

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 19TH AUGUST 2008, AT 6.00 P.M.

PRESENT: Councillors J. T. Duddy (Chairman), Mrs. M. Bunker,
Miss D. H. Campbell JP, S. R. Colella and Mrs. A. E. Doyle

Observers: Councillor G. N. Denaro

Officers: Mr. H. Bennett, Ms. J. Pickering, Mr. A. M. Coel, Ms. K. Sharp-
Fisher and Ms. R. Cole.

31/08 **APOLOGIES**

An apology for absence was received from Councillor C. B. Taylor.

32/08 **DECLARATIONS OF INTEREST**

Councillor S. R. Colella declared a personal interest in agenda item 9 (Local Neighbourhood Partnerships) as a member of Hagley Parish Council.

33/08 **MINUTES**

The minutes of the meeting of the Performance Management Board held on 15th July 2008 were submitted.

Under this item the Chairman referred to the issue of Disabled Facilities Grants (DFG) and how performance could best be measured in a meaningful way. The Head of Strategic Housing clarified the basis of the existing corporate performance indicator and stated that because of its historical nature and the fact that categories of work being undertaken were not shown separately, the indicator was not now accurately reflecting the improved performance of the Authority in undertaking DFG work as a result of additional resources and revised procedures which had been put in place in April 2007.

It was suggested as an alternative that the corporate performance indicator could be amended to provide the total number of weeks from referral to completion broken down into the three categories of works and that this be based upon cases completed since April 2008 which were referred since April 2007. Performance on the 15 cases referred prior to April 2007 would still be recorded but the figures would not form part of the calculation of the corporate indicator.

The Board discussed various aspects of this issue in detail and officers provided information on the DFG process. It was also reported that there was shortly to be a County wide review of the whole process.

RESOLVED that the minutes be approved as a correct record

RECOMMENDED:

- (a) that the corporate performance indicator in respect of DFG work be revised to provide the total number of weeks from referral to completion, with cases broken down into the three categories of works (low, medium and high) and that only cases completed since April 2008 which were referred after April 2007 be included in the figures;
- (b) that the outstanding older cases continue to be recorded but do not form part of the corporate performance indicator;
- (c) that additional information be provided in the commentary to the indicator in relation to levels of customer satisfaction and a timeline for a "typical" application
- (d) that further consideration be given to appropriate benchmarking for the service at a later stage.

34/08 **HOUSING INSPECTION REPORT AND UPDATED INSPECTION ACTION PLAN**

The Board considered a report detailing the outcome of the recent re-inspection by the Audit Commission of Strategic Housing which had resulted in a rating of "one star" with promising prospects for improvement. Members also considered an action plan which had been produced to address the recommendations made by the Audit Commission.

RESOLVED:

- (a) that the summary and recommendations of the Audit Commission following the re-inspection of the Strategic Housing Service be noted and the Housing Team congratulated for the significant improvement in performance;
- (b) that the action plan attached as an appendix to the report containing Corporate, Strategic Planning and Strategic Housing actions to address the recommendations made by the Audit Commission be noted.

35/08 **SPATIAL PROJECT MONITORING REPORT**

The Board gave consideration to a report which detailed the progress made in respect of the implementation of the Spatial Project during the last month.

RESOLVED that the report be noted and a further update be given at the next meeting of the Board.

36/08 **INTEGRATED FINANCE AND PERFORMANCE REPORT QUARTER 1**

The Board considered a report on the Council's performance and financial position at 30th June 2008. Members raised a number of issues relating to the report to which the Portfolio Holder for Finance, the Head of Financial Services and the Assistant Chief Executive responded. Members raised issues relating to loss of income from the Market Hall and the timing of the

commencement of works to provide the new toilet facilities in the Town Centre.

RESOLVED:

- (a) that it be noted that 67% of performance indicators for which data was available were improving or stable;
- (b) that it be noted that 86% of performance indicators for which data was available were achieving their Year to Date target;
- (c) that it be noted that 96% of performance indicators for which data was available were predicted to meet their target at year end;
- (d) that information be provided to Members regarding the delay in the provision of sports facilities at Barnsley Hall;
- (e) that the Executive Director – Partnerships and Projects be requested to attend the next meeting to update the Board on issues in the Town Centre such as the Market Hall and the new toilet facilities;
- (f) that at the next meeting information be made available on the level of member investigations and the associated cost implications; and
- (g) that information be provided to members on complaints received together with feedback from the new complaints system.

37/08 **DATA QUALITY STRATEGY UPDATE**

Consideration was given to a report on progress made toward the implementation of the Data Quality Strategy action plan. It was reported that following a recent assessment, feedback was still awaited from the Council's external auditors.

RESOLVED that the report be noted.

38/08 **IMPROVEMENT PLAN EXCEPTIONS REPORT (JUNE 2008)**

Members of the Board considered the Improvement Plan Exception report for June 2008, together with the corrective action being taken as set out in appendix 1 to the report.

Members were reminded that as this was the final Improvement Plan Exception report of the 2007/2008 Improvement Plan, many of the actions scheduled throughout the preceding year had been completed and therefore there were a relatively low number of outturns for June 2008. In addition therefore the proportion of actions behind target or rescheduled would in turn appear as proportionately higher than might otherwise be expected.

RESOLVED:

- (a) that revisions to the Improvement Plan Exception report together with the corrective action being taken be approved;
- (b) that it be noted that for the 96 actions highlighted for June within the plan, 77% of the Improvement Plan was on target (green), 4.2% was one month behind (amber) and 6.3% was over one month behind (red). 12.5% of actions had been rescheduled (or suspended) with approval.

39/08 **LOCAL NEIGHBOURHOOD PARTNERSHIPS**

Consideration was given to a report on progress made with regard to Local Neighbourhood Partnerships (LNP). The Assistant Chief Executive reported that he would shortly be producing a business case in relation to LNP and it was intended to bring this to the Board for discussion.

RESOLVED that the progress report be noted and the business case be considered in due course.

40/08 **BROMSGROVE PARTNERSHIP - SUSTAINABLE COMMUNITY STRATEGY: PERFORMANCE 2007/08**

Consideration was given to a report on the performance of the Bromsgrove Partnership against the priorities of the Sustainable Community Strategy for 2007/2008. Following discussion it was

RESOLVED:

- (a) that the performance of the Local Strategic Partnership for 2007/2008 be noted;
- (b) that the 2007/2008 Annual Report of the Bromsgrove Partnership be noted;
- (c) that members be provided with information on progress regarding the Biodiversity Action Plan including responsible officers; and
- (d) that the Assistant Chief Executive be requested to follow up the progress of the Older People's Theme Group and to provide members with further information on progress made.

41/08 **CUSTOMER PANEL SURVEY (3) - SATISFACTION**

The Board considered a report on the results of the third Customer Panel Survey which was a satisfaction survey. It was reported that the results would be used to inform and improve service delivery and in the Business Planning process. The Authority would be required to undertake a Place Survey in September/December 2008 and that this would be done as part of a consortium of Worcestershire Councils.

RESOLVED:

- (a) that the results of the survey be noted; and
- (b) that, in the light of the results of the survey and the current and projected age profile of the population both locally and nationally, the Scrutiny Steering Board be requested to expedite the establishment of a Scrutiny Task Group to consider issues relating to older people and that the Acting Joint Chief Executive be asked to forward this request to that Board in line with the new Constitutional procedure.

42/08 **WORK PROGRAMME 2008/2009**

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

RESOLVED that the report be noted.

The meeting closed at 8.35 p.m.

Chairman