

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 20TH JANUARY 2009, AT 6.00 P.M.

PRESENT: Councillors J. T. Duddy (Chairman), C. B. Taylor (Vice-Chairman),
Mrs. M. Bunker and Miss D. H. Campbell JP

Observers: Councillors G. N. Denaro and M. J. A. Webb

Officers: Mr. H. Bennett, Ms. J. Pickering and Ms. R. Cole.

82/08 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors S. R. Colella, Mrs. A. E. Doyle and E. J. Murray.

83/08 **DECLARATIONS OF INTEREST**

Councillor Miss D. H. Campbell declared a personal interest during the meeting in agenda item 7 (Improvement Plan Exception Report) as a member of the Operating Trust of Bromsgrove Arts Centre.

84/08 **MINUTES**

The minutes of the meeting of the Performance Management Board held on 16th December 2008 were submitted.

RESOLVED that the minutes be approved as a correct record.

85/08 **SUNDRY DEBTORS**

The Board considered a report which had been requested at a previous meeting relating to the Authority's sundry debt position together with the background and processes involved in recovering such debts. The Head of Financial Services and the Portfolio Holder for Finance responded to queries from the Board in relation to the debts relating to particular Council services, including the amounts of debt typically involved. The impact on the revenue budget was also highlighted.

It was noted that in the light of current national financial situation a number of staff in the Finance section and at the Customer Service Centre, had received additional training relating to debt management and were therefore able to offer assistance to debtors in areas such as alternative methods of payment or discussing payment plans.

In relation to the processes undertaken to recover debts as set out in section 3.9 of the report it was suggested that it may be possible to streamline the required legal procedures by using the Courts Services online system.

RESOLVED that the report be noted.

RECOMMENDED that with a view to streamlining the current sundry debt collection process, the Portfolio Holder for Finance and the Head of Financial Services be requested to explore the possibility of making use of Money Claim Online, which is Her Majesty's Courts Service online facility.

86/08 **PERFORMANCE MANAGEMENT STRATEGY**

Consideration was given to a report on a proposed Performance Management Strategy for the Authority. The report included the details of the existing Performance Management Framework and defined the linkages between the various key strategic planning documents such as the Corporate Plan and Business Plans. The Assistant Chief Executive and the Portfolio Holder for Customer Care and Service responded to questions and comments on the report.

It was reported that the purpose of the Performance Management Strategy was to guide the Council towards further improvements in performance, particularly in relation to the new Comprehensive Area Assessment regime which was due to come into effect on 1st April 2009.

RESOLVED:

- (a) that the Performance Management Strategy, together with the implementation action plan attached as Appendix 2 to the Strategy, be noted;
- (b) that it be noted that progress made on the implementation action plan will be reported to the Board on an annual basis.

87/08 **PERFORMANCE REPORT (NOVEMBER 2008)**

Consideration was given to a report on the Council's performance as at 30th November 2008.

RESOLVED:

- (a) that it be noted that 67% of performance indicators were stable or improving;
- (b) that it be noted that 76% of performance indicators which had a target were meeting their target as at the month end and that 90% of performance indicators that had a target were predicted to meet their target as at the year end;
- (c) that the performance figures for November 2008 as set out in Appendix 2 be noted;
- (d) that the particular areas of improvement as summarised in section 3.4 of the report be noted; and

- (e) that the particular areas of concern as set out in section 3.5 of the report be noted, including the need for a second performance clinic in relation to sickness absence.

88/08 **IMPROVEMENT PLAN EXCEPTION REPORT (NOVEMBER 2008)**

Consideration was given to the Improvement Plan Exception report for November 2008 together with the corrective action being taken.

The Assistant Chief Executive updated the Board on the Town Centre and the problems arising from the listing of Parkside. It was also reported that the County Council and Network Rail appeared to be moving towards addressing the funding gap in relation to Bromsgrove Railway Station, with the most likely source of funding being the Regional Funding Allocation. In addition reference was made to work which was to be undertaken by the Improvement Manager on the issue of Value for Money.

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception report together with the corrective actions being taken be approved;
- (b) that it be noted that for the 138 actions highlighted for November within the plan 78.3% was on target (green), 3.6% was one month behind (amber) and 9.4% was over one month behind (red). 8.7% of actions had been reprogrammed with approval.
- (c) that the Value for Money analysis referred to by the Assistant Chief Executive be submitted to this Board in addition to the Audit Board.

89/08 **QUARTERLY RECOMMENDATION TRACKER**

Consideration was given to a report detailing progress made on resolutions and recommendations from the Board since April 2007.

RESOLVED that the report be noted.

90/08 **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 7.15 p.m.

Chairman