements

Views differed as to the amount of resource required to support the NACs. In the case of Rubery, a devolved or ring fenced budget for use by the NAC was felt to be a key success factor in the future development of the NAC, whereas Alvechurch as more concerned with a small administrative budget to support meetings, communications etc.

There was little evidence from the interviews that Partner agencies would be willing to support the NACs financially, though key partners were prepared to continue sending officers to meetings as and when required. Key partners such as the County Council, West Mercia Constabulary and Bromsgrove District Housing Trust (BDHT) all had their own community engagement structures in place and therefore would direct their resources at these arrangements first.

Some interviewees questioned whether the level of officer support from Bromsgrove District Council was necessary in addition to the member role. Others however felt that this was appropriate but unsustainable alongside chief officer support at PACT meetings.

The involvement of Partner agencies

Partners were generally supportive of the intentions of the NAC pilots but felt that they were insufficiently involved in shaping the NACs and also felt that they had yet to prove

themselves to be effective. As they had not been involved in shaping the NACs they considered them to be primarily Bromsgrove District Council rather than partnership structures.

Section 4 – Recommendations

Though some important lessons have been learnt during the first 6 months of the Neighbourhood Area Committee pilots, it is clear that for a number of reasons the evaluation has identified more problems or unresolved issues than solutions at this stage. The key reasons for this are the short timescales involved between the start of the pilots and the evaluation and the lack of clarity about core objectives for the Area Committees upon which evaluation can take place.

However, we are able to make a number of recommendations for the future development of Neighbourhood Area Committees in Bromsgrove District:

1. **A set of core objectives and terms of reference needs to be agreed for all Neighbourhood Area Committee pilots.** Though there is some strength in enabling local arrangements to develop as appropriate to their local circumstances and this flexibility should be maintained, this is at the same time hindered by a lack of consistency in the objectives behind these arrangements. This leads to a lack of consistency in terms of community engagement, resources and the involvement and support of partner agencies. If the NACs are to be rolled out across Bromsgrove certain features will need to be common to all to enable all communities to benefit and to ensure consistency of partner support for example. In addition the Council and its partners need to be clear what role they seek for the NACs. For example, is the primary role to support localised management of services, community engagement and empowerment or improved local governance or a combination of all of these?

We would therefore recommend that both the scope and focus of the pilots and their key objectives are agreed with the key members and stakeholders. As the intention is that the NACs should compliment the role of the Bromsgrove Partnership, we recommend that the Partnership holds a stakeholder event (possibly two) to agree the core objectives and terms of reference of the NACs. The objectives identified by participants in this review could provide the basis for discussions by key stakeholders alongside the key features of effective Neighbourhood Management identified in the desk review. Key features of the event could be:

- The event / meeting would need to involve key stakeholders such as councillors and senior officers of key partners (e.g. West Mercia Constabulary).
- We suggest that the event is facilitated by a neutral partner or an external facilitator.
- This event might also consider:
 - The scale and number of the NACs in the light of these objectives.
 - Linkages with other bodies such as Parish and Town Councils, PACT and Bromsgrove Partnership.

Having jointly agreed these aims and objectives all stakeholders can take an active role in evaluating the effectiveness of the NACs over time and this could provide a useful basis for a further evaluation process in 12 months time.

2. **The emphasis of the NACs should be to operate tactically** between the strategic role of Bromsgrove Partnership and individual partner agencies rather than duplicating the effort of either and the operational and local role of PACT and other community fora.
3. **BDC roll out the pilots to a further two areas**, in consultation with local members and key partners and with a clear commitment to the agreed objectives of the NACs. We recommend that each area should contrast with the existing pilots to maximise the learning from them. Examples might be a rural deprived area and a dispersed rural area. These additional pilots would further strengthen the ongoing evaluation and 12 month review of progress.
4. As different opinions exist about the use of devolved budgets, we recommend that Bromsgrove District Council consider **devolution of a small local budget to one of the pilots** to enable it to deliver small scale local projects. The success of this devolved budget should be measured according to criteria agreed by the project steering group. We are happy to advise on an evaluation framework for the effectiveness devolved budget, which could test community satisfaction, community awareness etc.
5. **The important role of local members at Parish, District and County Council levels both as key links with their councils and as facilitators of local community action within the NACs needs to be clarified.** Again consistency across all the NACs is a key factor here.
6. Where **Parish Councils exist they need to be encouraged to take part in Neighbourhood Area Committees**, influencing key local decisions and in some cases taking action to address these. Work need to be done to clarify the respective roles of the NACs and Parish and Town Councils.
 - Involve Parish and Town Council representatives (and or Worcestershire Association of Local Councils) in the stakeholder event
 - Involve Parish and Town Council representatives in any new Neighbourhood Area Committees at the outset, as appropriate.
7. In the original paper to Cabinet (January 2007) the concept of Area or Neighbourhood Plans was proposed as a key output from the NACs. To date no progress has been made on these in either pilot. Simple, clear and measurable Area Plans which build on locally agreed priorities help to focus Area Committees and aid clarity about the role and purpose of these groups, which is important in ensuring ongoing community support.
 - **We recommend the development of simple clear and measurable area plans** as a key priority for each pilot over the next 12 months.
8. National best practice suggests that some dedicated officer support for neighbourhood management processes is important. We would consider that this support falls into two categories: Administrative support and senior level officer support. For administrative support we recommend one of two options:

Option One:

Each pilot is allocated a named officer resource to support the administration of the NAC. These officers to be drawn from existing resources which would ensure that this support was relatively cost neutral.

Option Two:

Bromsgrove District Council considers recruitment of a dedicated Officer Support for the two (four?) pilots, potentially part time. The advantage of this option is that the officer will be able to develop additional skills and knowledge of the NAC process and help more consistently with communications, administration and the evaluation of the committees which could aid the future role out of NACs and any potential future officer support requirements.

In terms of senior officer support we recommend that Bromsgrove District Council considers the nomination of individual named officer support for each NAC at a level senior enough to ensure the effective support of decision making within the NACs and the continued buy-in by partners at a senior level. This decision should also be made within the light of the potential role out of NACs across the Bromsgrove District as a whole and the potential sustainability of senior officer support.

Section 5 – Conclusion

This evaluation of Bromsgrove's approach to community influence has been both relevant and timely in relation to prevalent Government thinking on neighbourhood and community engagement and Bromsgrove District Council has adopted a mature and robust approach to developing area arrangements within the District.

There is a strong member role within the NACs and this is well supported by senior level support from Bromsgrove District Council and other key partners. The two pilots have developed quickly, have achieved some quick wins and are beginning to address wider issues both within their communities and in terms of their own operation and structure. However, the pilots are still relatively new and have also developed along very different lines with a different focus and though this is in part a strength, it also creates some difficulties in terms of the future role out of the Neighbourhood Area Committees.

This report suggests some key recommendations for the future development of Neighbourhood Area Committees in Bromsgrove District based on the findings of this study. Much of the recommended activity is developmental and subject to ongoing evaluation and review by Bromsgrove District Council and its partners but this is intended to ensure that the aims and objectives of the Neighbourhood Area Committees are commonly owned and supported and grounded in the principle of what works for Bromsgrove.

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BROMSGROVE DISTRICT COUNCIL

PERFORMANCE MANAGEMENT BOARD

20 MAY 2008

CUSTOMER PANEL SURVEY (2) – QUALITY OF LIFE

Responsible Portfolio Holder	Councillor Mike Webb
Responsible Head of Service	Hugh Bennett, Assistant Chief Executive
Non-Key Decision	

1. SUMMARY

- 1.1 To inform members of Performance Management Board of the key findings of the second Customer Panel survey which took place in February-March 2008 (full report attached as Appendix 1)

2. RECOMMENDATION

- 2.1 That Performance Management Board considers the attached report and other appendices and notes the findings.

3. BACKGROUND

- 3.1 The Council's first Customer Panel Survey was run in May 2007 and results reported to Cabinet in September 2007. This provided officers and Members with in-depth information about residents' opinions on the Council's priorities and levels of satisfaction with Council services. The satisfaction survey is due to be repeated in May 2008, with results to be forthcoming in July 2008.
- 3.2 The attached report (Appendix 1) details the findings of the second residents' survey, which has again been run by SNAP Surveys Ltd, with whom the Council has a contract. The emphasis of this second survey has been on residents' perceptions of their quality of life, and as such the survey was themed according to existing LAA blocks. Residents were asked questions covering the environment, affordable housing, Bromsgrove town centre, health and wellbeing, children and young people, community safety and community cohesion. DCLG plans to introduce a national Place Survey later in 2008 and this will cover similar themes.
- 3.3 The results of this survey, together with the results of the forthcoming satisfaction survey will be used by CMT and Cabinet at their Away Day on 11th July 2008 to review and the Council's corporate priorities and key deliverables. The results will also be used in the annual business planning process and will be passed to the LSP Board to assist in their review of the

Community Strategy. The new Comprehensive Area Assessment framework is heavily focussed on perception measures rather than the process/output measures of CPA. The reporting of results such as these are therefore becoming progressively more important as Councils and their partners place greater emphasis on the need to be 'intelligence-led' in their decision-making.

- 3.4 The quality of life survey was sent out to 1500 households across the district in February 2008. One reminder letter was sent and 704 responses were received in total representing a good response rate of 47%. The confidence interval was 3.69% which is a marked improvement on the last Customer Panel survey (6%). The recipient households were selected randomly from the Council's own GIS database, addresses in which had been coded by ward into four geographical areas, and labelled for identification as Rural 1 & 2 and Urban 1 & 2 to provide an indication of perception in different parts of the district. A detailed breakdown of which wards were covered under each area is shown on pages 10-11 of Appendix 1.
- 3.5 Using the Council's own GIS data enabled the novel approach of breaking down responses geographically although it should be noted that the sample sizes for each area are not large enough to be considered statistically valid at ward level – rather, they should be seen as indicative. However, this approach has meant that for the first time the Council has been able to observe how views differ across the District and to gauge the extent to which it is viewed as Bromsgrove-centric. The use of GIS data has also eliminated the costs normally associated with purchasing an address database from the Post Office (Postal Address File) and it also allows the ability to plot response types onto a map of the district. This exercise has been undertaken by Worcestershire County Council for the BVPI Satisfaction survey results, and maps showing district breakdowns from the 2006 survey are attached as Appendix 3 as an example of what might be done in future.
- 3.6 The age range of survey respondents shows an ongoing difficulty in engaging with under 35s, although the perception amongst Council officers that the views of older residents are better represented in this type of consultation exercise are not borne out because 61% of respondents were aged 35-64.
- 3.7 The Council's current selection of objectives and priorities is supported by the results of the survey (Customer Service was not included as a topic in the survey but will be in the satisfaction survey due to go out in May 2008). An extremely high proportion of respondents recycle their waste (95% for paper, 93% for plastic bottles, 86% for cardboard and 88% for tin cans) and there is a further desire to be able to recycle other waste streams – especially other types of plastic. Recycling promotion is seen by residents as the most important thing for the Council and its partners to concentrate on in order to combat climate change (49%), although there is room for the Council's partners to promote home insulation better to assist residents in

reducing their own contribution to climate change. The results show that the age group the Council most needs to engage in recycling and home composting is the 18-35 year olds.

- 3.8 51% of respondents felt that more affordable housing should be built in the district, although a dichotomy emerged with only 30% wanting it to be built in their area. In terms of the type of housing desired, the most popular across all areas of the District was family homes, with 1 bedroom flats/houses being seen as least desirable, presumably due to the lack of flexibility in lifestyle this type would offer.
- 3.9 When asked about the improvements residents would like to see made in Bromsgrove town centre, the most popular choices were cheaper parking and a better retail offer. Road layout, cafes and street entertainment were seen as low priorities. In terms of transport across the District as a whole, only 23% of respondents used public transport, although 73% of all respondents were in favour of introducing a Community transport Service for disabled residents.
- 3.10 A range of questions were asked about cultural and leisure provision across the District. A key response for officers and Members to note is that 61% of respondents felt they didn't have enough information to make choices about leisure activities. Cost is also seen as a major factor in preventing residents from using leisure facilities and becoming more active. In terms of cultural activities, only 26% of respondents had been to the Artrix centre in the past year but the experience of the majority of these had been positive. A number of useful comments were made on what improvements respondents would like to see made to culture and leisure service delivery, and in terms of community safety the results also showed the need for Neighbourhood Wardens to be provided with greater powers/ or for their existing powers to be better publicised (51% said they felt they were no substitute for Police Officers and 50% felt their powers were limited).
- 3.11 Respondents confirmed the need for greater Council investment in activities for children and young people because whilst 62% of respondent felt threatened by young people in groups, 77% felt that they would 'cause less trouble' if there was more for them to do. It is interesting that despite the 62% figure above, 57% also felt young people were largely law abiding and well mannered. By the same token, 35% of respondents said young people receive unfair media coverage, yet 21% still felt the media influenced their view of children and young people. A consensus did seem to emerge in the very high proportion of respondents (95%) feeling parents needed to take greater responsibility for their children. The subject remains a contentious one: it should be remembered that the voices of children and young people themselves are not represented as they were not consulted directly through this survey.

4. FINANCIAL IMPLICATIONS

- 4.1 The Council's existing Customer Panel contract with SNAP Surveys Ltd includes the quality of life survey and satisfaction survey, and this has already been provided for in the 2008-09 budget.

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications.

6. COUNCIL OBJECTIVES

- 6.1 The topics included in the survey relate to all the Council's objectives and priorities.

7. RISK MANAGEMENT

- 7.1 The main risks associated with the details included in this report are:

- Failure to engage with the community
- Lack of evidence to feed into CPA reinspection
- Failure to measure actions included in the Council Plan, Service Business Plan and Improvement Plan

- 7.2 These risks are being managed as follows:

- Failure to engage with the community:

Risk Register: CCPP

Key Objective Ref No: 12

Key Objective: Deliver the Council's Consultation Strategy

- Lack of evidence to feed into CPA reinspection:

Risk Register: CCPP

Key Objective Ref No: 5

Key Objective: Drive delivery of the Improvement Plan, prepare the Council for its CPA re-inspection and prepare for CAA

- Failure to measure actions included in the Council Plan, Service Business Plan and Improvement Plan:

Risk Register: CCPP

Key Objective Ref No: 8

Key Objective: Council Plan

8. CUSTOMER IMPLICATIONS

- 8.1 Customers will be informed of the results of this consultation through the local media. Officers should note results relating to 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 the need to engage participants in future consultation exercises. The results of this consultation will be used to inform and improve service delivery.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

- 9.1 The survey was sent to randomly selected households so it is not possible to ensure the sample, and therefore the results, are exactly demographically representative of the population.

10. VALUE FOR MONEY IMPLICATIONS

- 10.1 The contract with Snap Surveys Ltd to deliver Customer Panel Surveys was developed using procurement rules and procedures and has been overseen by the Procurement Manager. As budget provision already exists there are no other Value for Money implications

11. OTHER IMPLICATIONS

Procurement Issues None
Personnel Implications None
Governance/Performance Management This report will also go to Leader's Group, PMB and Cabinet.
Community Safety including Section 17 of Crime and Disorder Act 1998 None
Policy None
Environmental None

12. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	Yes
Executive Director (Partnerships and Projects)	Yes
Executive Director (Services)	Yes
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	Yes

13. WARDS AFFECTED

All Wards

14. APPENDICES

Appendix 1 Quality of Life Survey Report

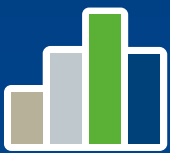
Appendix 2 Worcestershire BVPI results map – what needs improving in your area?

15. BACKGROUND PAPERS

Customer Panel (1) Survey – report to Cabinet, 12th September 2007.

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Bromsgrove District Council

Quality of Life Survey

April 2008

CONTENTS

1	SUMMARY OF MAIN FINDINGS.....	5
2	INTRODUCTION.....	10
2.1	Methodology.....	10
2.2	Sampling.....	10
2.3	Analysis of results.....	10
2.4	Structure of this report.....	11
3	RESIDENT PROFILE.....	12
3.1	Introduction.....	12
3.2	Gender and age profile.....	12
3.3	Ethnicity.....	12
3.4	Incidence illness/disability.....	13
3.5	Area and homeownership.....	13
3.6	Length of time in accommodation & children.....	14
4	ENVIRONMENT.....	15
4.1	Introduction.....	15
4.2	Climate Change.....	15
4.3	Home Insulation.....	16
4.4	Recycling.....	18
4.5	Home composting.....	20
5	AFFORDABLE HOUSING.....	21
5.1	Introduction.....	21
5.2	The need for affordable housing.....	21
5.3	Attitudes towards new housing being built.....	23
6	BROMSGROVE TOWN CENTRE.....	25
6.1	Introduction.....	25
6.2	Improvements to the Town Centre.....	25
6.3	The Artrix Centre.....	27
6.4	Attitudes to the Artrix.....	27
7	TRANSPORT.....	29
7.1	Introduction.....	29
7.2	Frequency of using public transport.....	29
7.3	Rating public transport in the area.....	30
7.4	Community transport service.....	31
7.5	Improving the rail franchise services to and from Bromsgrove.....	32
8	HEALTH AND WELLBEING.....	33
8.1	Introduction.....	33

8.2 Consumption of Fruit and Vegetables	33
8.3 Smoking.....	33
8.4 Exercise and leisure	34
9 OLDER PEOPLE	40
9.1 Introduction.....	40
9.2 Improving the lives of older people	40
10 CHILDREN AND YOUNG PEOPLE	42
10.1 Introduction.....	42
10.2 Attitudes to children and young people.....	42
10.3 Issues affecting young people	43
10.4 Facilities for young people	44
11 BE SAFE AND FEEL SAFE	46
11.1 Introduction.....	46
11.2 Problems in local area	46
11.3 The influence of the media.....	47
11.4 Affect of crime on daily life	48
11.5 Community officers and neighbourhood wardens	49
12 YOUR LOCAL AREA	50
12.1 Introduction.....	50
12.2 People from different backgrounds.....	50
12.3 Do you feel you belong in you local area?	51
12.4 Which best describes your local area.....	51

APPENDIX 1: Questionnaire

APPENDIX 2: Respondents' comments

APPENDIX 3: Data tabulations

1 SUMMARY OF MAIN FINDINGS

RESPONDENT PROFILE

Less than one in ten respondents (8%) were under the age of 35, 31% were aged 65 or over. Around six in ten (59%) respondents were female. Nearly all respondents (96%) classified themselves as White British.

Around one in five respondents (21%) had an illness, disability or infirmity that affects their ability to perform day to day tasks. The majority of the sample (61%) were from Urban 1, 15% were from Rural 1, 14% from Urban 2 and 9% from Rural 2.

Nearly half the sample (49%) owned their home outright, 39% owned their home with a mortgage and the rest of the sample rented their homes either from a housing association (8%) or privately (4%).

Over a third of the sample (35%) had lived in their current accommodation for over 21 years, and only 26% had lived in their current accommodation for less than 5 years.

Just over a quarter of the sample, (26%) had school aged children.

THE ENVIRONMENT

Respondents were given a list of areas that the Council and its partners could concentrate on to help reduce the impact that the area has on climate change. They were asked to pick up to three options. The top three priorities were to promote recycling (49%), promote locally grown food (40%) and ensure that new builds are more energy efficient (33%).

Residents were asked to what extent, if at all, their home was insulated. Nearly half the sample (49%) claimed that their home is fully insulated. All those who said that their home was not fully insulated were asked what the reason for that was. 39% said that home insulation was too expensive and 27% said that they had simply not got round to it.

In terms of recycling; 95% claim to normally recycle paper, 95% claim to normally recycle glass bottle and jars, 93% claim to normally recycle plastic bottles, 86% claim to normally recycle card, 88% claim to normally recycle tin cans, 60% claim to normally recycle textiles, 39% claim to normally recycle batteries.

When asked what materials they would most like to be able to recycle, just over a quarter (27%) said that they would most like to be able to recycle cling film and carrier bags, whilst a quarter (25%) said that they would like to be able to recycle yoghurt pots and margarine tubs. Only around one in ten respondents (9%) said that they would like to be able to recycle kitchen waste.

41% of the sample claimed to compost at home. Only 11% said that the reason they did not compost was that they did not have a garden and the main reason for not composting was that residents were worried about attracting pests and vermin (29%).

Around one in five (22%) said that they were simply not interested in composting and 27% gave other reasons.

AFFORDABLE HOUSING

Respondents were shown a list of different types of housing and were asked to say for each whether there was a high need, a medium need, a low need or no need: 47% said that there was a high need or a medium need for family homes, 34% said that there was a high need or a medium need for two bed flats, 27% said that there was a high need or a medium need for one bed flats/ apartments.

The next question asked whether or not respondents would be in favour of more affordable housing being built. Just over half the sample, (51%) were in favour of more affordable housing being built in the District (21% against). This is a significantly higher proportion than were in favour of affordable housing being built in their area (30% in favour and 50% against).

BROMSGROVE TOWN CENTRE

Respondents were given a list of 14 possible improvements and were asked to choose the three that they felt were most important. The option chosen by the most respondents was cheaper car parking (46%), this was closely followed by 45% supporting the introduction of some big name shops and 35% saying that more independent shops are needed.

The areas that people were least likely to select as one of their three most important areas for improvement were street entertainment (2%), more cafes and coffee shops (4%), improved road layout (5%) and improvements to buildings (also 5%).

Around three quarters of the sample (74%) had not been to the Artrix in the last year, and of those that had been to the Artrix in the last year, 16% had only been once or twice. Those who had visited the Artrix were asked the extent to which they agreed or disagreed with a number of statements about the centre. They were generally positive, with most agreeing with the positive statements and disagreeing with the negative statements about the centre.

TRANSPORT

Over three quarters of the sample (77%) either rarely or never use public transport in the area. Only one in twenty respondents (5%) use it daily and around one in ten (12%) used it weekly.

Respondents were asked to rate the public transport in their area. Overall, 11% rated it as excellent or good, with 36% rating it as poor and 25% rating it as OK. 29% said that they did not know, which is not surprising given that 44% never used the service.

The Council and its partners are thinking of introducing a Community Transport Service for residents with disabilities. Residents were asked whether they would be in favour or

against such a scheme. Nearly three quarters (73%) claimed that they were in favour of the scheme.

The Council and its partners want to improve rail franchises to and from Bromsgrove to help encourage the use of trains. Respondents were shown a list of possible service improvements and were asked which one they thought would be most beneficial. Two of the options stood out as particularly attractive to the sample: Earlier trains to and from Birmingham Snow Hill (39% felt this would be the most beneficial option) and a direct service from Bromsgrove to London (36% felt this would be the most beneficial option).

HEALTH & WELLBEING

Respondents were asked how many portions of fruit and vegetables they ate yesterday. Over a quarter of the sample (28%) claimed that they ate the recommended 5 or more portions.

Around 9 in 10 respondents (87%) were non-smokers. Respondents aged over 75 were the least likely to smoke (98% did not smoke).

All those that ever smoke were asked what would help them to stop. The response was mixed, with 37% saying that there is nothing that the Council and its partners could to reduce the amount they smoke, and 22% saying that they did not know. However, around a quarter (24%) said that more support through their GP would help.

Respondents were asked how much physical activity they participate in. 20% described themselves as very active 42% described themselves as reasonably active; 30% claimed to be not very active and the remaining 8% admitted to being inactive

All respondents were asked what could be done to help them be more active, and were given a list of possibilities. 39% said that they would like cheaper entry fees to leisure centres, 35% thought there more should be done to promote the countryside, 31% felt that there should be more information about walks etc.

Respondents were asked what prevents them from participating more in sports/activities on offer in the District. The main factor was lack of time (39%). This was followed by cost (34%), and lack of choice (21%).

39% said that they have enough information to make choices about leisure activities, sessions and clubs on offer in the District and 61% said that they did not.

OLDER PEOPLE

The majority (61%) felt that the Council should be doing more to help older residents to live in their homes for longer. 35% felt that community transport services and concessionary fares would help improve the lives of older people. Benefits advice (27%) and good neighbours schemes and meals on wheels (also 27%) were also thought to be good initiatives.

CHILDREN & YOUNG PEOPLE

Respondents read a list of statements about children and young people and were asked to what extent they agreed or disagreed with each. 95% agreed that parents should take more responsibility for their teenage children, 77% agreed that young people would cause less trouble if there was more for them to do, 62% felt threatened by young people hanging around on streets, 57% felt that young people are generally law abiding and well mannered, 35% agreed the young people get unfair media coverage, 35% felt that young people are unfairly blamed for issues that are out of their control, 21% agreed that their attitude towards young people is influenced by the media, 17% agreed that young people are always involved in antisocial behaviour.

57% said a lack of things for young people to do was one of the main problems facing young people, 56% said that alcohol was one of the main issues affecting children and young people problem and 49% said that a lack of strong role models was a problem.

Over half the sample (55%) said the Council and its partners should invest in youth clubs, 44% said Council and its partners should invest in sports coaching and events and 36% said Council and its partners should invest in community based activities for young people.

BE SAFE AND FEEL SAFE

Residents were given a list of possible problems and were asked whether each was a very big problem, a fairly big problem, not a very big problem or not a problem at all. The main issues were speedy/noisy motorists (54% saying this was a very big or fairly big problem), followed by underage drinking (38%) and vandalism (29%).

Over half (53%) said that the media had no impact on their views of crime, but a third (33%) said it had some impact and almost one in ten (9%) said that the media influences their views on crime in their local area to a great extent.

5% said that crime and ASB has impacted their life a great deal, and a third (33%) said that it slightly impacted their life.

Opinions towards neighbourhood wardens were very mixed, with 51% saying that neighbourhood wardens are no substitute for police officers and 50% saying that their powers are limited, but 39% said that they act as a deterrent to criminal behaviour.

YOUR LOCAL AREA

Respondents were asked whether or not they thought their local area is a place where people from different backgrounds get on well together. Only a small proportion of the sample disagreed (7%) while 43% agreed that people from different backgrounds get on well together.

65% of residents said that they felt they belong in their local area, 8% said that they did not really feel as if they belong in their local area, and 2% said that they did not feel like they belong at all.

Respondents were asked which of a number of options they felt best described their local area. 64% said that there area is a nice place to live, 12% said that there is a sense of community in their area and 12% said they would recommend it to others.

2 INTRODUCTION

Bromsgrove District Council commissioned Snap SurveyShop to conduct a quality of life survey on their behalf. This report contains the research findings.

2.1 Methodology

A questionnaire was designed by the client and set up in Snap Software. The questionnaire was sent to a stratified random sample of 1,500 residents on 29th February 2008, a reminder was sent to all 986 non-respondents on 19th March 2008. A total of 704 surveys were returned. This is a response rate of 47% and gives a margin of error of +/-3.69% at the 95% level.

2.2 Sampling

The household database provided by the client contained a total of 37,936 records. Snap Surveys invited a stratified random sample of 1500 residents to take part in the survey; response rates for various sub-groups are shown below:

	Total number of addresses	Number surveyed	Number who responded	Response rate
URBAN 1	23,960	945	431	46%
URBAN 2	4,889	195	99	51%
RURAL 1	5,504	210	108	51%
RURAL 2	3,583	150	66	44%
TOTAL	37,936	1,500	704	47%

2.3 Analysis of results

Figures in this report are generally calculated as a proportion of respondents who answered each question. Percentages in a particular chart will not always add up to 100%. This may be due to rounding.

The report often reports on a combination of scores, for example the percentage of respondents who are satisfied with a given element. This involves adding together the number of people who were very satisfied and fairly satisfied and calculating the figure as a percentage of the number of respondents to that question. For this reason, the overall % satisfied score might be slightly different to the score obtained when adding together the % very satisfied and % fairly satisfied as displayed on the chart.

The data has been split in to four geographical subgroups, and these are mentioned throughout the report. The areas referred to are as follows:

Classification	Area
Rural 1	Hagley; Furlongs; Uffdown; Woodvale
Rural 2	Alvechurch; Tardebigge
Urban 1	Waseley; Beascon; Hillside; Catshill; Marlbrook; Linthurst; Norton; Sidemoor; St Johns; Whitford; Slideslow; Charford; Stoke Heath; Stoke Prior
Urban 2	Hollywood & Majors Green; Drakes Cross & Walkers Heath; Wythall South

2.4 Structure of this report

This report is split into the following sections:

- Respondent profile
- Environment
- Affordable Housing
- Bromsgrove Town Centre
- Transport
- Health & Wellbeing
- Older People
- Children and younger people
- Be safe and feel safe
- Your local area

3 RESIDENT PROFILE

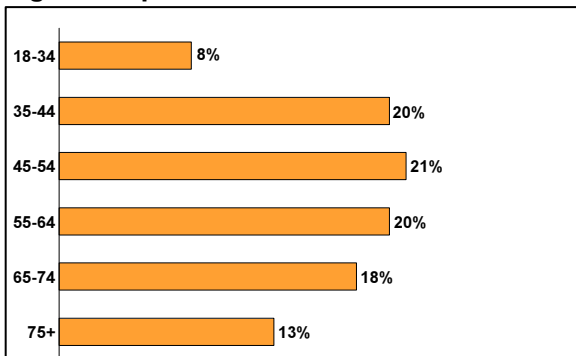
3.1 Introduction

This section of the report looks at the profile of respondents in terms of age group, gender, disability, length of time in current accommodation, home ownership and whether or not the respondents have children of school or college age. The data is useful background to the rest of the report as many of the questions reported on here are used for subgroup analysis at other stages in the report.

3.2 Gender and age profile

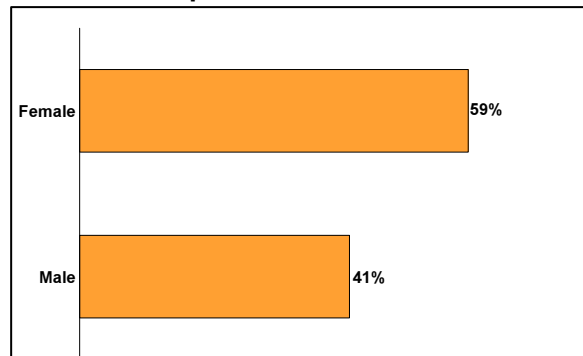
Less than one in ten respondents (8%) were under the age of 35. It is not uncommon for postal self-completion surveys to receive a low response from younger age groups, but it is important to remember the relatively old age profile when looking at the responses to the other questions. Around six in ten (59%) respondents were female.

Age of respondent



Base: All respondents (644)

Gender of respondent

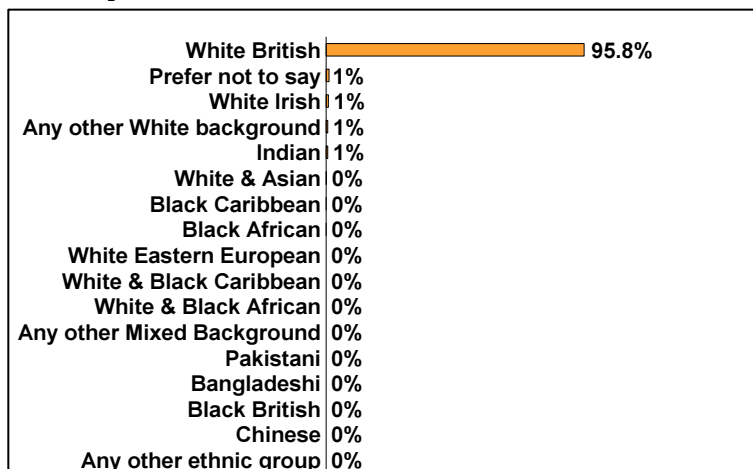


Base: All respondent (687)

3.3 Ethnicity

Nearly all respondents (96%) classified themselves as White British.

Ethnicity

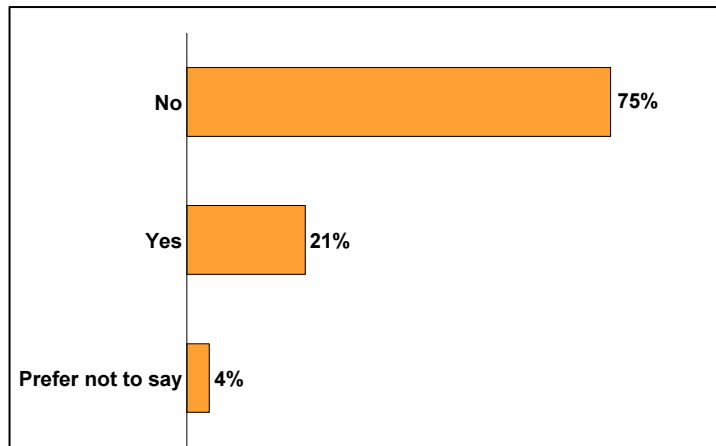


Base: All respondents (698)

3.4 Incidence illness/disability

Around one in five respondents (21%) had an illness, disability or infirmity that effects their ability to perform day to day tasks. The incidence of disability was higher among older age groups.

Do you have a disability?

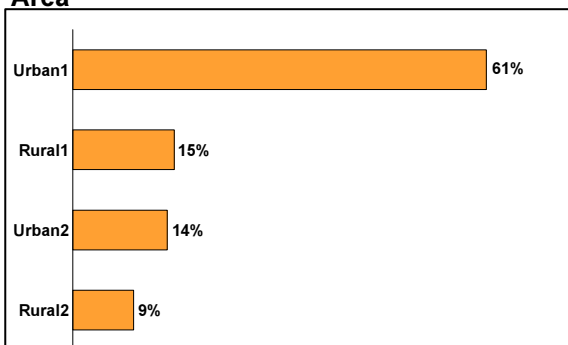


Base: All respondents (693)

3.5 Area and homeownership

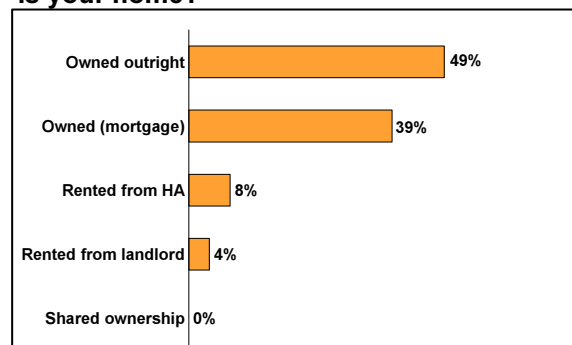
The majority of the sample (61%) were from Urban 1, 15% were from Rural 1, 14% from Urban 2 and 9% from Rural 2.

Area



Base: Total sample (704)

Is your home?



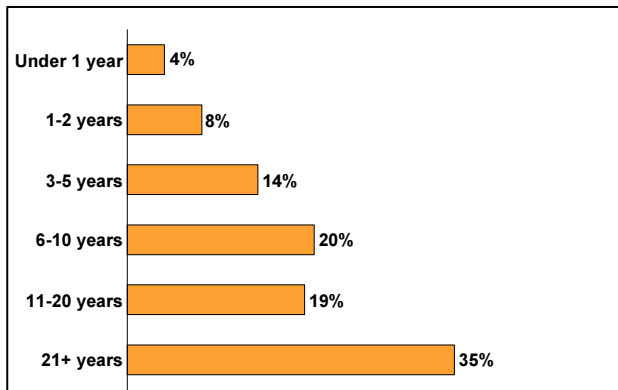
Base: All respondents (694)

Nearly half the sample (49%) owned their home outright, 39% owned their home with a mortgage and the rest of the sample rented their homes either from a housing association (8%) or privately (4%).

3.6 Length of time in accommodation & children

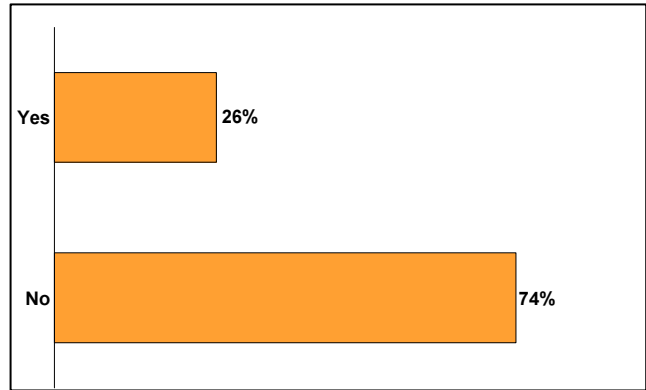
Over a third of the sample (35%) had lived in their current accommodation for over 21 years, and only 26% had lived in their current accommodation for less than 5 years. As we would expect, older respondents were more like to have lived in their accommodation for longer.

Length of time in current accommodation



Base: All respondents (697)

Do you have any school aged children?



Base: All respondents (688)

Just over a quarter of the sample, (26%) had school aged children.

4 ENVIRONMENT

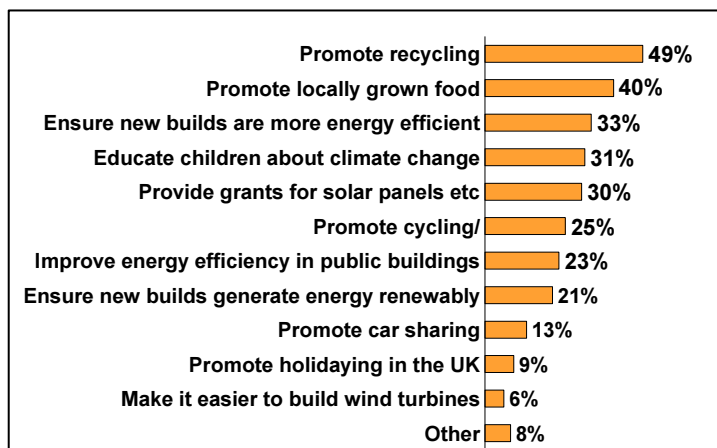
4.1 Introduction

The beginning of the questionnaire included a set of questions related to the environment. In particular it included a question asking residents what they felt the Council and its partners should be concentrating on and some questions about home insulation and recycling.

4.2 Climate Change

Respondents were given a list of areas that the Council and its partners could concentrate on to help reduce the impact that the area has on climate change. They were asked to pick up to three options.

What should organisations concentrate on to reduce the impact the community has on climate change?



Base: All respondents (677)

The top three priorities were to promote recycling (49%), promote locally grown food (40%) and ensure that new builds are more energy efficient (33%). The option that was selected by the smallest proportion of respondents was the controversial area of making it easier to build wind turbines (6%). There were few significant differences of note between subgroups.

The box below lists some of the other suggestions that were made. A full list is available in the appendix.

"All are important and ALL should be promoted where possible, to ask for three is irrelevant!"

"Be more open and reduce restrictions on waste disposal, i.e. permits."

"Cash prizes for good ideas, inventions and practices to help solve problems. Source derelict sites/dwellings for state-of-the-art renewal."

"Cut District Councillors travelling."

"Cut down on school cross lights weekend and holidays. Also street light, i.e. every other one."

"Cycle lanes may stop people cycling on the pavement!"

"Educate and encourage less food waste."

"Encourage children to walk to school."

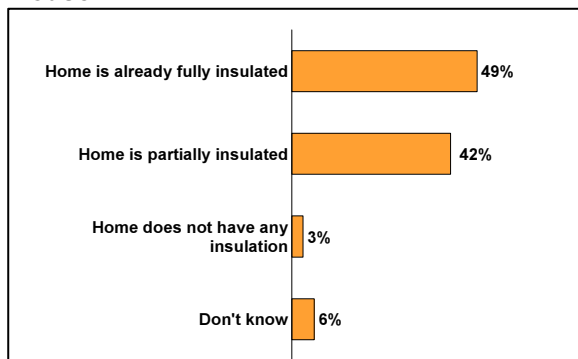
"Encourage people to live close to town centre, to walk and not use cars, lower rates would help and higher rates for country dwellers with large 4x4 cars."

"Give likely costs of replacing old boilers and insulation in types of houses, in simple terms."

4.3 Home Insulation

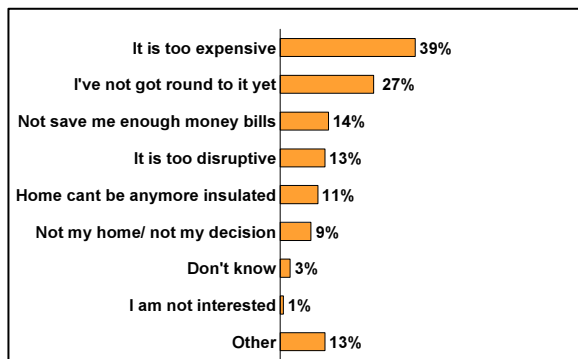
Residents were asked to what extent, if at all, their home was insulated. Nearly half the sample (49%) claimed that their home is fully insulated. Those living in homes owned outright were most likely to say that their home is fully insulated (54%), while 47% of those owning their home with a mortgage said that their home was fully insulated and 43% of tenants in social housing said that their home was fully insulated. Only 12% of those in privately rented accommodation said that their home was fully insulated.

Which of the following describes your house?



Base: All respondents (694)

Why is your home not fully insulated?



Base: All respondents who don't have a fully insulated home (308)

All those who said that their home was not fully insulated were asked what the reason for that was. 39% said that home insulation was too expensive and 27% said that they had simply not got round to it. 77% of those living in privately rented non-fully insulated accommodation said that the reason that their home was not fully insulated was because it was not their decision.

The box below lists some of the other reasons why people had not had their homes insulated. A full list is available in the appendix.

"Do not have heating, so cannot lose it."

"Friends have had cavity wall and loft insulation for free, but I cannot find out about it."

"Haven't looked into it properly yet."

"House too old to have wall insulation."

"House too old, cannot easily insulate walls, no cavity walls."

"I am 84, the next person to buy my house will knock it down to build another."

"I could do with a home energy survey."

"I do not totally believe in any benefits from 'cavity wall insulation', AWP (BSc Building, MCIQB)."

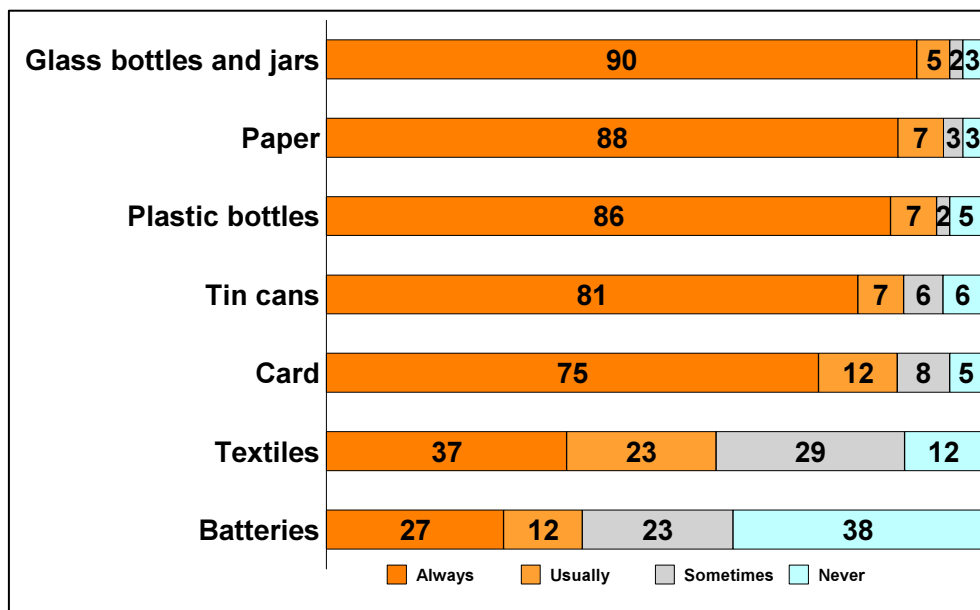
"I don't have cavity walls, I hear it's possible (but disruptive) to insulate with a layer inside, but don't know how to go about it or how effective it is."

4.4 Recycling

Respondents were given a list of different recyclable material that the Council either collects for recycling or provides recycling facilities for. Residents were asked how frequently they recycled each of them and high proportions claimed to always or usually recycle all of them:

- 95% claim to normally (always or usually) recycle paper
- 95% claim to normally (always or usually) recycle glass bottle and jars
- 93% claim to normally (always or usually) recycle plastic bottles
- 86% claim to normally (always or usually) recycle card
- 88% claim to normally (always or usually) recycle tin cans
- 60% claim to normally (always or usually) recycle textiles
- 39% claim to normally (always or usually) recycle batteries

How often do you recycle the following?

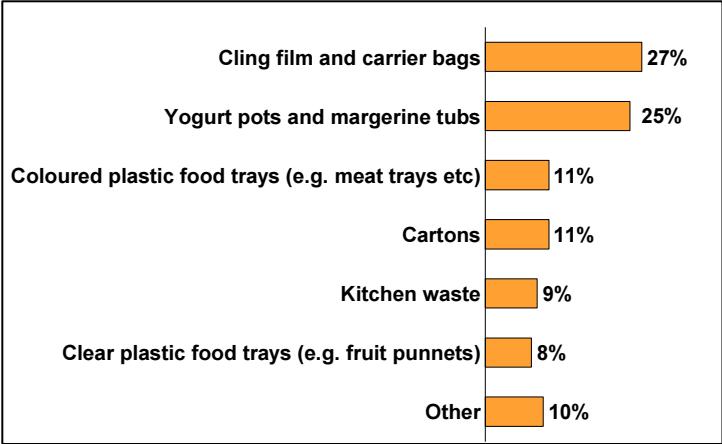


Base: All respondents (619~695)

Interestingly, those in rented accommodation tended to be less likely to recycle most of the materials listed. This may be related to a number of factors not measured in this survey, possibly the type of housing they live in (e.g. flats) or socio-economic factors. There were few other patterns of note, although for many of the materials listed, it was the 18-34 year old age group that was the least likely to claim to 'always' recycle these materials.

Residents were then asked what materials they would most like to be able to recycle. Just over a quarter (27%) said that they would most like to be able to recycle cling film and carrier bags, whilst a quarter (25%) said that they would like to be able to recycle yoghurt pots and margarine tubs. Only around one in ten respondents (9%) said that they would like to be able to recycle kitchen waste.

Which of the following would you like the Council to recycle?



Base: All respondents (644)

The box below lists some of the other items that people would like to recycle. A full list is available in the appendix.

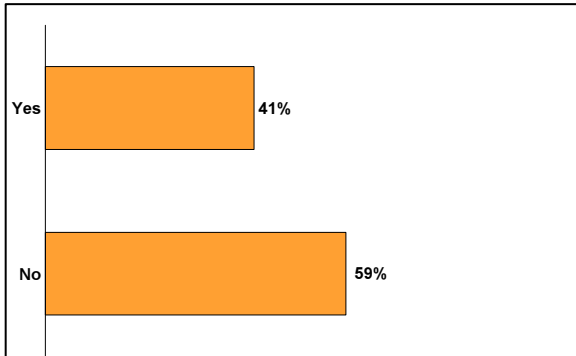
- "Batteries."
- "Cardboard."
- "Garden waste."
- "Horse feed plastic bags, not biodegradable, very thick."
- "I do not have much waste, I suggest you promote from the list whichever category collects most items for disposal."
- "Old furniture."
- "Plastic bottles."
- "Plastic drink containers, for example milk. It is bad that there is no business recycling collection."
- "Plastic shrink wrap, envelopes."
- "Really don't care. A waste of Council tax."
- "Tetra packs (milk)."
- "Textiles."

4.5 Home composting

We saw in the previous section that only 9% of the sample said that they would most like the Council to collect kitchen waste. Kitchen waste is responsible for a large proportion of the waste that is sent to landfill and increasingly councils are offering recycling facilities for this sort of waste and encouraging home composting to reduce the amount sent to landfill.

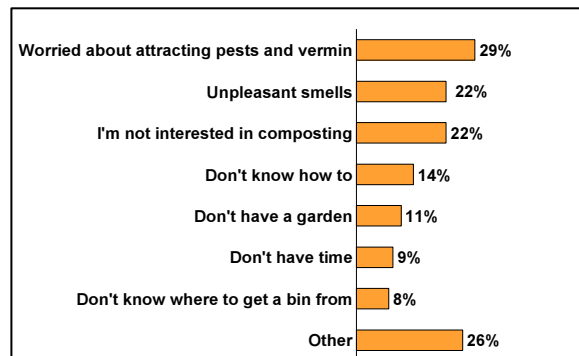
41% of the sample claimed to compost at home. Those in the 18-34 age group were significantly less likely than other age groups to compost at home (12% of 18-34 compared to 43% of those aged 35 or over). This finding may be related to lifestyle (e.g. the amount of time they have, the type of properties they live in) as opposed to attitude. As we saw in the previous section on recycling, those who own their own home, or own a home with a mortgage were more likely than those in the rental sector to compost.

Do you compost at home?



Base: All respondents (679)

What prevents you from doing so?



Base: All respondents (394)

All those that did not compost were asked what prevented them from doing so. Only 11% said that the reason they did not compost was that they did not have a garden and the main reason for not composting was that residents were worried about attracting pests and vermin (29%). Around one in five (22%) said that they were simply not interested in composting and 27% gave other reasons.

The box below lists some of the other barriers to home composting. A full list is available in the appendix.

"As we live in a block of 55 apartments, it is not possible."

"Cost of bin and size of garden."

"Council should do it via green bin collection service."

"Do not have a garden that requires compost."

"Do not want to keep having to go outside with the compost bin."

"Handicapped unable to do gardening."

"Haven't got round to it yet."

"Need to get into the habit."

"The Council collects garden refuse."

5 AFFORDABLE HOUSING

5.1 Introduction

A small section of the questionnaire asked residents whether or not there was a need for more housing in the area, and whether or not they would support the building of more housing.

5.2 The need for affordable housing

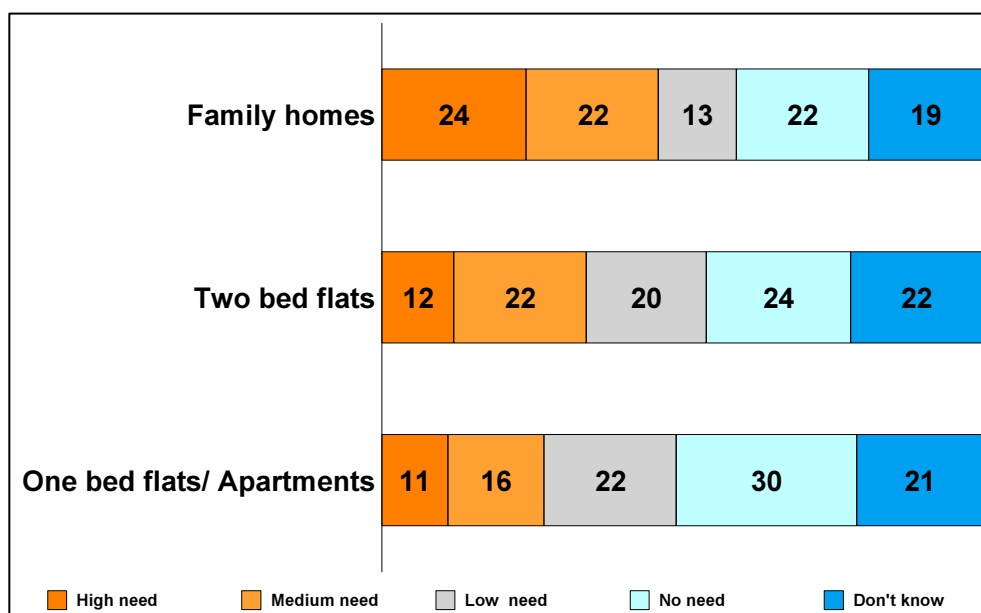
Respondents were shown a list of different types of housing and were asked to say for each whether there was a high need, a medium need, a low need or no need:

- 47% said that there was a high need or a medium need for family homes
- 34% said that there was a high need or a medium need for two bed flats
- 27% said that there was a high need or a medium need for one bed flats/ apartments

It is important to note that the response is very split overall with around one in five respondents saying that they did not know whether or not there was a need for these types of housing. And fairly high proportions also saying that there was 'no need' for these types of housing or only a low need:

- 35% said that there was a low need or no need for family homes
- 44% said that there was a low need or no need for two bed flats
- 51% said that there was a low need or no need for one bed flats/ apartments

How would you describe the need for each of the following:



Base: All respondents (608~652)

Looking at the data in more detail, there are some interesting, though relatively unsurprising patterns. Notably, those in the rental sectors were more likely than those with their own homes or mortgages to say that there was a need for all types of new

housing, and those with children were more likely than those without to say that there is a need for family homes.

The table below shows the proportions of people in different areas that felt that there was a 'high need' or 'medium need' for new homes to be built in their area.

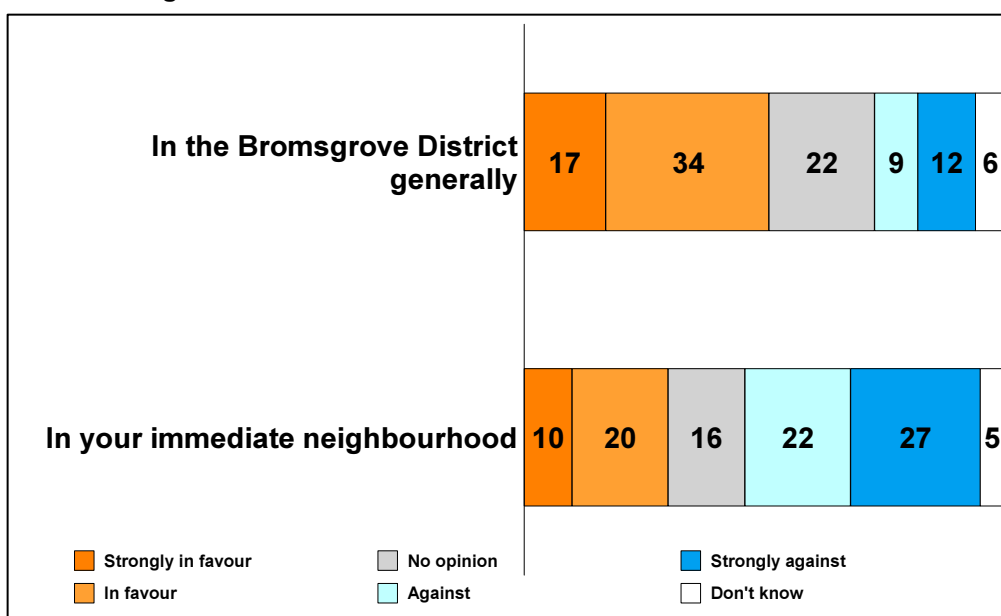
	% High need + % Medium need		
	One bed flats	2 bed flats	Family homes
Urban 1	30%	37%	47%
Urban 2	33%	36%	44%
Rural 1	20%	29%	50%
Rural 2	18%	23%	44%
Total	27%	34%	47%

5.3 Attitudes towards new housing being built

In the last section it was noted that there was no overall consensus as to whether or not new housing is required in the District. Around a fifth of the sample did not know whether there was a need or not, and the remaining proportion being split between feeling that there is and that there is not a need.

The next question asked whether or not respondents would be in favour of more affordable housing being built. Just over half the sample, (51%) were in favour of more affordable housing being built in the District (21% against). This is a significantly higher proportion than were in favour of affordable housing being built in their area (30% in favour and 50% against). The data is shown below.

How would you feel about having some/more Affordable Housing built in the following areas?



Base: All respondents (619~656)

Although affordable housing is often seen to be a young persons issue, younger respondents were not noticeably more likely to support the development of new affordable housing. The largest difference between subgroups was when comparing the responses of those in the rented housing sector against those who own a property: Those in the rented sector were significantly more likely to be in favour of the development of affordable housing both locally and in their area. This is shown in the following table.

	Owners (outright & mortgage)	Tenants (social & private)
Support affordable housing in area	26%	64%
Support affordable housing being built in the District	48%	75%

The table below shows the proportion of people in favour and against affordable housing being built in their area, by area. In each area, there is a higher proportion against the development of new housing than for it.

	Affordable housing built in your area?	
	In favour	Against
Urban 1	31%	48%
Urban 2	27%	56%
Rural 1	21%	55%
Rural 2	38%	43%

6 BROMSGROVE TOWN CENTRE

6.1 Introduction

Qualitative research and anecdotal feedback from residents repeatedly highlights the need to redevelop Bromsgrove town centre. This section of the report looks at the areas residents feel are most in need of improvement and also looks at attitudes to the Artrix Centre.

6.2 Improvements to the Town Centre

Respondents were given a list of 14 possible improvements and were asked to choose the three that they felt were most important. The option chosen by the most respondents was cheaper car parking (46%), this was closely followed by 45% supporting the introduction of some big name shops and 35% saying that more independent shops are needed.

What improvements would you like to see in Bromsgrove?



Base: All respondents (655)

The areas that people were least likely to select as one of their three most important areas for improvement were street entertainment (2%), more cafes and coffee shops (4%), improved road layout (5%) and improvements to buildings (also 5%).

As we might expect, there were significant differences between what people in different areas thought were important improvements, particular when comparing Urban 1 (which covers Bromsgrove town centre) to the other three areas, including the following differences:

- Those in Urban 1 were significantly more likely than those in other areas to think that the introduction of big name shops was important
- Those in Urban 1 were significantly more likely than those in Urban 2 to think that cheaper parking is important
- People living in Urban 1 were the least likely to think that more parking was important

The data for the top 10 mentions split by area is shown in the table below:

Area	% Important			
	Urban 1	Urban 2	Rural 1	Rural 2
Cheaper parking	51%	31%	40%	38%
Big name shops	52%	31%	37%	33%
Independent shops	39%	21%	28%	41%
Fewer empty shops	34%	25%	30%	27%
Cleaner look and feel	30%	26%	25%	33%
Lower business rates	31%	18%	17%	25%
More parking	9%	30%	21%	14%
Continental style markets	8%	16%	14%	21%
Pedestrian areas	7%	13%	7%	11%
Historic buildings	4%	9%	6%	6%

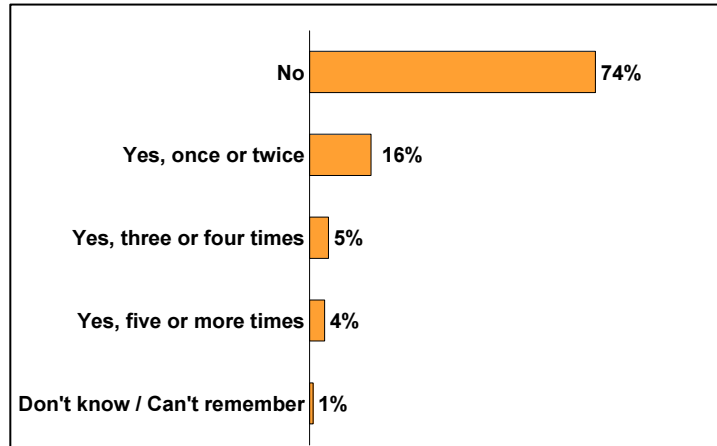
The box below lists some of the suggested improvements. A full list is available in the appendix.

"Better facilities for cyclists, locks and sheds."
 "Better roads maintenance."
 "Do not go to Bromsgrove."
 "Educate public to be more tidy, especially smokers."
 "Fewer charity shops."
 "Free parking for families, disabled and the elderly."
 "Free parking."
 "Have never visited Bromsgrove town centre."
 "More restaurants/wine bars, suitable for older professionals."
 "Remove pedestrianisation of high street, i.e. bring life back into our towns."

6.3 The Artrix Centre

Around three quarters of the sample (74%) had not been to the Artrix in the last year, and of the 25% that had been to the Artrix in the last year, 16% had only been once or twice.

Have you been to the Artrix Centre in the last year?



Base: All respondents (694)

Those in Urban 1 were the most likely to have visited the Artrix (36% had visited), those in Rural 2 were the second most likely to have visited (22%) while only 8% of Rural 1 and 3% of Urban 2 residents had visited the Artrix in the last year.

There was no pattern in terms of the Artrix being more or less likely to have been visited by particular age groups, ethnic groups or genders.

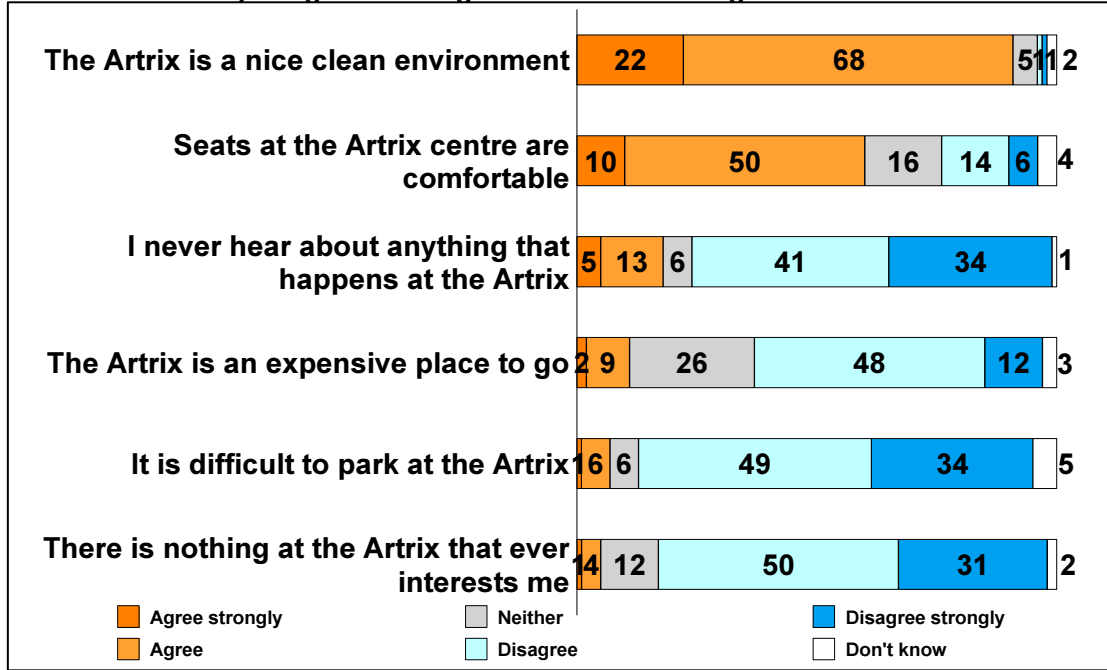
6.4 Attitudes to the Artrix

Those who had visited the Artrix were asked the extent to which they agreed or disagreed with a number of statements about the centre.

The data is generally positive, with most agreeing with the positive statements and disagreeing with the negative statements about the centre. This suggests that, for users at least, the centre is a valuable asset to Bromsgrove town centre.

- 91% agreed that the Artrix is a nice clean environment
- 83% disagreed that it is hard to park at the Artrix
- 75% disagreed that they never hear about what is happening at the Artrix
- 81% disagreed that that is nothing at the Artrix that ever interests them
- 60% disagreed that the Artrix is expensive
- 60% agreed that the seats at the Artrix are comfortable

To what extent do you agree or disagree with the following:



Base: All respondents who had visited Artrix in last year

As a final question in this section, respondents were asked what would encourage them to visit the Artrix. Many mentioned that they were simply not aware of the centre, and we have included some of the comments below, a full list can be found in the appendix.

- "Better and more prompt advertising. The catalogues they send out can be up to three weeks late on some productions and it doesn't spend money on advertising in the local papers. If we can't use it we will lose it!!"
- "Child friendly productions."
- "Email alerts giving details of forthcoming events."
- "Established, full time coffee bar, maybe a brand. Place for people to meet then may encourage more folk to give some of side variety of events a try!"
- "Exhibitions/dance/art from around the world. Highly rated films."
- "Family entertainment? To be honest the programme has been quite attractive. Artrix needs more exposure by local press."
- "I am not sure what it is, but I am going to find out now I have heard about it."
- "I don't live near the Artrix Centre, and at present I'm not mobile."
- "I feel that the target for 25-45 age groups is being missed. I like ballet, but not everyone does and the concerts seem to be aimed at young people."
- "I know nothing about what it offers, so information would help."
- "It is a very good programme choice, but we are unable to get there, no transport."
- "It is an art centre so should have more original acts and less tribute bands, sometimes there are that many tributes it is like a social club."

7 TRANSPORT

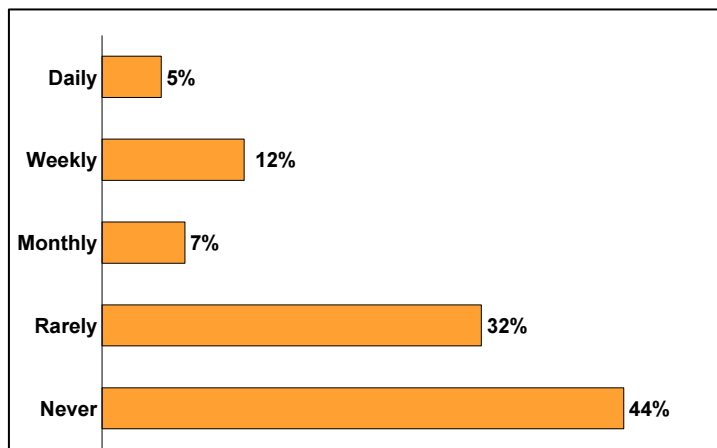
7.1 Introduction

This section looks at how frequently respondents use public transport, how they rate the public transport available to them, attitudes to a community transport service for vulnerable residents and at improvements to the rail franchise services to and from Bromsgrove.

7.2 Frequency of using public transport

Over three quarters of the sample (77%) either rarely or never use public transport in the area. Only one in twenty respondents (5%) use it daily and around one in ten (12%) used it weekly.

How frequently do you use public transport?



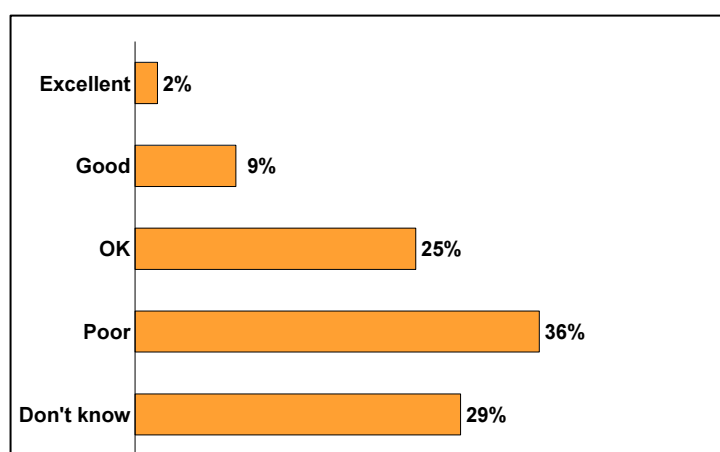
Base: All respondents (695)

There were no significant variations between certain geographical areas using public transport more or less frequently than others. The main variations between subgroups were observed when comparing age group (those aged 65+ and those aged under 35 being the most likely to use public transport) and when comparing disabled and non-disabled respondents (26% of disabled respondents use public transport once a week or more, compared to 14% of non-disabled people). The usage patterns presumably reflect car ownership and access to concessionary travel schemes.

7.3 Rating public transport in the area

Respondents were asked to rate the public transport in their area. Overall, 11% rated it as excellent or good, with 36% rating it as poor and 25% rating it as OK. 29% said that they did not know, which is not surprising given that 44% never used the service (section 7.2).

How would you rate the public transport in your area?



Base: All respondents (686)

It is possible to compare the views of those who use public transport in the area, and those who do not. In the table below 'Users' are defined as those who use the local public transport service once a month or more, and 'Non-users' are those who use it only rarely or never.

	Excellent / good	OK	Poor	Don't know
User	30%	33%	37%	1%
Non-user	5%	23%	35%	38%

It is interesting to observe that a similar proportion of users and non-users class public transport in the area as poor, whilst the users are significantly more likely to rate public transport as excellent or good.

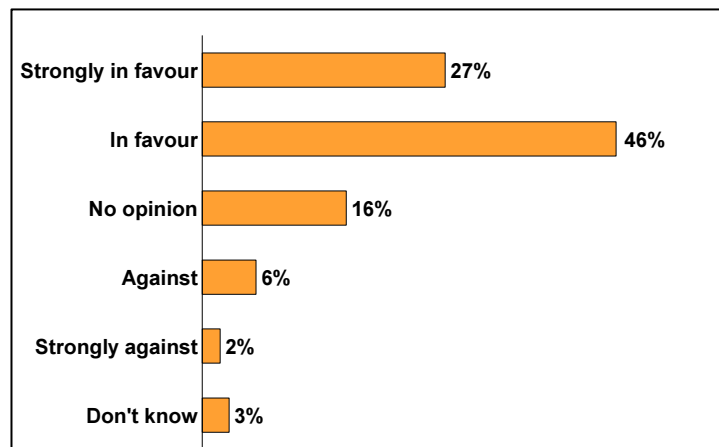
In terms of comparisons between geographical areas, there was little variation between residents rating public transport in their area as good, but there were more notable differences in the proportions saying it was poor. With 29% in Rural 2 rating it as poor, (the lowest poor rating) and 45% in Rural 1 and Urban 2 rating it as poor (the highest poor rating).

7.4 Community transport service

The Council and its partners are thinking of introducing a Community Transport Service for residents with disabilities. Residents were asked whether they would be in favour or against such a scheme.

Nearly three quarters (73%) claimed that they were in favour of the scheme. Generally speaking older respondents were more likely to be in favour of the scheme than younger respondents and disabled respondents were marginally more favourable than non-disabled respondents (78% of disabled respondents were in favour compared to 72% of non-disabled respondents).

Would you be in favour of the Council spending money on a Community Transport Service

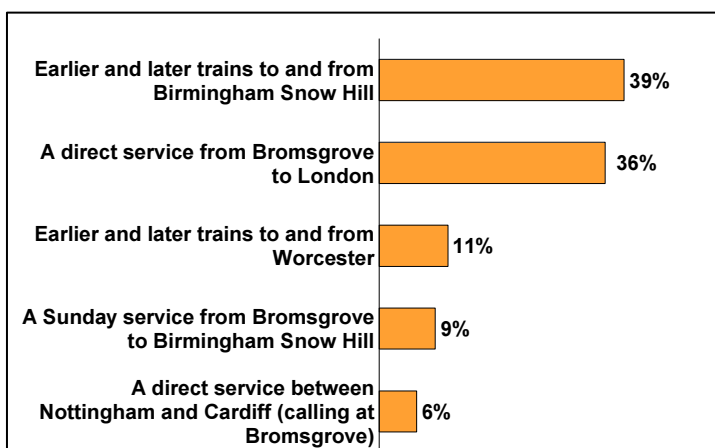


Base: All respondents (690)

7.5 Improving the rail franchise services to and from Bromsgrove

The Council and its partners want to improve rail franchises to and from Bromsgrove to help encourage the use of trains. Respondents were shown a list of possible service improvements and were asked which one they thought would be most beneficial. Two of the options stood out as particularly attractive to the sample: Earlier trains to and from Birmingham Snow Hill (39% felt this would be the most beneficial option) and a direct service from Bromsgrove to London (36% felt this would be the most beneficial option).

Which service would be most beneficial to the people of the District?



Base: All respondents (562)

There was some difference between how residents from different areas responded to this question, in particular when comparing residents from Urban 1 and Urban 2. Urban 2 residents were more likely to want an improved service to Birmingham, whilst Urban 1 residents were more likely to think that improved services to London would be beneficial:

	% Most beneficial			
	Urban 1	Urban 2	Rural 1	Rural 2
Earlier and later trains to and from Birmingham Snow Hill	34%	58%	47%	32%
Direct service: Bromsgrove to London	38%	20%	32%	48%
Earlier and later trains to and from Worcester	11%	4%	14%	8%
A Sunday service from Bromsgrove to Birmingham Snow Hill	10%	10%	4%	6%
A direct service between Nottingham and Cardiff (calling at Bromsgrove)	7%	7%	3%	6%

8 HEALTH AND WELLBEING

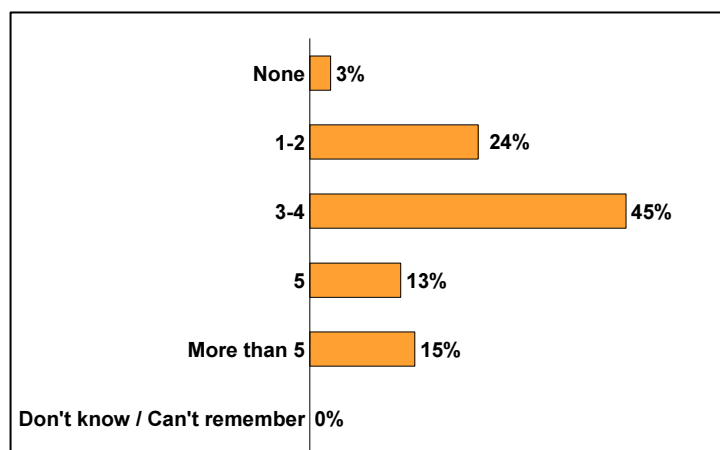
8.1 Introduction

This section looks at the various lifestyle habits of the sample, in terms of diet, exercise, smoking and encouraging an active lifestyle.

8.2 Consumption of Fruit and Vegetables

Respondents were asked how many portions of fruit and vegetables they ate yesterday. Over a quarter of the sample (28%) claimed that they ate the recommended 5 or more portions.

How many portions of fruit or vegetables did you eat yesterday?



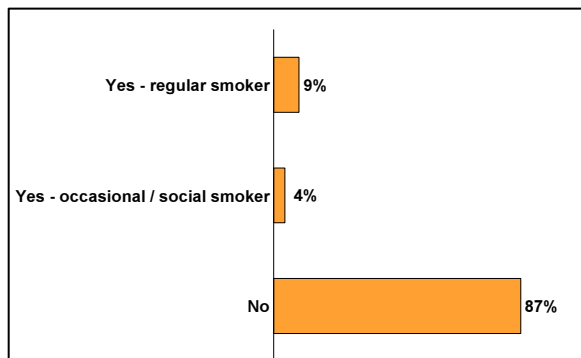
Base: All respondents (700)

There were few differences of note between different subgroups- with different ages and genders not being significantly more or less likely to eat the recommended amount of fruit and vegetables.

8.3 Smoking

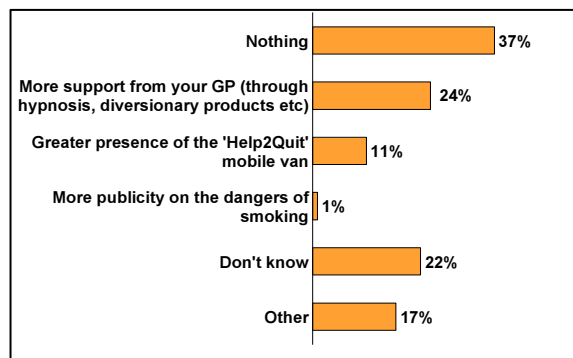
Around 9 in 10 respondents (87%) were non-smokers. Respondents aged over 75 were the least likely to smoke (98% did not smoke).

Do you smoke?



Base: All respondents (697)

What would encourage you to stop



Base: All respondents who smoke (87)

All those that ever smoke were asked what would help them to stop. The response was mixed, with 37% saying that there is nothing that the Council and its partners could to reduce the amount they smoke, and 22% saying that they did not know. However, around a quarter (24%) said that more support through their GP would help.

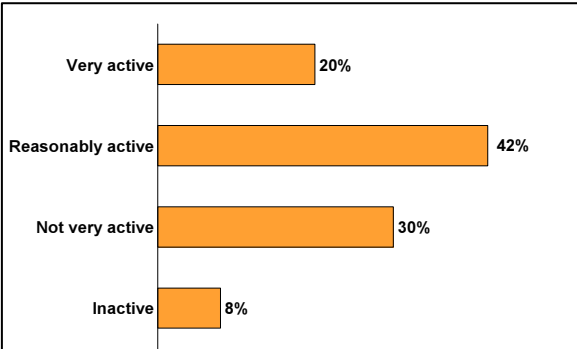
The box below lists some of the suggestions as to what the Council and its partners could do to encourage people to stop smoking. A full list is available in the appendix.

- "Cheaper support to stop."
- "Finances and health."
- "Free patches, etc., it is costing me a fortune!"
- "GPs offer patches, but I would like to get more support (other ideas)."
- "I only smoke 2/3 at weekends with a drink."
- "I will quit without support in the very near future."
- "It is my choice to smoke."
- "It is up to me to give up, I only smoke a couple a day."
- "It's my freedom of choice."
- "Take it or leave it, not a problem."
- "To save money and health."
- "When I'm ready to stop."
- "Why would I want to stop? Leave me my personal choice."

8.4 Exercise and leisure

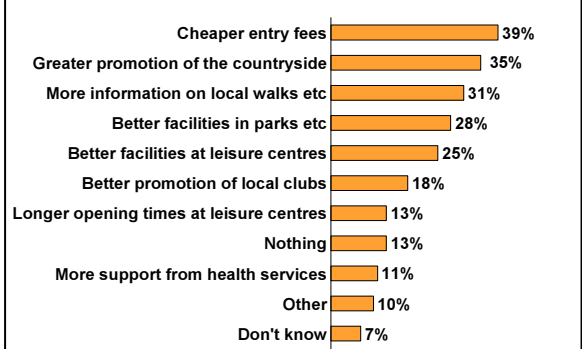
Respondents were asked how much physical activity they participate in. 20% described themselves as very active (participate in 30 minutes of moderate intensity physical activity more than five times a week). 42% described themselves as reasonably active; (participate in 30 minutes of activity five times a week). 30% claimed to be not very active (participate in 30 minutes of activity less than 5 times a week)- and the remaining 8% admitted to being inactive. Generally speaking, older respondents were less active than younger respondents.

How would you describe the amount of exercise you do?



Base: All respondents (692)

What could the Council do to make you more active?



Base: All respondents (685)

All respondents were asked what could be done to help them be more active, and were given a list of possibilities. 39% said that they would like cheaper entry fees to leisure centres, 35% thought there more should be done to promote the countryside, 31% felt that there should be more information about walks etc.

Inactive respondents and older age groups were less likely to feel that the suggested initiatives should be adopted. The breakdown for respondents who participate in different levels of activity are shown in the following table:

What could the Council and its partners do to help you be more active?	Very active	Reasonably active	Not very active	Inactive
Cheaper entry fees to leisure centres	40%	42%	38%	21%
Promotions of the countryside	40%	40%	30%	21%
Info on local walk etc	34%	36%	25%	15%
Better facilities in parks & open spaces	35%	30%	22%	17%
Better facilities/ range of classes	28%	26%	26%	13%
Promotion of local clubs	20%	18%	18%	8%
Longer opening times at leisure centres	12%	15%	12%	6%
Nothing	8%	10%	15%	29%
More support from health services	8%	11%	10%	23%
Don't know	5%	6%	8%	10%

The box below lists some of the suggestions as to what the Council and its partners could do to encourage people to be more active. A full list is available in the appendix.

"Affordability is the problem - my neighbours all travel to Birmingham because it's cheaper - carbon footprint implications."

"Already do what we can."

"Better swimming facilities."

"Car parking spaces for wheelchair drivers with zero rated tax discs."

"Creche at exercise venues."

"Daytime classes for yoga for example."

"Do something in Wythall!! Off-road cycle routes."

"Make it easier to find very different social local clubs."

"Centres that are affordable."

"Not sell off the Dolphin Centre."

"Swimming pools."

"The local swimming pool has been shut for nearly 3 months!"

"This is personal choice, anyone can exercise if they want to."

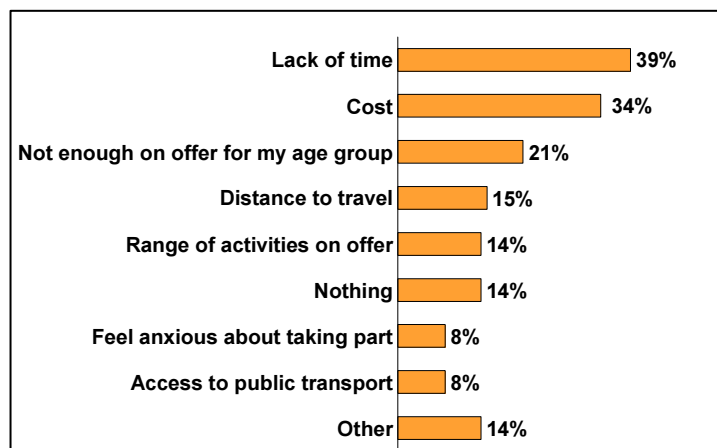
"Too many stiles instead of gates."

"When, if, I feel well, several of these options would be of interest."

"Would like more clubs in Rubery."

Respondents were asked what prevents them from participating more in sports/activities on offer in the District. The main factor was lack of time (39%). This was followed by cost (34%) and lack of choice (21%). Presumably the Council and its partners will not be able to respond due to the fact that a lack of time is the main barrier, but the issues of cost and choice are factors that the Council and partners can have some control over.

What stops you from participating more in the sports/activities on offer in the District?



Base: All respondents (685)

The table below shows how those who are active answered compared to those who are inactive.

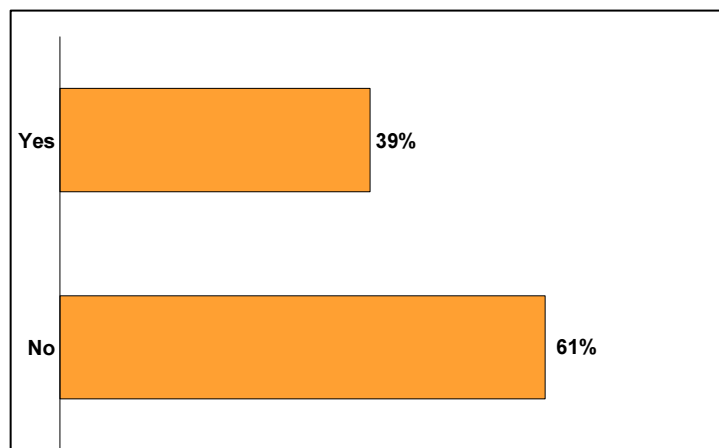
What if anything stops you from participating in sports and leisure activities on offer in the District?	Very active	Reasonably active	Not very active	Inactive
Lack of time	36%	41%	43%	18%
Cost	42%	33%	34%	24%
Not enough on offer for my age group	16%	22%	23%	26%
Distance to travel	17%	13%	16%	16%
Range of activities on offer	20%	16%	11%	4%
Nothing	19%	14%	12%	10%
Feel anxious about taking part	6%	7%	10%	14%
Access to public transport	7%	7%	8%	8%
Other	10%	9%	18%	32%

The box below lists some of the other barriers to participating in more sports/activities. A full list is available in the appendix.

<p>"Appropriate exercise sessions for people with disabilities. Would like designated disabled swimming session."</p> <p>"Better lighting is needed on Charford games field."</p> <p>"Car parking charges add to cost of activity."</p> <p>"Classes at Dolphin Centre oversubscribed."</p> <p>"Cleanliness of changing facilities."</p> <p>"Don't like sport."</p> <p>"Facilities for senior citizens continually being eroded in favour of children and young people."</p> <p>"Increased public swimming times, there are too many closed sessions."</p> <p>"Keep myself active, I do not need to go to public centres."</p> <p>"No public transport to Bromsgrove from Wythall."</p> <p>"Not enough crèche facilities at park times."</p> <p>"Not enough information."</p> <p>"Parking."</p>
--

Respondents were asked whether they felt they had enough information to make choices about leisure activities, sessions and clubs on offer in the District. 39% said that they did have enough information and 61% said that they did not. Older respondents were more likely than younger respondents to say that they did get enough information on leisure activities in the District.

Do you feel you have enough information to make a choice about the leisure activities etc in the District?



Base: All respondents (668)

As a final question in this section of the questionnaire, respondents were asked to suggest any activities, sessions or clubs that are not currently offered. A sample is listed below, and a full list is available in the appendix.

- "A swimming pool local to Wythall."
- "A wider range of classes later in the evening."
- "After school clubs for mums and children (all ages)."
- "Beginners French conversation. Pottery."
- "Bodypump classes and power plate."
- "Bowling."
- "Boxercise? Fencing."
- "Family walking group."
- "Fencing with foil."
- "How do I know? See question 13 (Promote it, we get no local paper and no general mailshots due to our location)."
- "I think the people should have a say - surveys sent out or meetings for local people. More youth centres and educational courses."
- "I would introduce more family clubs, where all ages can socialise and be involved in activities."
- "I would like to play conkers."
- "Ice Rink. Swimming Pool."

"Pole dancing."

"Swimming baths."

"Swimming, rock climbing, walks."

"Tennis - more public courts available at reasonable prices."

"Tennis club in our locality."

"Woodrush has now gone. You can't go anywhere in Bromsgrove, it's too far and unknown. Go to Solihull."

9 OLDER PEOPLE

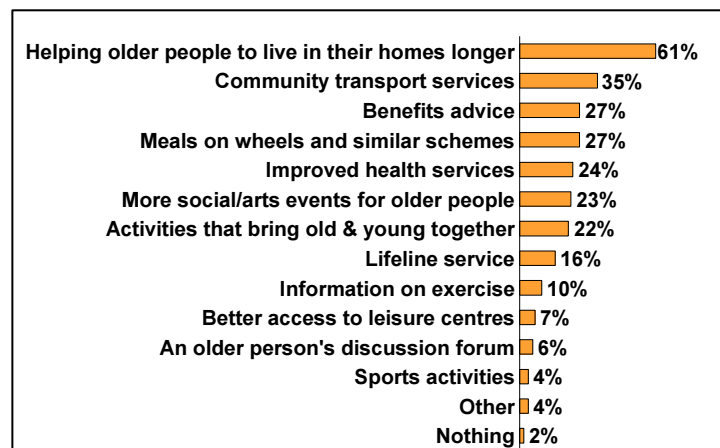
9.1 Introduction

The survey included one question asking residents what they felt the Council could do to most improve the lives of older people.

9.2 Improving the lives of older people

The majority (61%) felt that the Council should be doing more to help older residents to live in their homes for longer. 35% felt that community transport services and concessionary fares would help improve the lives of older people. Benefits advice (27%) and good neighbours schemes and meals on wheels (also 27%) were also thought to be good initiatives.

Which of the following would help improve the lives for older people?



Base: All respondents (651)

There were some interesting differences between age groups. In particular, younger respondents were more likely than older respondents to think that meals and wheels and similar good neighbours schemes are important. Younger people were also more likely than older respondents to think that activities that bring the young and old together would help to improve the lives of older people.

In contrast, older people were more likely than younger people to think that Lifeline services are important. The data for the key initiatives is shown in the following table.

Which do you think would most help improve the lives of old people?	18-34	35-44	45-54	55-64	65-74	75+
Helping older people to live in their homes for longer	61%	57%	50%	60%	67%	67%
Community transport services	25%	35%	36%	34%	37%	27%
Benefits advice	18%	23%	23%	39%	32%	23%
Meals on wheels and good neighbour schemes	45%	37%	29%	26%	16%	18%
Health services	25%	22%	32%	19%	23%	24%
More social/arts activities	39%	27%	21%	19%	22%	17%
Activities that bring the old and the young together	27%	34%	27%	25%	12%	8%
Lifeline services	2%	13%	19%	17%	13%	22%

Some residents took the opportunity to make their suggestions as to what else the Council could do to improve the lives of older people

"Community transport if it were free."
"Concessionary parking."
"Contact with older people who are housebound."
"More and better home care."
"No bus service here! Help with parking charges."
"Re-instalment of concessions."
"Reinstate parking permits for over sixties, (weekdays only!). I shall have to go to Redditch to Tesco/Sainsbury."
"Reinstate subsidised car parking."
"Reinstate/instate/continue Concessionary parking permit for 60 years +."
"Residential and nursing homes at more affordable prices."
"Ring and ride transport."
"Specially allotted car parking."

10 CHILDREN AND YOUNG PEOPLE

10.1 Introduction

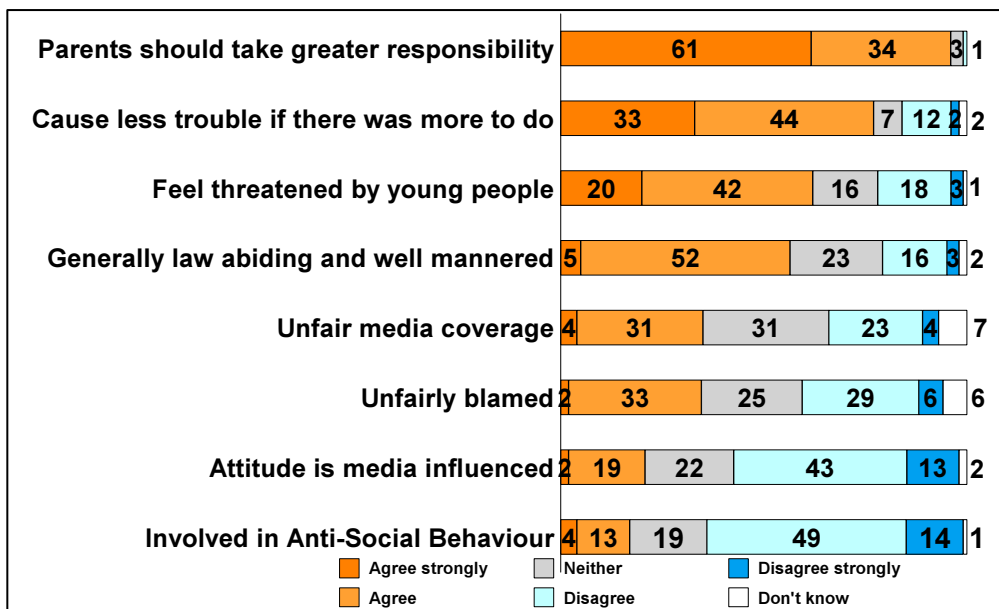
This section of the report looks at attitudes to young people, the issues people think affect young people and at what facilities the respondents thought should be invested in for children and young people.

10.2 Attitudes to children and young people

Respondents read a list of statements about children and young people and were asked to what extent they agreed or disagreed with each.

- 95% agreed that parents should take more responsibility for their teenage children
- 77% agreed that young people would cause less trouble if there was more for them to do
- 62% felt threatened by young people hanging around on streets
- 57% felt that young people are generally law abiding and well mannered
- 35% agreed the young people get unfair media coverage
- 35% felt that young people are unfairly blames for issues that are out of their control
- 21% agreed that their attitude towards young people is influenced by the media
- 17% agreed that young people are always involved in antisocial behaviour

Do you agree with the following about young people in the area?



Base: All respondents (600~660)

Respondents with children were more positive about young people than those without children. This is shown in the table below.

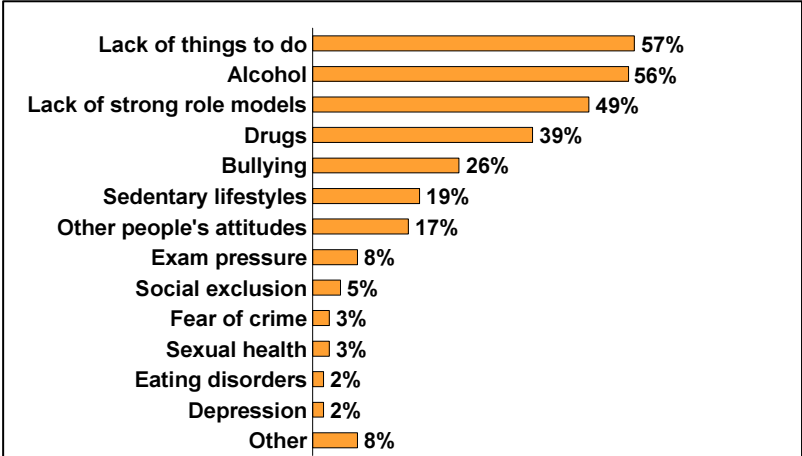
% Agree	Parents	Non parents
Parents should take more responsibility for their teenage children	91%	97%
Young people would cause less trouble if there was more for them to do	84%	75%
Feel threatened by young people hanging around on streets	53%	66%
Young people are generally law abiding and well mannered	58%	56%
Young people get unfair media coverage	45%	31%
Young people are unfairly blamed for issues that are out of their control	43%	31%
Attitude towards young people is influenced by the media	21%	20%
young people are always involved in antisocial behaviour	16%	18%

There were also some interesting differences between different age groups, in particular, those aged 18-34 were more likely than those aged 35 or over to feel threatened by young people (75% Vs. 62%) and were less likely to think that young people were generally law abiding (38% Vs 59%).

10.3 Issues affecting young people

Respondents were asked what they felt were the main issues affecting children and young people. 57% said that there was a lack of things for them to do, 56% said that alcohol was a problem and 49% said that a lack of strong role models was a problem.

What are the main issues affecting young people?



Base: All respondents (636)

There were few differences between subgroups, with the exception of those aged 18-34 being less likely to think that drugs were a problem (21%) than older respondents (42%).

A number of respondents took the opportunity of suggesting other issues that they felt were affecting children and young people. Some of the comments are listed below, the rest are contained in the appendix.

"Bad, misleading teaching. Lack of belief in mankind's creator, (giver of life)."

"Lack of discipline and punishment."

"Lack of discipline from parents particularly, schools and extremely poor involvement by Police."

"Parents giving their children quality time. Hectic working lives can lead to childrens' lives having no routine."

"Respect for themselves and others."

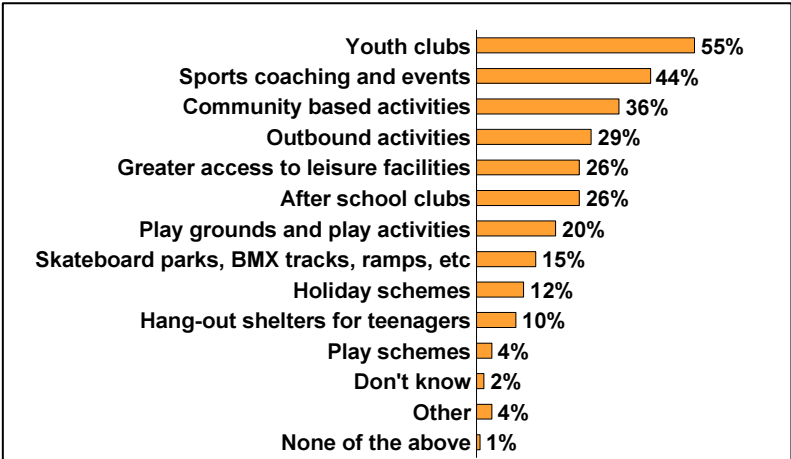
"Tony Blair's Human Rights Bill."

"We need safe and secured places for the 8-16 year olds parents who get told off if their children play outside their own houses. If you get PACT notices, alternatives should be offered."

10.4 Facilities for young people

Residents were asked what facilities for young people they felt that the Council and its partners should invest in. Over half the sample (55%) said youth clubs, 44% said sports coaching and events and 36% said community based activities. There were no significant differences of note between subgroups.

What facilities and activities do you think the Council should invest in?



Base: All respondents (659)

Respondents were given the option of making other suggestions. A selection of these are listed below, and a full list can be found in the appendix.

"It is not the Council's function to keep kids occupied. Pressure should be put on parents."

"Living proof of mankind's creator and his purpose, (who is shortly to act on what he sees)."

"More inclusive 'young and old' activities, e.g. dancing."

"More subsidised leisure activities."

"Music and films."

"National Service would be more than worthwhile (if the Council could bring to bear some influence on this)."

"Parenting classes so helping reduce problems in next generation."

"Pay more attention to education, ensure more money for our children is provided by Government."

"Support for organisation who welcome members of all ages."

"We need a cinema, bowling alley, laser quest, etc."

11 BE SAFE AND FEEL SAFE

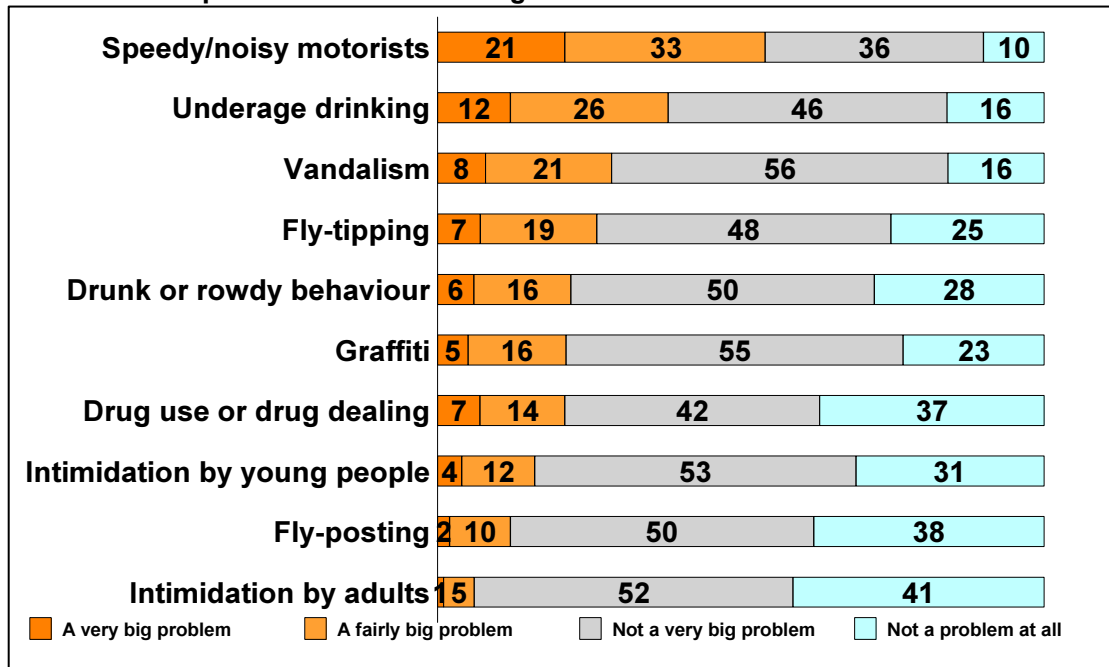
11.1 Introduction

This section looks at the responses to the questions on crime and antisocial behaviour (ASB). In particular, at the areas residents feel are problematic, the affect ASB has on the lives of residents, the impact of the media and attitudes to community safety officers and neighbourhood wardens.

11.2 Problems in local area

Residents were given a list of possible problems and were asked whether each was a very big problem, a fairly big problem, not a very big problem or not a problem at all. The main issues were speedy/noisy motorists (54% saying this was a very big or fairly big problem), followed by underage drinking (38%) and vandalism (29%).

How much of a problem are the following?



Base: All respondents (586~643)

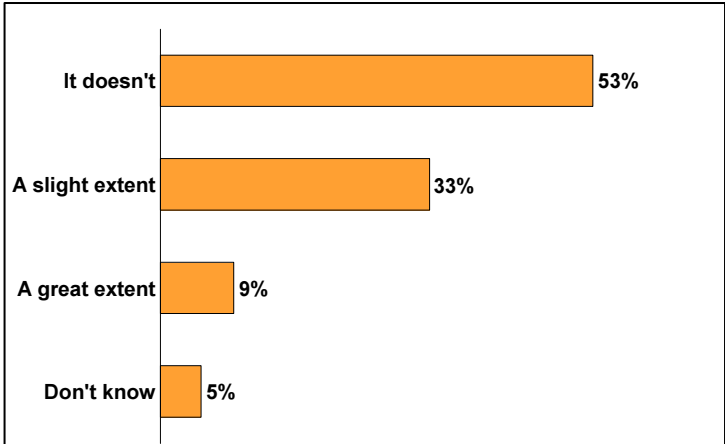
The data for the different areas is plotted in the table below:

	% A very big or fairly big problem			
	Urban 1	Urban 2	Rural 1	Rural 2
Vandalism	32%	36%	15%	22%
Graffiti	24%	28%	6%	18%
Speedy/noisy motorists	52%	62%	59%	44%
Underage drinking	39%	50%	26%	32%
Fly-tipping	21%	33%	36%	37%
Fly-posting	12%	14%	7%	22%
Intimidation by children and young people	19%	17%	8%	13%
Intimidation by adults	7%	8%	3%	2%
Drunk or rowdy behaviour	27%	17%	13%	15%
Drug use or drug dealing	23%	20%	14%	19%

11.3 The influence of the media

Respondents were asked the extent to which they felt that the media influenced their views on crime in their area. Over half (53%) said that it had no impact, but a third (33%) said it had some impact and almost one in ten (9%) said that the media influences their views on crime in their local area to a great extent.

To what extent does the media influence your views on crime in your area?



Base: All respondents (689)

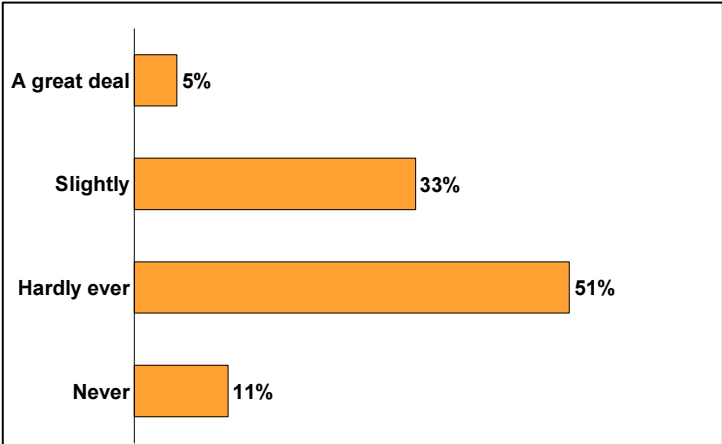
It is interesting to make comparisons between those who admitted that the media does influence their perception of crime, against those who said that the media does not influence their perception of crime, for different types of crimes and ASB. Whilst those that admitted that the media did influence their views were more likely than the rest of the sample to view all the aspects as problematic, the only aspects where the difference was mathematically significant was for vandalism and underage drinking:

- 34% of those who said that the media influences their views on crime in the area felt that vandalism was a problem- compared to 25% of those that said that the media does not influence their views of crime in the local area
- 42% of those that said the media influence their views on crime in the area said that underage drinking was a problem, compared to 34% of those who said the media does not influence their views of crime in the area.

11.4 Affect of crime on daily life

Respondents were asked whether crime and ASB has an impact on their life. 5% said that it impacted their life a great deal, and a third (33%) said that it slightly impacted their life.

How does crime & anti-social behaviour affect your life?



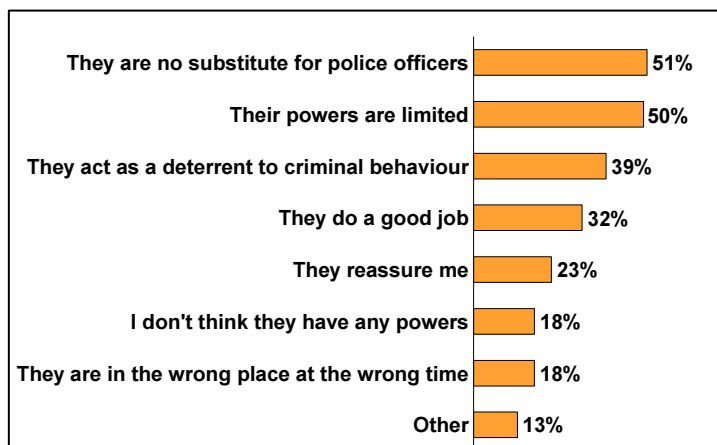
Base: All respondents (687)

Just over half (51%) said that it hardly ever impacted their life and around one in ten (11%) said that it never impacted their life.

11.5 Community Support Officers and neighbourhood wardens

Respondents were asked what they thought of neighbourhood wardens, and were given a list of possible attitudes. Opinions were very mixed, with 51% saying that neighbourhood wardens are no substitute for police officers and 50% saying that their powers are limited, but 39% said that they act as a deterrent to criminal behaviour.

What do you think about community support officers and neighbourhood wardens?



All respondents: (690)

Respondents were given the opportunity to make other comments to this question. Some of the free text response is listed below, the rest is in the appendix.

"If the police aren't prepared to tackle crime, what on earth are the community officers and neighbourhood wardens supposed to do?"

"In Marlbrook one never sees a Police presence, let alone a community and safety officer or neighbourhood warden. Therefore my answers to question 30 are not a credit to the Police, (or the Council)."

"It's policing on the cheap. They are a waste of time."

"Lets see more of them outside Bromsgrove town centre."

"Neighbourhood wardens make me feel spied on, not nice."

"Putting semi-skilled police into area will have positive effect. Is a club bouncer a good safety role model? People who take these jobs will either be vigilantes or little Hitlers... dangerous."

"There just are not enough Police or CSOs' for Bromsgrove."

"They need to work later, weekdays and weekends."

"They should stop and speak to people, not just walk on by!"

"With limited powers it would be better to free police officers' time up by reducing their ""office"" time and getting them on the streets. Local police officers in an area mean they become part of it."

12 YOUR LOCAL AREA

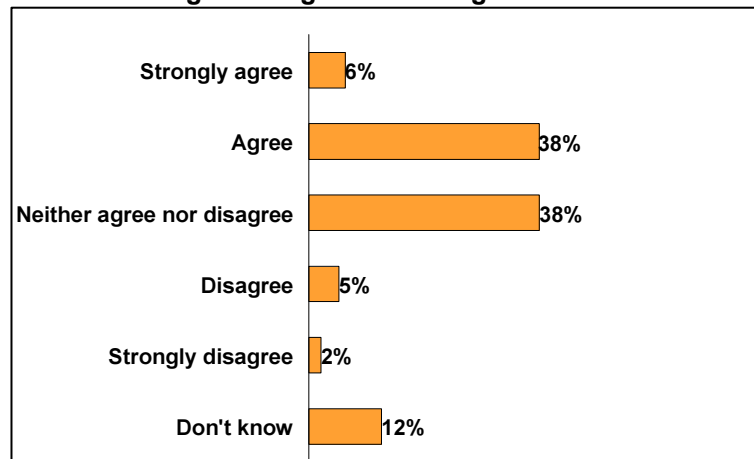
12.1 Introduction

The final section of the questionnaire asked residents what they felt about their local area. In particular, whether or not they felt that it is a place where people from different backgrounds get on well together, whether or not they felt they belong there and what they feel about the area in general. Respondents were told that for the purposes of the survey, their local area was being defined as being within 2 miles of where they live.

12.2 People from different backgrounds

To begin the section, respondents were asked whether or not they thought their local area is a place where people from different backgrounds get on well together. Only a small proportion of the sample disagreed (7%) while 43% agreed that people from different backgrounds get on well together. A significant proportion of the sample did not give an opinion (38% neither agreed or disagreed and 12% answered 'Don't know').

Is your local area a place where people from different backgrounds get on well together?



Base: All respondents (682)

When looking at the data for different areas, there was very little difference between the proportions of people agreeing as is shown in the table below.

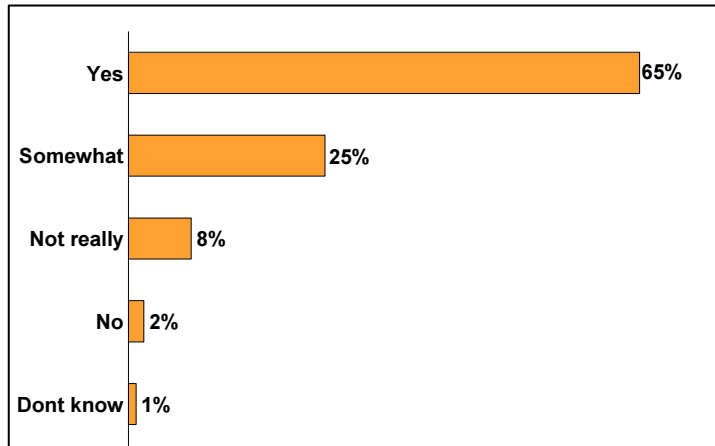
	Urban 1	Urban 2	Rural 1	Rural 2
My local area is a place where people from different backgrounds get on well together	42%	42%	45%	48%

There was also very little difference between the responses of BME (44% agreed) and non-BME (43% agreed) respondents.

12.3 Do you feel you belong in you local area?

65% of residents said that they felt they belong in their local area, 8% said that they did not really feel as if they belong in their local area, and 2% said that they did not feel like they belong at all.

Do you feel you 'belong' in your local area?



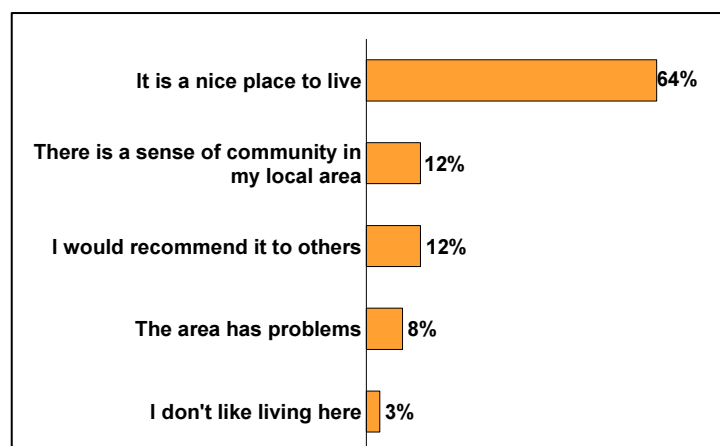
Base: All respondents (693)

There were no significant differences between BME and Non-BME respondents, and there was no particular geographical area that residents were more or less likely to feel that they belong to. The main difference, as we might expect, was that residents who had lived in their current home for over 5 years were more likely to feel that they belonged (69%) than those who had lived there less than 5 years (53%). Younger respondents were also less likely to say that they felt as if they belonged to the area.

12.4 Which best describes your local area

Respondents were asked which of a number of options they felt best described their local area. 64% said that there area is a nice place to live, 12% said that there is a sense of community in their area and 12% said they would recommend it to others. Only around one in ten respondents (12%) chose negative options: 8% said the area has problems and 2% said they don't like living here.

Which best describes your local area?



Base: All respondents (672)

There were few significant differences between different areas, with the exception of those in Urban 1 being significantly more likely than those in Rural 1 to say that the area has problems.

	Urban 1	Urban 2	Rural 1	Rural 2
It is a nice place to live	61%	67%	71%	73%
There is a sense of community in my local area	10%	14%	19%	14%
I would recommend it to others	14%	10%	7%	10%
The area has problems	11%	7%	2%	3%
I don't like living here	5%	2%	1%	-

As a final question, residents were asked to list three things that need improving in their local area. A selection is included below and a full list is available in the appendix.

- "1) No parking charges evenings and Sundays. 2) More high street national name shops. 3) Less litter."
- "1) The Council and the money that they waste. 2) Road network is appalling. 3) Council tax levels."
- "1. A decent family pub in the village. 2. Better parking facilities at local shops."
- "1. A second road sign at the junction of Hollywood Lane, and Corbett Road. 2. Quality of road surfaces. 3. Quality of footpaths."
- "1. Antisocial behaviour by young people. Hanging around old garage sites, etc., drinking and abusive. 2. More secure fencing put up in alleyways (Charford, estate). 3. Educate parents who turn their kids out on the street."
- "1. Better train services. 2. Better policing on beat. 3. Cleaner streets, sewers and drains."
- "1. Cross road junction Perryfields Road/Kidderminster Road not traffic lights, but a high sided roundabout. 2. All dogs must be on leashes in all public places. 3. ""Boy racers"" stopped in Bromsgrove."
- "1. Excessive litter on local roadsides, particularly the Bromsgrove Feeder Way Carriageway. 2. More precise timing on wheelie bin collection, say a definite 2 hour window, which may prevent bins being put out 24 hours early. At the moment, we never seem to be without bins lining our streets."
- "1. Improve shopping centre. 2. More facilities for teenagers. 3. More community policemen/women."
- "1. Improvement in pavements at junctions, which enable scooter users not to go onto the road. 2. Bobbies on the beat. 3. Control of speeding traffic in Houndsfield Lane (Alcester Road half)."

"1. Local shops/restaurants on the Oakalls Estate. 2. Lower Council Tax bills. 3. Better rubbish collection/street cleanliness."

"1. Main one is bus service. I was born in Romsley and it has never improved. 2. Community hall for old people to go. 3. Parking on roads (bends, close to junction, on verges) should have police checking for this, even if once a month."

"1. More police officers dealing with vandals. 2. Quicker repairs to local roads. 3. Better parking in Rubery Village."

"1. More police presence. 2. Removal of youths drinking at roadside most nights. 3. Litter dropped from recycling boxes and not picked up."

"1. Parents keeping better control on their young teenagers. 2. Stop youngsters swearing and drinking on the streets. 3. Stop rudeness of young people."

"1. Peterbrook Road needs to be closer monitored for speed. 2. Graffiti is an issue. 3. Some District sign are very dated."

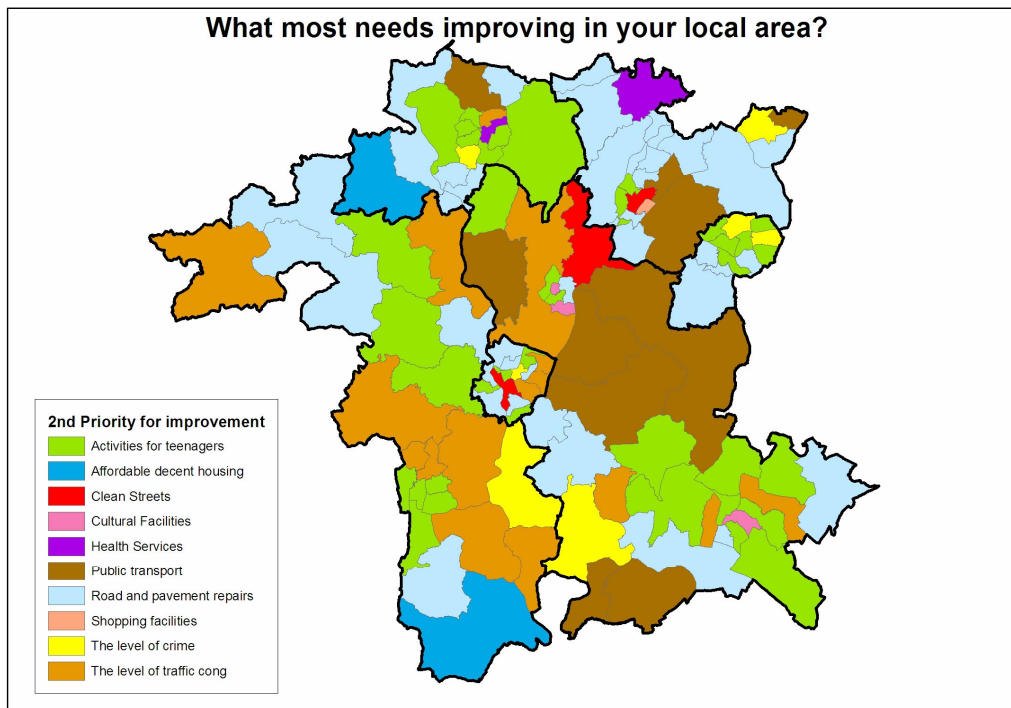
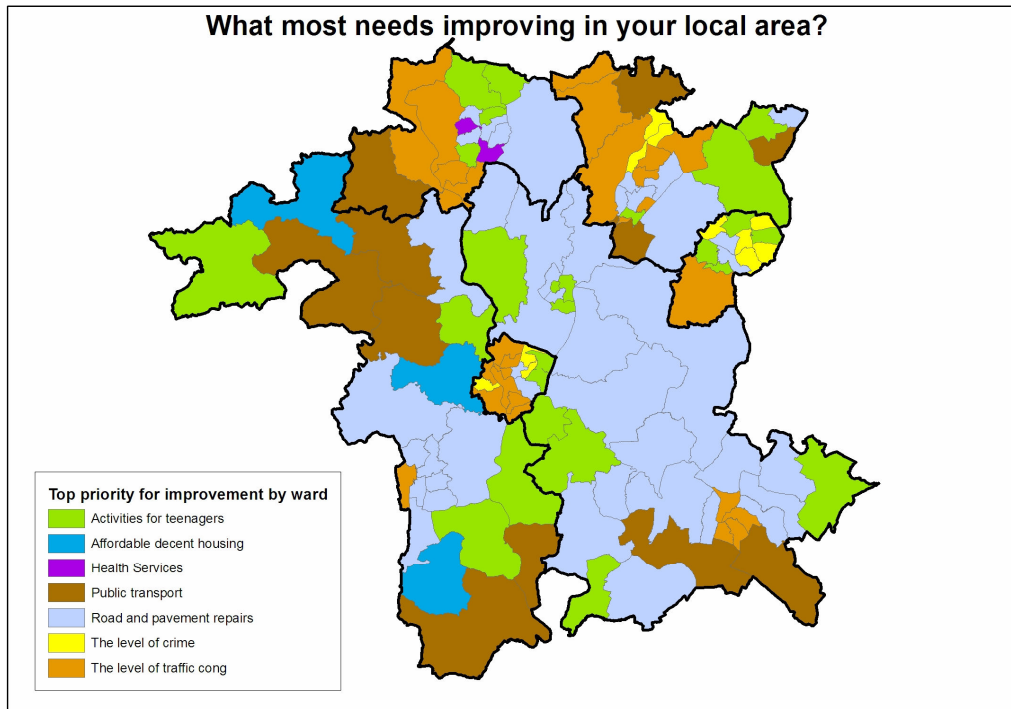
"1. Police or community support. 2. Stop locals fly tipping on Chelworth Road/Apsley Croft (Birmingham border). 3. Provide dog poo bins and fine inconsiderate owners."

"1. Potholes in Shawhurst Lane. Walked it 26th March 2008 and counted 53. 2. Longer daily library. Closed half day Tuesday and all day Thursday. 3. Bus timetables on display."

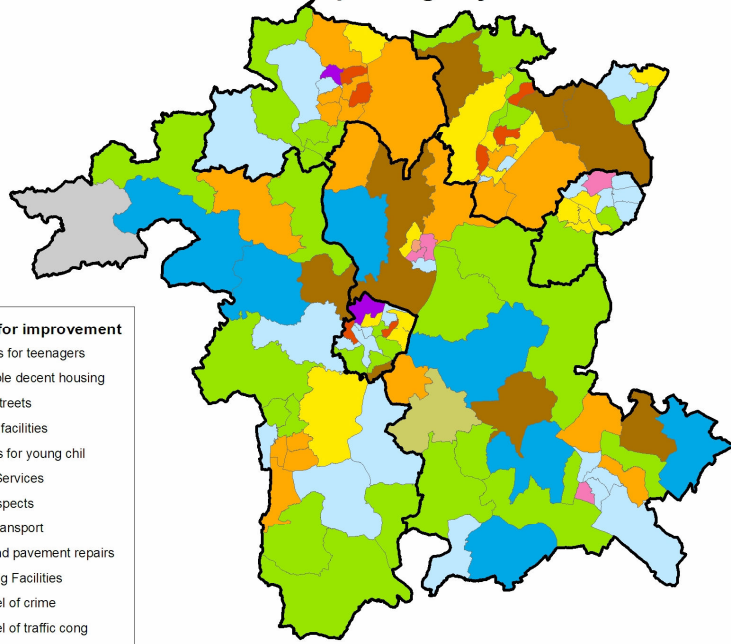
"1. Prevention of traffic using roads as rat runs to and from motorways and Birmingham. 2. Adequate drainage for water from heavy rainfall. 3. Improvement of sewerage system to cope with new buildings."

"1. Protecting local countryside and no building. 2. Road types of recycling, i.e. plastic cartons/yoghurt pots, etc."

Ward results for Worcestershire depicting results of 2006/07 BVPI satisfaction survey, Q2 'What most needs improving in your local area?' (9,404 responses – county and district results combined)



What most needs improving in your local area?



Agenda Item 9

BROMSGROVE DISTRICT COUNCIL

20 MAY 2008

PERFORMANCE MANAGEMENT BOARD

IMPROVEMENT PLAN EXCEPTION REPORT [MARCH 2008]

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

1. SUMMARY

- 1.1 To ask the Performance Management Board to consider the attached updated Improvement Plan Exception Report for March 2008.

2. RECOMMENDATION

- 2.1 That the Performance Management Board considers and approves the revisions to the Improvement Plan Exception Report, and the corrective action being taken.
- 2.2 That the Performance Management Board notes that for the 135 actions highlighted for March within the plan 86.7 percent of the Improvement Plan is on target [green], 7.4 percent is one month behind [amber] and 1.5 percent is over one month behind [red]. 4.4 percent of actions have been rescheduled [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 then Improvement Director. The Improvement Plan is designed to push the Council through to a rating of Fair during 2008.

4. PROGRESS IN MARCH 2008

- 4.1 Overall performance as at the end of March 2008 is as follows: -

February 2008

March 2008

RED	2	1.4%	RED	2	1.5%
AMBER	10	7.3%	AMBER	10	7.4%
GREEN	122	88.4%	GREEN	117	86.7%
REPROGRAMMED	4	2.9%	REPROGRAMMED	6	4.4%

Where: -

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

- 4.2 In addition to the above detail, out of the total of 135 actions for the month, 5 actions have also been deleted, suspended or the timescales have been substantially revised. This amounts to 3.7 percent of the original actions scheduled for this month. These actions are: Longbridge (examination of final plan) (2.5); 3 Charter Marks (5.2.5); Satisfaction with Artrix (8.2.2); Member Standards (16.2.5); Single Status (20.2.6).
- 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. COUNCIL OBJECTIVES

- 7.1 The Improvement Plan relates to all of the Council's four objectives and 10 priorities as per the 2007/2010 Council Plan.

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. EQUALITIES AND DIVERSITY IMPLICATIONS

10.1 Please see section 3 of the Improvement Plan

11. VALUE FOR MONEY IMPLICATIONS

11.1 See section 11 of the Improvement Plan

12. OTHER IMPLICATIONS

Procurement Issues: Delivery of the Improvement Plan involves various procurement exercises.
Personnel Implications: See Section 18 of the Improvement Plan.
Governance/Performance Management: See Section 4 of the Improvement Plan.
Community Safety including Section 17 of Crime and Disorder Act 1998: See sections 12.2 and 12.3
Policy: See Section 4 of the Improvement Plan.
Environmental: See Section 8 of the Improvement Plan.

13. OTHERS CONSULTED ON THE REPORT

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

14. WARDS AFFECTED

14.1 All wards

15. APPENDICES

15.1 Appendix 1 Improvement Plan Exception Report March 2008

16. BACKGROUND PAPERS:

16.1 The full Improvement Plan for March will be e-mailed to all Members of the 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

CP3: Housing																	
Ref	March 2008 Action		Colour		Corrective Action										Who	Original Date	Revised Date
3.2.4	Implement contractor procurement framework for DFGs				Specification now agreed and pre-contract questionnaire being formulated for advertisement.										AC	Feb-08	Jun-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
3.2	Modernised Strategic Housing Service																
3.2.4	Implement contractor procurement framework for Disabled Facilities Grants	AC													Work progressing slowly. Timescale extended until June.		

CP4: Customer Service																	
Ref	March 2008 Action		Colour		Corrective Action										Who	Original Date	Revised Date
4.3.5	Prepare and undertake satisfaction survey within the Forum				The Conference Event was very focussed on workshops and time was not available to undertake the survey work: this has been postponed until June										CF	Mar-08	Jun-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
4.3	Annual Satisfaction of Equalities Forum																
4.3.5	Prepare and undertake satisfaction survey within the Forum	CF													It has been agreed that this will be undertaken as part of the June meeting.		

FP1: Value for Money																		
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date	
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
11.1.3	Quarterly report to PMB to assess the effectiveness of the alternative methods of service delivery e.g.- transfer to leisure trust, payroll service provision (NB formerly entitled 'Monitor provision through client reviews')															JP	Dec-07	July-08
11.1	Realisation of cashable savings by alternative methods of service delivery																	
11.1.3	Quarterly report to PMB to assess the effectiveness of the alternative methods of service delivery e.g.- transfer to leisure trust, payroll service provision	JP																Further delayed until July – August 2008

FP1: Value for Money																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
11.3.5	Identify services for detailed benchmarking & cost analysis to be undertaken.		New accountancy manager commenced work in March 08 to drive this work forward. Report to be prepared & presented to CMT.												JP	Aug-07	Mar-09
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
11.3	Improvements in Use of Resources scoring in relation to VFM																
11.3.5	Identify services for detailed benchmarking & cost analysis to be undertaken.	JP														Detailed analysis undertaken on audit commission profiles.	

FP2: Financial Management																	
Ref	March 2008 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.		New Accountancy Service Manager started in March 08 to continue project management of POP.												JP	July-07	Mar-09
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
12.1	Improved Financial Management by budget holders																
12.1.1	Implementation of the POP project to account for commitments & accruals on the Agresso system.	JP														Upgrades have been tested and implemented. Roll out to Customer Service Centre and Revenues and Benefits section took place in Jan 08.	

FP2: Financial Management																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
12.1.3	Train all managers to use web access for Agresso reporting.		New Accountancy Service Manager commenced in March 08 and is preparing the revised roll out plan for POP.												JP	Sept-07	June-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
12.1	Improved Financial Management by budget holders																
12.1.3	Train all managers to use web access for Agresso reporting.	JP														Delayed due to focus on implementation of POP as linked with web access. New upgrades have been implemented.	

PR2: Improved Governance																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
16.4.2	Identify peer mentors for the Leader (and Cabinet Members) and the Leader of the Opposition.		Mentors have been identified. Mentoring was due to start in September, but actually commenced in January. Cabinet workshop in April.												CF	Oct-07	Apr-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
16.4	Improve Member Capacity																
16.4.2	Identify peer mentors for the Leader (and Cabinet Members) and the Leader of the Opposition.	CF														Delayed until April.	

PR2: Improved Governance																		
Ref	March 2008 Action	Colour	Corrective Action													Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
16.4.6	Review roles and responsibilities for Leader, Leader of Opposition and Cabinet Members.		Dependent on the Local Government and Public involvement in Health Act.													CF	Jan-07	Autumn-08
16.4	Improve Member Capacity																	
16.4.6	Review roles and responsibilities for Leader, Leader of Opposition and Cabinet Members.	CF														It has been agreed that although the constitution review will go some way to identifying the existing roles and responsibilities, whole scale change will not occur until the consequence of the Local Government and Public involvement in Health Act is known.		

HR&OD2: Modernisation																		
Ref	March 2008 Action	Colour	Corrective Action													Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
20.2.4	Terms and Conditions Negotiations (including Pay Protection).		In light of advice contained within the quality assurance report, the "In principles" offers are not felt to be vulnerable to change. All original proposals will therefore stand as planned.													JP	Feb-08	April-08
20.2	Single Status																	
20.2.4	Terms and Conditions Negotiations (including Pay Protection).	JP														Consequence of delay arising from the suspension of the ballot = financial cost of April 08 increments and cost of living pay award to be retrospectively applied.		

HR&OD2: Modernisation																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
20.2.6	Ballot of staff		Independent quality assurance report confirmed no issues of concern in respect of the process followed, or the proposed pay model. Revised timetable for implementation is now planned, aiming for Cabinet decision on 30 th July, and implementation on 15 th August 2008.												JP	Jan-08	Aug-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
20.2	Single Status																
20.2.6	Ballot of staff	JP															The ballot was temporarily suspended due to issues of concern having been raised about the evaluation process by Unison National.

HR&OD2: Modernisation																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
20.3.1	Review, develop, consult, train and Implement on all HR policies and procedures as detailed in the People Strategy.		HR policy review programme has slowed down as a result of other organisational priorities (e.g. HR implications of the budget) and case management. This will be picked up again in the new Business Planning year.												JP	Dec-07	May-08
20.3	Policy Development																
20.3.1	Review, develop, consult, train and Implement on all HR policies and procedures as detailed in the People Strategy.	JP														Health and Safety policies have been subject to review during this period and updated accordingly. HR policy review programme has slowed down as a result of other organisational priorities (e.g. HR implications of the budget) and case management. This will be picked up again in the new Business Planning year.	

HR&OD2: Modernisation																		
Ref	March 2008 Action		Colour		Corrective Action										Who	Original Date	Revised Date	
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
20.4.3	Evaluate Manager Induction															JP	Aug-07	May-08
20.4.	Management Development Strategy																	
20.4.3	Evaluate Manager Induction	JP/HP															Further reprogrammed to March from original reprogrammed date of November. This will now be delayed once again due to the unforeseen prolonged absence of the Learning and OD Manager.	

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Agenda Item 10

BROMSGROVE DISTRICT COUNCIL

PERFORMANCE MANAGEMENT BOARD

20 MAY 2008

MARCH (PERIOD 12) PERFORMANCE REPORTING

Responsible Portfolio Holder	Cllr Roger Hollingworth
Responsible Head of Service	Hugh Bennett, Assistant Chief Executive
Non Key Decision	

1. SUMMARY





- 1.1 To report to Performance Management Board on the Council's performance at 31 March 2008 (period 12).

2. RECOMMENDATIONS

- 2.1 That The Board notes that 63% of indicators are improving or stable at the end of the year.
- 2.2 That The Board notes that 75% of indicators are achieving their targets at the end of the year. This figure compares favourably with excellent councils.
- 2.3 That The Board notes and celebrates the successes as outlined in section 3.5.
- 2.4 That The Board notes the potential areas for concern set out in section 3.6.

3. BACKGROUND

- 3.1 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

- 3.2 Although this is a quarter end this report deals with performance only, instead of the usual quarterly integrated finance and performance report. The reason for this is because this is the year end. The full financial accounts will be submitted to special council in June; also an Annual report will be produced by the end of June which will show how we have performed against all of the national set of Best Value indicators. The purpose of this report is to show how the council has fared for the year on the selected set of corporate performance indicators.

- 3.3 From the summary of performance it can be seen that 63% of PI's have improving or stable performance in March
- 3.4 Three of the PI's have continued to improve in March having already improved in February. In addition five PI's have moved from a worsening position to an improving position.
- 3.5 Vehicle crimes reduced considerably in March with the year to date figure coming in 22% better than target. Other than that there were no significant performance improvements over what was achieved in February and earlier months. In general earlier performance improvement was maintained.
- 3.6 Although 37% of indicators (19 indicators in total) had worsening performance in March compared to February this is not a cause for concern Twelve of these indicators have met or exceeded their target for the year. Of the remaining 7 indicators, one was due to circumstances largely beyond our direct control and is on target in the longer term (affordable housing units), one was due to a change of direction since the target was set (early retirements), one has improved considerably in recent weeks (staff appraisals), one was predicted (av. speed of answer), one was due to one off delays which should only be temporary (sports facilities usage) and one although worse than February was within the monthly target (sickness absence), the remaining one – BV199d – fly tipping is due to an increase in fly tipping activity and a decrease in enforcement activity.

Following a recommendation from a recent review of the Data Quality Strategy by Internal Audit this report will now include a regular section to report on data quality issues. There continues to be some errors in reporting of performance in Departmental submissions as follows :-

- HROD – 5 errors in reporting and 1 omission
- Planning & Environment – 4 errors in performance figures and 2 omissions
- Culture & Community Services – 3 errors in reporting
- Financial Services – 2 errors in reporting
- Chief Executive's – commentary missing for 1 PI
- Egov – 1 error in reporting

The reporting errors were all in the coding of the target/trend information – i.e. incorrect traffic lighting and/or incorrect reporting as to whether performance is improving, stable or declining. The four errors in performance figures were due to the monthly performance figure also being reported as the cumulative year to date figure. The relevant Departmental Performance Champions and Heads of Service have been notified.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications.

6. COUNCIL OBJECTIVES

6.1 Performance reporting & management links to the Improvement objective

7. RISK MANAGEMENT

7.1 The main risks associated with the details included in this report are:

- Data quality problems
- Poor performance

7.2 These risks are being managed as follows:

- Implementation of the Data Quality Strategy
- Robust follow up on performance issues, including performance clinics

8 CUSTOMER IMPLICATIONS

8.1 Performance Improvement is a Council Objective

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 There are no implications for the Council's Equalities and Diversity Policies.

10. VALUE FOR MONEY IMPLICATIONS

10.1 There are no VFM implications

11. OTHER IMPLICATIONS

Procurement Issues None
Personnel Issues None
Governance/Performance Management – Production of the performance report supports the aim of improving performance & performance management
Community Safety including Section 17 of Crime & Disorder Act 1988 None
Policy None
Environmental None

12. OTHERS CONSULTED ON THE REPORT

Please include the following table and indicate 'Yes' or 'No' as appropriate. Delete the words in italics.

Portfolio Holder	Yes(At Leader's Group)
Chief Executive	Yes (at CMT)
Executive Director (Partnerships & Projects)	Yes (at CMT)
Executive Director (Services)	Yes (at CMT)

Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	Yes (at CMT)
Head of Legal, Equalities & Democratic Services	Yes (at CMT)
Head of Organisational Development & HR	Yes (at CMT)
Corporate Procurement Team	Yes (at CMT)

13. WARDS AFFECTED

All Wards’.

14. APPENDICES

- Appendix 1 Performance Summary for March 2008
- Appendix 2 Detail Performance report for March 2008
- Appendix 3 Detailed figures to support the performance report
- Appendix 4 Detail breakdown of sickness figures

15. BACKGROUND PAPERS

None

Contact officer

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APPENDIX 1

SUMMARY - Period 10 (January) 2007/08					
Monthly (January) performance					
	No.	%		No.	%
Improving or stable.	25	74%	On target	29	85%
Declining	9	26%	Missing target by less than 10%	3	9%
No data	0	0%	Missing target by more than 10%	2	6%
			No data	0	0%
Total Number of Indicators	34	100%	Total Number of Indicators	34	100%

SUMMARY - Period 10 (January) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	28	82%	1st quartile	4	24%
Missing target by less than 10%	2	6%	2nd quartile	9	53%
Missing target by more than 10%	4	12%	3rd quartile	3	18%
No data	0	0%	4th quartile	1	6%
			(2006/07 quartiles used)		
total	34	100%	total*	17	100%

* only BVPI's with quartile data are counted

SUMMARY - Period 11 (February) 2007/08					
Monthly (February) performance					
	No.	%		No.	%
Improving or stable.	22	65%	On target	29	85%
Declining	12	35%	Missing target by less than 10%	3	9%
No data	0	0%	Missing target by more than 10%	2	6%
			No data	0	0%
Total Number of Indicators	34	100%	Total Number of Indicators	34	100%

SUMMARY - Period 11 (February) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	28	82%	1st quartile	5	31%
Missing target by less than 10%	2	6%	2nd quartile	8	50%
Missing target by more than 10%	4	12%	3rd quartile	2	13%
No data	0	0%	4th quartile	1	6%
			(2006/07 quartiles used)		
total	34	100%	total*	16	100%

* only BVPI's with quartile data are counted

SUMMARY - Period 12 (March) 2007/08					
Monthly (March) performance					
	No.	%		No.	%
Improving or stable.	32	63%	On target	38	75%
Declining	19	37%	Missing target by less than 10%	5	10%
No data	0	0%	Missing target by more than 10%	8	16%
			No data	0	0%
Total Number of Indicators	51	100%	Total Number of Indicators	51	100%

SUMMARY - Period 12 (March) 2007/08					
Estimated Outturn					
	No.	%		No.	%
On target	38	75%	1st quartile	11	42%
Missing target by less than 10%	5	10%	2nd quartile	7	27%
Missing target by more than 10%	8	16%	3rd quartile	4	15%
No data	0	0%	4th quartile	4	15%
			(2006/07 quartiles used)		
total	51	100%	total*	26	100%

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Ref	Description	Report-ed?	Cum or Snap?	2006/07				2007/08											
				Actuals	Quartile	Higher or lower	Median	Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar 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	70.76	I	80.00	69.39	W	80.00	67.31	W	80.00	67.28	I	80.00	67.28	n/a	
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Legal, Equalities and 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	0.00	0.00	S	0.00	0.00	n/a	No incidents fitting the definition reported to the Council
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	100	S	100.00	100.00	S	100.00	100.00	S	100.00	100.00	1	No incidents have been reported

Human Resources & Organisational Development

BV11a	The percentage of top 5% of earners: who are women	S	S	22.70	3	H	26.92										28.00	40.74	I	28.00	40.74	1	The second part of the year saw an increase in women holding posts within senior positions
BV11b	The percentage of top 5% of earners: from minority ethnic communities	S	S	0.00	4	H	0.00										2.00	0.00	S	2.00	0.00	2	There are currently no staff employed within the top 5% that are from minority ethnic communities
BV11c	The percentage of top 5% of earners: with a disability	S	S	4.55	2	H	3.13										2.00	3.70	S	2.00	3.70	2	The Council currently employees 1 member of staff within the top 5% of earners who consider they have a disability
BV12	The average number of working days lost due to sickness.	M	C	10.66	4	L	9.35	6.57	7.00	W	7.38	7.99	W	8.19	8.56	I	9.00	9.35	W	9.00	9.35	2	Although there was a slight increase in the number of absence days for FTE for March the overall figure for year end remain Amber. Three service areas have ended the year Green, one Amber however four services are above their target and are currently Red.
BV14	The percentage of employees retiring early (excluding ill-health)	Q	C	0.90	3	L	0.50	0.80	0.58	S							0.80	2.67	W	0.80	2.67	4	Due to the recent changes with the authority 9 employees have left the Council and are able to access their pensions within the last 6 months.
BV15	The percentage of employees retiring on grounds of ill-health	Q	C	0.30	3	L	0.18	0.20	0.25	S							0.20	0.00	S	0.20	0.00	1	There were no retirements on the grounds of ill health during the last 6 months

Ref	Description	Reported?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend	2007/08			Comments
				Actuals	Quartile	Higher or lower	Median													Target	Outturn	Outturn Quartile	
BV16a	The percentage of employees with a disability	Q	S	1.97	4	H	3.60	1.80	2.18	W							1.80	1.98	W	1.80	1.98	4	The Council employed 8 staff in March who consider they have a disability
BV17a	The percentage of employees from minority ethnic communities	Q	S	1.23	3	H	1.60	2.00	1.70	S							2.00	1.98	I	2.00	1.98	2	The Council employed 8 staff in March from Ethnic Backgrounds
LPI Human Resources	% of staff appraisals undertaken	M*	C	99.00	n/a	n/a	n/a										50.00	4.18	W	100.00	100.00	n/a	The PDR programme for 2008 is well under way, with forms being forwarded to HR on a daily basis
LPI Human Resources	% of posts vacant	Q	S	n/a	n/a	n/a	n/a		8.99												12.59	n/a	This is of particular concern in the Planning team, where a number of vacancies have arisen as a consequence of Job Evaluation. This is being addressed by the Executive Director, Services and Planning & Environment Head of Service

Financial services

BV78a	The average number of days taken for processing new claims.	M	C	32.05	3	L	28.00	28.00	27.71	W	28.00	26.98	I	28.00	26.56	W	28.00	26.33	W	28.00	26.33	2	BDC target exceeded. Days to process in April 2007 were 34.10 days and achieved 26.33 days by end of year
BV78b	The average number of days taken for processing changes in circumstances	M	C	8.30	2	L	9.80	10.00	7.34	W	10.00	7.41	W	10.00	5.99	I	10.00	6.00	W	9.00	6.00	1	BDC target exceeded since May 2007
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	30.99	3	H	33.22	22.50	22.26	W	25.00	28.39	I	27.50	30.26	I	30.00	32.20	S	30.00	32.20	3	Overpayments exceed BDC target.
BV8	Percentage of invoices paid on time	M	C	94.74	3	H	95.92	97.00	97.43	W	97.00	97.56	I	97.00	97.71	I	97.00	97.83	W	97.00	97.83	1	Significant improvement over 2006/07 achieved by the departments in the processing of invoices to target
BV9	Percentage of Council Tax collected	M	C	98.40	2	H	98.20	87.61	87.40	S	97.03	96.80	S	98.30	98.10	S	98.70	98.60	S	98.80	98.60	1	In view that we did not reach our target this is the best set of collection rates prior to 2001/2002.
BV10	Percentage of Non-Domestic Rates collected.	M	C	98.20	4	H	99.02	87.48	87.20	S	96.32	96.40	I	97.70	96.40	S	98.70	98.60	S	98.80	98.60	3	Although we did not reach our target this is the best set of collection rates prior to 2001/2002.

E-Government & Customer Services

Ref	Description	Reported?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)												2007/08			Comments			
				Actuals	Quartile	Higher or lower	Median	Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend	Target		Outturn	Outturn Quartile	
CSC	Monthly Call Volumes Customer Contact Centre	M	S	n/a	n/a	n/a	n/a		5,487			7,568				6,307			8,312		-	n/a	n/a	As expected at this point in the year calls are increasing triggered by council tax main billing and benefit adjustment letters Calls to customer contact centre have increased by 32% compared to last month.
CSC	Monthly Call Volume Council Switchboard	M	S	n/a	n/a	n/a	n/a		3,791			6,027				5,382			5,637		-	n/a	n/a	Calls to the council switchboard have increased by 5% compared to the previous month. Switchboard calls remain constant and have shown a small variation in relation to the contact centre
CSC	Resolution at First Point of Contact all services (percentage)	M	S	83.00	n/a	n/a	n/a	85.00	94.00	W	85.00	95.00	I	85.00	94.90	S	85.00	94.30	W	85.00	94.30	n/a	Performance is consistent with last month and continues to exceed performance targets	
CSC	Average Speed of Answer (seconds)	M	S	48	n/a	n/a	n/a	35.00	34.00	W	35.00	32.00	I	35.00	21.00	I	35.00	36.00	W	35.00	36.00	n/a	Average answer time has increased by 15 seconds compared to last month meaning that performance has dropped below target by 1 second. The fall in performance was expected at this point in the Council year with the commencement of Council Tax main billing although the impact has been managed close to the target performance.	
CSC	% of Calls Answered	M	S	76	n/a	n/a	n/a	80.00	84.00	W	80.00	84.00	S	80.00	89.00	I	80.00	84.00	W	80.00	84.00	n/a	Performance has fallen by 5% compared to last month but remains above target	
LPI IT Services	% of helpdesk call closed within timescales	M	C	83.99	n/a	n/a	n/a	86.00	89.11	I	86.00	89.44	I	86.00	90.24	I	86.00	90.50	I	86.00	90.50	n/a	Performance continues to exceed target.	

Street Scene & Waste Management

BV82ai	The percentage of household waste that has been recycled	M	C	21.42	2	H	19.98	20.21	20.41	I	20.79	21.88	I	22.20	22.37	W	21.59	22.72	W	21.50	22.72	2	Exceeded Target
BV82bi	The percentage of household waste that has been composted	M	C	19.81	1	H	11.20	24.29	26.05	W	22.30	23.98	W	20.90	22.35	S	19.51	21.04	S	19.60	21.04	1	Exceeded Target
BV199a	The proportion of land & highways assessed as having unacceptable levels of litter and detritus	M*	C	17	4	L	10.70										17.00	11.00	I	17.00	11.00	3	Exceeded Target

Ref	Description	Reported?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend	2007/08			Comments
				Actuals	Quartile	Higher or lower	Median													Target	Outturn	Outturn Quartile	
BV199b	The proportion of land & highways assessed as having unacceptable levels of graffiti visible	M*	C	4.79	4	L	1.00										4.00	5.00	S	4.00	5.00	4	1% under target
BV199c	The proportion of land & highways assessed as having unacceptable levels of fly-posting visible	M*	C	0.76	3	L	0.00										1.00	1.00	S	1.00	1.00	3	Hit Target
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	2	L	3										3	4	W	3	4	n/a	Increase in fly-tipping incidents and a decrease in enforcement activity led to low rating this year
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	95.00	100.00	S	95.00	100.00	1	7 vehicles of which 7 were inspected within time
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	98.70	W	95.00	98.78	I	95.00	98.78	1	5 vehicles of which 5 were removed within time
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	95.00	100.00	S	95.00	100.00	n/a	8 animals reported and removed within time%
LPI Depot	% of flytips dealt with in response time	M	C	96.00	n/a	n/a	n/a	95.00	99.51	W	95.00	100.00	I	95.00	99.61	S	95.00	99.46	W	95.00	99.46	n/a	115 incidents of which 112 were collected within time
LPI Depot	Number of missed household waste collections	M	C	1630	n/a	n/a	n/a	1,197	887	I	1,330	997	W	1,463	1,039	I	1,596	1,102	W	1,596	1,102	n/a	63 missed refuse collections
LPI Depot	Number of missed recycle waste collections	M	C	748	n/a	n/a	n/a	594	232	I	660	252	W	726	294	W	792	352	W	800	352	n/a	58 missed recycling collections this month
LPI Depot	Number of written complaints	M	C	334	n/a	n/a	n/a	197	106	I	218	110	I	242	126	W	264	143	W	264	143	n/a	17 complaint letters
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	94.00	n/a	n/a	n/a	95.00	97.60	W	95.00	97.76	I	95.00	97.80	W	95.00	97.91	I	95.00	97.91	n/a	47 ECN's of which 47 were dealt with within time

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

Planning & Environment Services

Ref	Description	Reported?	Cum or Snap?	2006/07		Quartile Data (06/07 quartiles)		Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend	2007/08			Comments
				Actuals	Quartile	Higher or lower	Median													Target	Outturn	Outturn Quartile	
BV109a	The percentage of major planning applications determined within 13 weeks	M	C	73.00	3	H	74.19	55.00	100.00	S	55.00	97.00	W	55.00	86.00	I	55.00	95.00	I	60.00	95.00	1	The Dev. Control section put in a lot of work and changed structures to address the need to improve performance in all three categories (109a,b&c). This came to fruition with immediate improvement which was sustained through the year.
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	72.00	3	H	77.33	77.00	91.00	W	77.00	92.00	I	77.00	92.00	W	77.00	92.00	I	65.00	92.00	1	As above
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	84.00	4	H	89.13	89.00	94.00	I	89.00	94.00	S	89.00	93.00	W	89.00	93.00	I	80.00	93.00	1	As above
BV204	The percentage of planning appeal decisions allowed	M	C	27.80	1	L	31.80	40.00	23.00	I	40.00	23.00	S	40.00	26.00	W	40.00	26.00	I	33.00	26.00	1	
LPI Planning	Score on Building Control Performance matrix	Q	S	n/a	n/a	n/a	n/a	60.00	74.50	S							60.00	74.50	S	60.00	74.50	n/a	'The building control performance continues to exceed target and remains robust. In due course, due to a reduction in staffing levels and the inability to recruit, this figure may well drop. There is currently however scope for a reduction without threatening to fall below target'
LP Housing	Additional units of affordable housing delivered	Q	C	72				80.00	44.00	W							80.00	46.00	W	80	46.00	n/a	To achieve this target we are reliant on RSL's being able to start on site & deliver the properties on time. There has been a delay on one large site due to a wildlife issue, which has postponed a development of 26 properties which will now be delivered in 2008/09. A further site of 14 properties has been delayed until April 2008. However, our minimum projection for 2008/09 is 162, bringing us back on track for 400 in 5 years.
LP Housing	Total number of households occupying temporary accommodation	Q	S	63				44.00	33.00	I							44.00	16.00	I	44.00	16.00	n/a	The recruitment of a temporary accommodation officer at BDHT, funded by BDC, has lead to closer monitoring of T/A & has meant that we have achieved a significant reduction in the no of clients in T/A. We have reached the Governments 2010 target to reduce the use of T/A by 50% 2 years early. In addition better prevention work had has also had a significant impact.

Ref	Description	Reported?	Cum or Snap?	2006/07				2007/08									2007/08							
				Actuals	Quartile	Higher or lower	Median	Dec Target	Dec Actual	Target & trend	Jan Target	Jan Actual	Target & trend	Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend	Target	Outturn	Outturn Quartile	Comments	
LPI	Number of small business start ups	Q	C		n/a	n/a	n/a											30	31	S	30	30	n/a	Target exceeded
LPI	% of business survival rate	Q	C		n/a	n/a	n/a											75	75	S	75	75	n/a	Target met

Culture & Community Services

BV126 (proxy)	The number of domestic burglaries	M	C		n/a	n/a	n/a	302	279	I	336	318	W	370	337	I	403	355	S	404	355	n/a	BV126 has been consistent target throughout 2007/08 and 12% reduction over target is result.
BV127a (proxy)	The number of violent crimes	M	C		n/a	n/a	n/a	835	840	I	928	914	I	1021	1000	W	1114	1093	S	1114	1093	n/a	Violent Crime has been targeted throughout Q3 and Q4 and 2% reduction over target is result.
BV127b (proxy)	The number of robberies	M	C		n/a	n/a	n/a	31	55	I	35	60	I	38	64	I	42	67	I	42	67	n/a	Due to poor Q1 and Q2 never able to deliver target.
BV128 (proxy)	The number of vehicle crimes	M	C		n/a	n/a	n/a	687	528	W	764	606	W	840	670	I	917	710	I	917	710	n/a	Constant targeting of vehicle crime has turned poor performance in 06/07 into 22% reduction over target.
LPI Community Services	Number of attendances at arts events	M	C	18,515	n/a	n/a	n/a	24,696	24,700	W	24,846	24,858	I	24,981	25,004	W	25,031	25,056	W	25,000	25,056	n/a	The cumulative actual target is 25056 and is the final actual outturn position for 2007/08
LPI Sports Services	Sports Centres Usage	M	C		n/a	n/a	n/a	497,694	487,145	W	532,846	521,015	I	571,711	557,109	I	608,433	592,133	W	621,600	592,133	n/a	Mainly due to the pools re-opening late at DC. Both centres to push on marketing for the next few months for all facilities, increase classes. Dolphin Centre to advertise pools now re-open again to ensure message is out there.
LPI Community Safety	Respond to emergency calls in 30 secs (percentage)	Q	C		n/a	n/a	n/a	80.00	98.74	I							80.00	98.85	I	80.00	98.85	n/a	Exceeding target

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	76.07	74.03	63.10	60.58	70.73	59.05	54.48	66.97

Legal, Equalities and 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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
				Actual	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
				Actual	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Human Resources & Organisational Development

BV11a	The percentage of top 5% of earners: who are women	S	S	Target						28.00						28.00
				Actual						33.30						
BV11b	The percentage of top 5% of earners: from minority ethnic communities	S	S	Target						2.00						2.00
				Actual						0.00						
BV11c	The percentage of top 5% of earners: with a disability	S	S	Target						2.00						2.00
				Actual						3.70						
BV12	The average number of working	M	C	Target	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.73	0.81	0.81	0.81

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.
BV12	days lost due to sickness.	M	C	Actual	0.65	0.84	0.72	0.87	0.77	0.48	0.91	0.93	0.83	0.99	0.57	0.77
BV14	The percentage of employees retiring early (excluding ill-health)	Q	C	Target	n/a	n/a	0.80			0.80			0.80			0.80
				Actual			0.25			0.58			0.00			2.67
BV15	The percentage of employees retiring on grounds of ill-health	Q	C	Target			0.20			0.20			0.20			0.20
				Actual			0.00			0.00			0.00			0.00
BV16a	The percentage of employees with a disability	Q	S	Target			1.80			1.80			1.80			1.80
				Actual			1.99			3.85			2.18			1.98
BV17a	The percentage of employees from minority ethnic communities	Q	C	Target			2.00			2.00			2.00			2.00
				Actual			1.74			1.92			1.70			1.98
LPI Human Resources	% of posts vacant	Q	S	Target												
				Actual			7.60			4.87			8.99			12.59

Financial Services

BV78a	The average number of days taken for processing new claims.	M	C	Target	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00	28.00
				Actual	34.10	36.44	33.57	22.06	25.21	20.89	23.97	22.93	23.02	20.82	21.05	23.27
BV78b	The average number of days taken for processing changes in circumstances	M	C	Target	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
				Actual	14.31	6.14	7.86	5.68	6.09	4.80	6.42	6.87	7.16	8.09	2.16	6.06
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	M	C	Target	25.00	25.00	25.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00
				Actual	2.85	7.27	9.80	12.41	15.14	17.20	19.28	21.36	22.26	28.39	30.26	32.20

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	97.00	97.00	97.00	97.00	97.00	97.00	97.00	97.00
				Actual	94.74	96.89	97.07	97.53	96.23	97.40	99.34	99.87	99.17	98.67	99.48	99.44
BV9	Percentage of Council Tax collected	M	C	Target	11.07	20.51	30.36	30.36	49.45	59.40	69.13	78.60	87.61	97.03	98.33	98.80
				Actual	12.00	20.83	30.16	39.70	49.55	59.15	68.73	78.20	87.40	96.80	98.10	98.60
BV10	Percentage of Non-Domestic Rates collected.	M	C	Target	9.70	18.64	27.98	37.48	50.10	59.78	71.43	78.43	87.48	96.32	97.91	98.80
				Actual	9.50	20.46	31.19	40.65	51.93	60.70	70.14	78.80	87.20	96.40	96.90	98.60

E-Government & Customer Services

CSC	Monthly Call Volumes Customer Contact Centre	M	S	Target												
				Actual	8,410	6,399	7,628	7,819	8,855	7,483	7,676	7,089	5,487	7,568	6,307	8,312
CSC	Monthly Call Volume Council Switchboard	M	S	Target												
				Actual	7,718	7,310	7,060	7,270	6,995	5,888	5,946	5,573	3,791	6,025	5,382	5,637
CSC	Resolution at First Point of Contact all services (percentage)	M	S	Target	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00
				Actual	90.77	90.00	92.00	95.00	90.20	95.00	86.40	95.00	94.00	94.80	94.90	94.30
CSC	Average Speed of Answer (seconds)	M	S	Target	20.00	20.00	20.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00
				Actual	67.00	47.00	53.00	48.00	55.00	53.00	31.00	31.00	34.00	32.00	21.00	36.00
CSC	% of Calls Answered	M	S	Target	85.00	85.00	85.00	75.00	75.00	75.00	80.00	80.00	80.00	80.00	80.00	80.00
				Actual	60.00	81.00	79.00	80.00	77.00	79.00	86.00	86.00	84.00	84.00	89.00	74.00
LPI IT Services	% of helpdesk call closed within timescales	M	C	Target	86.00	86.00	86.00	86.00	85.00	85.00	86.00	86.00	86.00	86.00	86.00	86.00
				Actual	92.88	95.45	89.85	95.23	88.17	93.50	87.62	78.65	80.60	92.48	98.18	93.35

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	19.77	24.00	27.00	27.00	27.00
				Actual	17.44	18.81	18.75	18.62	19.67	20.47	20.62	23.81	24.11	36.48	29.00	28.38

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	26.51	0.00	0.00	0.00	0.00
				Actual	33.78	30.29	31.73	31.35	29.59	26.15	24.12	19.24	0.00	0.00	0.00	0.00
BV199a	The proportion of land & highways assessed as having unacceptable levels of litter and detritus	M*	C	Target	NA	NA	NA	17.00	NA	37.54	NA	17.00	NA	NA	NA	17.00
				Actual	NA	NA	NA	16.83	NA	36.79	NA	16.00	NA	NA	NA	11.00
BV199b	The proportion of land & highways assessed as having unacceptable levels of graffiti visible	M*	C	Target	NA	NA	NA	4.00	NA	-0.08	NA	4.00	NA	NA	NA	4.00
				Actual	NA	NA	NA	5.56	NA	-5.45	NA	5.00	NA	NA	NA	5.00
BV199c	The proportion of land & highways assessed as having unacceptable levels of fly-posting visible	M*	C	Target	NA	NA	NA	1.00	NA	NA	NA	1.00	NA	NA	NA	1.00
				Actual	NA	NA	NA	0.98	NA	NA	NA	1.00	NA	NA	NA	1.00
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	3	NA	NA	NA	NA	NA	NA	NA	3
				Actual	NA	NA	NA	3	NA	NA	NA	NA	NA	NA	NA	4
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	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00
				Actual	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	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	95.00	95.00	95.00	95.00	95.00	95.00	95.00	
				Actual	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	90.00	100.00
LPI Depot	% animal/debris cleared within timescales	M	C	Target	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	
				Actual	100.00	100.00	100.00	100.00	100.00	100.00	100.00	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	95.00	95.00	95.00	95.00	95.00	95.00	95.00	
				Actual	97.50	100.00	98.47	100.00	100.00	100.00	100.00	100.00	98.37	100.00	100.00	97.39
LPI Depot	Number of missed household waste collections	M	C	Target	133	133	133	133	133	133	133	133	133	133	133	
				Actual	99	73	139	74	135	73	124	96	74	110	42	63
LPI Depot	Number of missed recycle waste collections	M	C	Target	66	66	66	66	66	66	66	66	66	66	66	
				Actual	31	30	48	24	29	14	24	20	12	20	42	58

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	22	22	22	22	22	22	22	22
				Actual	27	11	6	14	10	7	14	11	6	4	16	17
LPI Transport Services	% responses to Excess Charge appeals in 10 days	M	C	Target	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00
				Actual	96.00	96.12	92.42	96.04	87.64	97.62	99.08	100.00	92.68	100.00	98.39	100.00

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	55.00	55.00	55.00	55.00	55.00	55.00	55.00
				Actual	100.00	100.00	100.00	100.00	100.00	100.00	100.00	0.00	100.00	66.00	80.00
BV109b	The percentage of minor planning applications determined within 8 weeks	M	C	Target	77.00	77.00	77.00	77.00	77.00	77.00	77.00	77.00	77.00	77.00	77.00
				Actual	91.00	76.47	100.00	100.00	100.00	73.00	82.00	95.00	88.00	100.00	94.00
BV109c	The percentage of other planning applications determined within 8 weeks	M	C	Target	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00	89.00
				Actual	100.00	90.90	96.30	90.00	96.00	88.00	93.00	91.00	98.00	90.00	86.00
BV204	The percentage of planning appeal decisions allowed	M	C	Target	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00
				Actual	0.00	0.00	0.00	75.00	0.00	0.00	0.00	25.00	20.00	0.00	100.00
LPI Planning	Score on Building Control performance matrix	Q	S	Target			60.00			60.00			60.00		60.00
				Actual			74.50			74.50			74.50		
LP Housing	Additional units of affordable housing delivered	Q	C	Target					40			20			20
				Actual					38			6			2
LP Housing	Total number of households occupying temporary accommodation	Q	S	Target			44			44			44		44
				Actual			58			50			33		16
LPI	Number of small business start ups	Q	C	Target			6			6					
				Actual			8			6					
LPI	% of business survival rate	Q	C	Target			6			6					
				Actual			8			6					

Culture & Community Services

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.
BV126 (proxy)	The number of domestic burglaries	M	C	Target	33	34	33	33	33	33	33	33	33	33	33	33
				Actual	32	34	34	40	26	21	23	48	26	40	19	19
BV127a (proxy)	The number of violent crimes	M	C	Target	92	93	93	92	92	92	92	92	92	92	92	92
				Actual	102	84	101	91	104	100	111	87	76	74	78	97
BV127b (proxy)	The number of robberies	M	C	Target	3	4	3	3	3	3	3	3	3	3	3	3
				Actual	5	8	8	3	5	5	8	7	6	5	4	3
BV128 (proxy)	The number of vehicle crimes	M	C	Target	76	77	76	76	76	76	76	76	76	76	76	76
				Actual	72	58	56	62	69	55	54	53	57	81	64	40
LPI Communit y Services	Number of attendances at arts events	M	C	Target	250	525	500	800	12,000	600	600	7,000	2,421	150	135	50
				Actual	265	275	510	665	12,905	650	600	8,750	80	158	146	52
LPI Sports Services	Sports Centres Usage	M	C	Target	64,171	61,786	47,953	61,936	57,340	58,498	59,920	57,114	28,976	35,152	38,865	36,722
				Actual	65,143	63,932	52,186	60,220	51,026	56,051	53,404	56,588	28,595	33,870	36,094	35,024

Sickness Figures for 2007/2008 by Service

Average FTE 07/08	Actual no of employees - March	SERVICE	Total Sickness days April 07 & on	Days per FTE - Year to Date	Projected - pper FTE	Sickness Target 2007/08	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
27.90	4.00	Legal & Democratic	130.00	4.66	4.66	6.0	3.00	7.00	18.50	2.50	1.00	0.00	9.50	4.00	7.00	27.50	6.00	6.00
	0.00	Short term Absences up to 28 days	92.00	3.30			12.00	14.00	12.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Long term Absences 29 days+	38.00	1.36			0.54	0.75	1.09	0.09	0.04	0.00	0.34	0.14	0.25	0.99	0.22	0.22
12.08	4.00	CEO & Policy	114.00	9.44	9.44	5.0	0.00	2.00	3.00	5.00	2.00	5.00	1.00	10.50	2.00	36.00	6.50	30.00
	0.00	Short term Absences up to 28 days	103.00	8.53			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	11.00	0.00
		Long term Absences 29 days+	11.00	0.91			0.00	0.17	0.25	0.41	0.17	0.41	0.08	0.87	0.17	2.98	1.45	2.48
54.20	6.00	Culture & Community	503.50	9.29	9.29	8.0	33.00	28.00	32.50	18.00	16.00	27.00	53.50	35.50	51.50	46.00	14.50	16.00
	0.00	Short term Absences up to 28 days	371.50	6.85			0.00	0.00	0.00	21.00	0.00	0.00	12.00	19.00	35.00	45.00	0.00	0.00
		Long term Absences 29 days+	132.00	2.44			0.61	0.52	0.60	0.72	0.30	0.50	1.21	1.01	1.60	1.68	0.27	0.30
29.85	3.00	Egovernment & Customer Services	220.00	7.37	7.37	4.0	9.00	8.00	9.50	20.50	33.00	1.50	21.50	23.50	6.50	28.00	12.00	12.00
	1.00	Short term Absences up to 28 days	185.00	6.20			0.00	0.00	0.00	0.00	0.00	17.00	0.00	0.00	7.00	0.00	0.00	11.00
		Long term Absences 29 days+	35.00	1.17			0.30	0.27	0.32	0.69	1.11	0.62	0.72	0.79	0.45	0.94	0.40	0.77
44.41	3.00	Finance	637.00	14.34	14.34	8.0	5.50	28.00	13.00	39.50	20.00	15.00	20.00	19.00	27.50	25.00	29.50	10.00
	2.00	Short term Absences up to 28 days	252.00	5.67			21.00	20.00	42.00	44.00	38.00	20.00	46.00	56.00	46.00	32.00	0.00	20.00
		Long term Absences 29 days+	385.00	8.67			0.60	1.08	1.24	1.88	1.31	0.79	1.49	1.69	1.66	1.28	0.66	0.68
10.00	2.00	HROD	54.00	5.38	5.38	4.25	7.00	2.00	1.00	3.00	4.00	2.00	0.00	10.00	5.00	6.00	2.00	12.00
	0.00	Short term Absences up to 28 days	54.00	5.38			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Long term Absences 29 days+	0.00	0.00			0.70	0.20	0.10	0.30	0.40	0.20	0.00	1.00	0.50	0.60	0.20	1.20
64.50	4.00	Planning & Environment Services	419.50	6.50	6.50	7.5	11.00	20.50	20.00	24.50	9.00	17.00	46.00	52.50	29.00	5.50	13.50	19.00
	0.00	Short term Absences up to 28 days	267.50	4.15			0.00	20.00	21.00	25.00	0.00	0.00	23.00	22.00	18.00	22.00	1.00	0.00
		Long term Absences 29 days+	152.00	2.36			0.17	0.63	0.64	0.77	0.14	0.26	1.07	1.15	0.73	0.43	0.22	0.29
115.01	21.00	Street Scene & Waste Management	1270.50	11.05	11.05	12.0	45.00	55.00	47.50	61.00	89.00	27.00	63.50	56.50	39.00	64.00	82.00	80.00
	4.00	Short term Absences up to 28 days	709.50	6.17			86.00	98.00	37.00	47.00	65.00	40.00	35.00	26.00	24.00	18.00	26.00	59.00
		Long term Absences 29 days+	561.00	4.88			1.14	1.33	0.73	0.94	1.34	0.58	0.86	0.72	0.55	0.71	0.94	1.21

Total Short Term Absence YTD	2034.50
Total Long Term Absence YTD	1314.00
TOTAL Days lost YTD	3348.50

9.35 9.00

113.50	150.50	145.00	174.00	174.00	94.50	215.00	211.50	167.50	238.00	166.00	185.00
119.00	152.00	112.00	137.00	103.00	77.00	116.00	123.00	130.00	117.00	38.00	90.00
232.50	302.50	257.00	311.00	277.00	171.50	331.00	334.50	297.50	355.00	204.00	275.00

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	0.77	0.48	0.92	0.93	0.83	0.99	0.57	0.77	
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	3.85	4.33	5.26	6.19	7.02	8.01	8.58	9.35	
7.79	8.96	8.84	9.23	9.24	8.66	9.00	9.28	9.35	9.61	9.36	9.35	

2003-04	4309.83
2004-05	3074.99
2005-06	3570.58
2006-07	3806.00
2007-08	3348.50
Year	Annual

737.50
735.87
695.38
1067.00
792.00
Quarter 1

1112.50
875.43
949.95
959.50
759.50
Quarter 2

1500.20
836.52
883.98
951.00
963.00
Quarter 3

959.63
627.17
1041.27
828.50
834.00
Quarter 4

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

Actual no of employees - March	
Average FTE 07/08	
SERVICE	
Total sickness days April 07 & on	
Days per FTE - Year to Date	
Projected - per FTE	
Sickness Target 2007/08	
Apr-07	
May-07	
Jun-07	
Jul-07	
Aug-07	
Sep-07	
Oct-07	
Nov-07	
Dec-07	
Jan-08	
Feb-08	
Mar-08	

FTE 1 April 07 358.40
 FTE 31 March 0 357.66
 # of Months 12
 average 358.03

BROMSGROVE DISTRICT COUNCIL

PERFORMANCE MANAGEMENT BOARD

20 May 2008

SPATIAL PROJECT UPDATE

Responsible Member	Councillor Del Booth
Responsible Head of Service	Deborah Poole

1. SUMMARY

- 1.1 The Spatial Project is a modernisation programme aimed at providing staff with the systems, processes and tools to deliver improved services to BDC customers. A more detailed analysis of the project is covered within the Spatial Project Business case.

2. RECOMMENDATIONS

- 2.1 The purpose of this report is to update the Performance Monitoring Board on the progress of the Spatial Project over the last month.
This report is an 'information only' document and as such does not make any recommendations.

3 BACKGROUND

- 3.1 In 2005 a wide ranging investigation was carried out in conjunction with various organisations into the efficiency and effectiveness of BDC's business processes. The findings of this investigation are detailed in the Spatial Project Business Case. The business case proposed the transformation of service delivery along with the introduction of mobile working and remote working. The main key deliverables of the project are covered under three headings:

- Business Process Mapping
- Corporate Electronic Document Management
- New Integrated Business Applications (CAPS)

- 3.1.1 The project will deliver the following applications and system developments:

- Corporate Gazetteer
- Gazetteer Management system (LLPG – Local Land and Property Gazetteer)
- Environmental Health system
- Estate/Asset Management module
- Building Control module
- Development Control module
- Electoral Management system
- Housing module
- Licensing module

- Land Charges module
- Document Management system
- Business Process Mapping
- Mobile technologies
- Web based access to mapping data
- Integration to existing core applications eg: Agresso, CRM etc

4. PROJECT PROGRESS TO DATE

4.1 During the month the project has continued to make good progress. A Prince2 format highlight report is attached to this report for further detail. A summary of progress is also detailed below:

Business Process Mapping

Completed the 'As Is' documentation. This maps out the most relevant business processes as they are currently performed and acts as the benchmark for change to be measured.

Completed 'To Be' or desired state. This document shows how the business processes can be changed to deliver service improvement or cost savings.

Heads of Service have signed off this document and the implementation of change has begun.

Corporate Electronic Document Management.

Configuration, Training and Go Live is complete for the following departments.

- Front of House
- Human Resources
- Chief Executives
- Culture & Community Services
- Street Scene & Waste Management
- E-Government & Customer Services
- Strategic Housing

Integrated Business Applications

Training is complete for the following departments:

- Estates Management
- Elections Management
- Building Control
- Street Naming and Numbering
- Development Control
- 12 of 14 Introduction to the Business Application courses

In addition to the items above the following departments are live with new systems:

- Address Gazetteer – corporate dataset

- Elections Management
- Estates Management
- The public access modules are also configured for Environmental Health, Planning and the Local Development Framework – these now await the completion of the ‘back office’ elements and will then be ready to go live.

5. PROJECT ACTIVITIES FOR MONTH AHEAD

5.1 High level tasks for the following month include:

- Electronic document management training for Land Charges & Economic Development.
- Electronic document management go live for Building Control and Economic Development.
- Go Live with the interface between Electronic Document Management and Land & Property Business Applications.
- Acceptance Testing of Street Naming & Numbering module
- Acceptance Testing of Public Access
- Acceptance Testing of Environmental Health.
- Continue training with Tree Preservation Officers, Local Development Framework and two remaining introduction courses.
- Go live with Planning Module

6. FINANCIAL IMPLICATIONS

6.1 The project has a capital expenditure of £6.2 million and Revenue of £50,000 per year for the 7 years support contract.

6.1.1 The project is based on a ‘fixed price’ and therefore will be delivered within budget.

7. LEGAL IMPLICATIONS

7.1 There are no legal implications.

8. CORPORATE OBJECTIVES

8.1 The project will deliver against Council Objective 2 – Improvement and Council Priority 2 – Customer Service.

9. RISK MANAGEMENT

9.1 The main risks associated with this project are:

- Suppliers fail to deliver as stated in the project plan.
- Lack of ‘buy-in’ from key stakeholders.

9.2 These risks are being managed as follows:

- Suppliers fail to deliver as stated in the project plan
Risk Register: E-Government & Customer Services (ICT)
Key Objective Ref No: 1

Key Objective: Use of structured project management methodology

- Lack of 'buy-in' from key stakeholders
Risk Register: E-Government & Customer Services (ICT)
Key Objective Ref No: 1
Key Objective: Monthly Project Board meetings chaired by CEO
- The project also uses a risk log (a Prince 2 requirement)

10. **CUSTOMER IMPLICATIONS**

- 10.1 Each of the business applications links to one common source of information and will provide the customer with consistent, accurate and current information about the services delivered by BDC. It will also enable BDC to provide services in a way and at a time that suits our customers needs.

11. **OTHER IMPLICATIONS**

Procurement Issues - N/A
Personnel Implications - None at this stage.
Governance/Performance Management -N/A
Community Safety inc Section 17 Crime & Disorder Act 1998 - N/A
Policy - N/A
Environmental - N/A
Equalities and Diversity - N/A

12. **OTHERS CONSULTED ON THE REPORT**

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

13. **APPENDICES**

Highlight Report

14. **BACKGROUND PAPERS**

None.

CONTACT OFFICERS

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Spatial Project Highlight Report

1

Project: Spatial Project			
Calendar Month:	May 2008	Report prepared by: Deb Poole & Mark Hanwell	
Status: Red/Amber/Green	Green		
Project Start	Oct 2006	Projected Completion	Oct 2008
Summary position:			
<p>The project remains on target for completion at the end of October 2008 and within the original budget allocated (as a 'fixed price' project this will remain the position until completion or an official change request is presented to the project board to extend the scope of deliverables). Since the last update good progress has been made within the three main deliverables of the project, Process Mapping, Electronic Document Management and Integrated Business Applications – these are detailed below.</p>			
Planned activities for this period		Progress against those planned activities	
<ul style="list-style-type: none"> • Business Process Mapping 'As Is' and 'desired state' documented. • Progress rollout of Corporate Document Management System across departments • Continue the implementation of the Integrated Business Applications 		<ul style="list-style-type: none"> • Completed and process change has now begun. • Configuration, Training and Go Live is complete in the following departments :- <ul style="list-style-type: none"> • Front of House • Human Resources • Chief Executives • Culture & Community Services • Street Scene & Waste Management • E-Government & Customer Services • Strategic Housing • Training in the following departments is complete <ul style="list-style-type: none"> • Estates Management • Elections Management • Building Control • Street Naming and Numbering • Development Control • 12 of 14 Intro to Business Applications • The following elements of the integrated business applications are now live <ul style="list-style-type: none"> • Address Gazetteer • Elections Management • Estates Management • In addition to the above, public access is configured for Environmental Health, Planning and the Local Development Framework – these now await the completion of the 'back office' elements and will then be ready for testing and go live. 	
Planned activities for next period			
<ul style="list-style-type: none"> • Electronic document management training for Land Charges & Economic Development. • Electronic document management go live for Building Control and Economic Development. • Go Live with the interface between Electronic document management and Land & Property Business Applications. • Acceptance Testing of Street Naming & Numbering module • Acceptance Testing of Public Access • Acceptance Testing of Environmental Health. • Continue training with Tree Preservation Officers, Local Development Framework and two 			

<p>remaining introduction courses.</p> <ul style="list-style-type: none"> Go Live with Planning module 				
Key milestones for next week			Status	
<ul style="list-style-type: none"> Electronic Document Management go live for Building Control and Economic Development. Go Live with Planning module 			<ul style="list-style-type: none"> On target On target 	
Key Risks and Concerns				
	Description	Risk Score	Mitigation Plan	Mitigated Risk Score
1	Gazetteer Interfaces - possible "missed scope" so more effort is required to specify, and supplier comes back with increased cost to develop.	5	Write specifications early in the schedule. Request customer review and sign off. Manage scope and Customer expectations through specification iterations. As part of the sub-contractor move scope for gazetteer interfaces has been reviewed	3
2	Multiple solutions implemented at same time imposes significant change on the Local Authority staff, making it difficult to establish new patterns of behaviour for new business processes and could result in delays from dependencies and risks not realised	9	New project support plan in place.	7
3	Under resourced departments making it difficult to complete tasks on time, which would cause the schedule to slip.	8	Review of schedules with staff will identify areas of conflict and enable timely countermeasures	5
4	If the project completion date is delayed, then there are additional costs to MDA, and Bromsgrove is not able to realize project cashable benefits on time.	9	Re-baseline project schedule with agreement from new subcontractor, project team, and department managers	7
5	If the current Data Specifications require rework to fit the new product upload requirements, then there will be delay to the schedule and possible additional Data Conversion costs	5	Submit current data specifications to new subcontractor early on in negotiation process.	3
Financial Position				
<ul style="list-style-type: none"> The project has a Capital expenditure of £6.2 million and Revenue of £50,000 per year for 7 years. This has remained constant since the start of the project and will remain so due to the contract being on a 'fixed price' basis. No payment will be made by Bromsgrove District Council to the main supplier, MDA, until the project is completed. A feasibility study into the second phase of the Spatial Project, known as FM2, is currently underway. While the costs for this phase of £1.2m were included in the original paper to members (and costs are included in the £6.2m above), a feasibility study was commissioned to ensure that the originally expected efficiencies will be gained from this spend. Cabinet will be notified of the outcome of the feasibility study, and permission sought to continue with phase 2. 				

BROMSGROVE DISTRICT COUNCIL

PERFORMANCE MANAGEMENT BOARD

20 MAY 2008

PERFORMANCE MANAGEMENT BOARD PROPOSED PROGRAMME 2008/09

Responsible Member	Councillor - James Duddy, Performance Management Board Chairman
Responsible Head of Service	Hugh Bennett -Assistant Chief Executive

1. SUMMARY

- 1.1 This report sets out the updated work programme for 2007/08 (March only as background) and the agreed work programme for 2008/2009.

2. RECOMMENDATIONS

- 2.1 It is recommended that:

i. The Board considers the programme and updates it if required.

3 BACKGROUND

- 3.1 The recent Audit Commission Direction of Travel report described the Council's performance management arrangements as "robust" and "becoming embedded". The Performance Management Board has played an important role in this improvement, providing a "star chamber" where portfolio holders and officers can be challenged on a range of performance issues.
- 3.2 The 2007/2008 programme has evolved through the year, as the Board has identified new issues it wishes to look at, but the basic nature of the programme should be fixed due to the cyclical nature of financial and performance management. The 2007/2008 programme has had some slippage, but this needs to be set in the context of the level of detail that is being provided to Members. For example, many councils only report performance quarterly and few have an improvement plan or one that is as detailed as Bromsgrove's.
- 3.3 There are two outstanding pieces of work from the 2007/2008 programme that need to be rolled forward to 2008/2009. These are: the Performance Management Strategy and the evaluation of the Area Committee report. The first item is not on the Improvement Plan and is a lower priority piece of work for the Corporate Communications, Policy and Performance Team. Pressure to deliver on other competing priorities means the Team have not had the capacity to deliver this, despite buying in an extra 13 days time from a part time member of staff (this gives an indication of the

lack of capacity). The Area Committee report was delayed in the first instance by the consultant undertaking the review and in the second instance with the need to allow both the Leader and Leader of the Opposition to have sight of the report first. This report can now come to May's meeting, with the Performance Management Strategy left unallocated at this stage.

- 3.4 Members have strengthened the role of the Board by reviewing the work programme each month and receiving a quarterly recommendation tracker report. Finally, Member governance has been an issue for previous inspections; however, the quality of the debate at the Board would compare favourably with other councils.

4. FINANCIAL IMPLICATIONS

- 4.1 The proposed new timetable links to the financial planning cycle.

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.

8. CUSTOMER IMPLICATIONS

- 9.1 The Board will receive customer complaints data during 2008/09 as part of the quarterly integrated financial and performance reports.

9. 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

10. OTHERS CONSULTED ON THE REPORT

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

11. APPENDICES

Appendix 1 – PMB Work Programme 2008/09

12. BACKGROUND PAPERS

2007/08 PMB Work Programme.

CONTACT OFFICERS

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Proposed Performance Management Board Work Programme 2008/09

Date	Agenda Item
18 Mar 08	Period 10 07/08 Performance Report. Period 10 07/08 Improvement Plan Mark 2 progress report. External Audit Report (considered by Audit Board) Employee Stress Survey Results Council Plan 2008/2011 PMB Work Programme 2008/2009.
22 Apr 08	Period 11 07/08 Performance Report. Period 11 07/08 Improvement Plan Mark 2 progress report. Housing Strategy Action Plan Update (deferred to enable update to contain findings from Housing Inspection) Direction of Travel. VFM Licensing Review. Quarterly Recommendation Tracker. PMB Work Programme.
20 May 08	Period 12 07/08 Integrated Finance & Performance report Period 12 07/08 Improvement Plan Mark 2 progress report Annual PACT review (deferred from March) Neighbourhood Area Committee Evaluation Report (deferred to enable sufficient time for consideration by Leader's Group and Cabinet). Customer Panel 2 Spatial Project Monitoring Report PMB Work Programme.
17 Jun 08	Period 1 07/08 Performance Report Period 1 Improvement Plan 2008/2009 Mark 3

	PMB Work Programme
15 Jul 08	<p>Period 2 08/09 Performance Report</p> <p>Period 2 08/09 Improvement Plan Mark 3 progress report</p> <p>Annual Financial and Performance Report 2007/2008</p> <p>Quarterly Recommendation Tracker.</p> <p>Spatial Project Monitoring Report</p> <p>PMB Work Programme</p>
19 Aug 08	<p>Quarter 1 08/09 Integrated Finance & Performance report.</p> <p>Period 3 08/09 Improvement Plan Mark 3 progress report.</p> <p>Customer Panel 3.</p> <p>Housing Strategy Action Plan Update.</p> <p>Housing Inspection Report and Updated Inspection Action Plan.</p> <p>Spatial Project Monitoring Report.</p> <p>Data Quality Strategy 6 Month Update</p> <p>PMB Work Programme.</p>
16 Sep 08	<p>Period 4 08/09 performance report</p> <p>Period 4 08/09 Improvement Plan Mark 2 progress report</p> <p>Staff Survey 2008 Results.</p> <p>Spatial Project Monitoring Report.</p> <p>PMB Work Programme</p>
21 Oct 08	<p>Period 5 08/09 Performance Report</p> <p>Period 5 08/09 Improvement Plan Mark 3 progress report</p> <p>Housing Strategy Action Plan Update.</p> <p>Quarterly Recommendation Tracker.</p> <p>Spatial Project Monitoring Report.</p> <p>PMB Work Programme.</p>

18 Nov 08	<p>Quarter 2 08/09 Integrated Finance & Performance report.</p> <p>Period 6 08/09 Improvement Plan Mark 3 progress report.</p> <p>Community Strategy Annual Report 2006/07 and Update</p> <p>Artrix Performance Report</p> <p>Spatial Project Monitoring Report.</p> <p>PMB Work Programme.</p>
16 Dec 08	<p>Period 7 08/09 Performance Report.</p> <p>Period 7 08/09 Improvement Plan Mark 3 progress report.</p> <p>2008/2009 Predicted Outturn for Corporate Indicators.</p> <p>Spatial Project Monitoring Report.</p> <p>PMB Work Programme.</p>
20 Jan 09	<p>Period 8 08/08 Performance Report</p> <p>Period 8 08/09 Improvement Plan Mark 3 progress report.</p> <p>Annual BDHT Performance Report</p> <p>Quarterly Recommendation Tracker</p> <p>PMB Work Programme.</p>
17 Feb 09	<p>Quarter 3 08/09 Integrated Finance & Performance report.</p> <p>Period 9 08/09 Improvement Plan Mark 3 progress report.</p> <p>Annual Customer First Strategy Review.</p> <p>6 Month Review of Data Quality Strategy.</p> <p>Housing Strategy Action Plan Update.</p> <p>Housing Inspection Report and Updated Inspection Action Plan.</p> <p>Spatial Project Monitoring Report.</p> <p>PMB Work Programme.</p>
17 Mar 09	<p>Period 10 07/08 Performance Report.</p>

	Period 10 08/09 Improvement Plan Mark 3 progress report. External Audit Report Direction of Travel. Council Plan 2009-2012. Employee Stress Survey Annual PACT review. PMB Work Programme 2008/2009.
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Performance Management Strategy not allocated due to uncertainty about resource to complete.

Artrix SLA (awaiting consideration by Legal Services).

VFM Licensing (April 2009?)

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