



**BROMSGROVE DISTRICT COUNCIL**

**MEETING OF THE PERFORMANCE MANAGEMENT BOARD**

**MONDAY 18TH MAY 2009 AT 6.00 P.M.**

**THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE**

TO THOSE MEMBERS OF THE COUNCIL TO BE NOMINATED  
TO SERVE ON THE PERFORMANCE MANAGEMENT BOARD.

**AGENDA**

1. Election of Chairman
2. Election of Vice-Chairman
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 17th March 2009 (Pages 1 - 6)
6. Customer First Strategy Review (to follow)
7. Comparison of 2009/10 Targets with 2008/09 Outturns (Pages 7 - 24)
8. Performance Reporting (March 2009) (Pages 25 - 48)
9. Improvement Plan Exception Report (March 2009) (Pages 49 - 60)
10. Quarterly Recommendation Tracker (Pages 61 - 70)
11. Work Programme 2009/2010 (Pages 71 - 76)
12. 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

8th May 2009