

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

MONDAY, 15TH JUNE 2009 AT 6.00 P.M.

PRESENT: Councillors Mrs. M. Bunker (Vice-Chairman in the Chair), S. R. Colella,
Mrs. J. M. L. A. Griffiths and Ms. H. J. Jones

Observers: Councillor G. N. Denaro

Officers: Mr. T. Beirne, Mr. H. Bennett and Ms. R. Cole

12/09 **APOLOGIES**

Apologies for absence were received from Councillors Mrs. A. E. Doyle and C. B. Taylor.

13/09 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

14/09 **MINUTES**

The minutes of the meeting of the Performance Management Board held on 18th May 2009 were submitted. The Assistant Chief Executive undertook to circulate members with information requested in minute 7/09 (c) and (d).

RESOLVED that the minutes be approved as a correct record.

15/09 **PERFORMANCE REPORT (APRIL 2009)**

The Board considered a report on the Council's performance at 30th April 2009.

During the discussion Members raised the issue of attendance at the Dolphin Centre and queried whether enough user information was available to officers. Higher quality and more detailed user information would enable targeted campaigns to be undertaken and particular groups to be reached. It was reported that whilst the spatial project could assist partially with this it was likely that a budget bid may be made in respect of specialist software which would enable more detailed information to be obtained. In addition it was stated that the target may require further consideration.

Members queried whether the new target of 10 days for the payment of invoices was achievable. It was noted that Value for Money and Procurement was increasingly important and that this would be included as part of the integrated Finance and Performance report.

There was also discussion on the issue of Shared Services and it was felt it would be helpful for a highlight report on progress with this project to be considered regularly by the Board, on a similar basis to that adopted previously in respect of the Spatial Project.

RESOLVED:

- (a) that it be noted that 52% of performance indicators were stable or improving;
- (b) that it be noted that 50% of performance indicators which have a target were meeting target as at the month end and were projected to meet their target at the year end;
- (c) that the performance figures for April 2009 as set out in Appendix 2 be noted;
- (d) that the particular areas of improvement as set out in section 3.5 of the report be noted;
- (e) that the particular areas of concern as set out in section 3.6 of the report be noted; and
- (f) that a highlight report on progress with the Shared Services project be submitted to the Board on a regular basis.

RECOMMENDED:

- (a) that in respect of the Dolphin Centre usage figures, the Portfolio Holder be requested to work with the Deputy Head of Street Scene and Community to consider the target and also the potential financial impact of any changes;
- (b) that with regard to the payment of invoices within 10 days, the Portfolio Holder be requested to discuss with the Head of Financial Services whether this is a realistic target.

16/09 **SICKNESS ABSENCE PERFORMANCE UPDATE**

The Board considered a report on the performance in relation to sickness absence as at 30th April 2009. The Portfolio Holder for Resources and the Executive Director - Services reported on the measures which were being taken to address this issue and answered questions from Members. It was noted in particular that additional training was being given to managers in undertaking return to work interviews and managing sickness.

Members requested information on short term and long term absences and in particular the effect of "stripping out" from the figures short term absences which go on to become long term absences.

RESOLVED that the report be noted and a further report be submitted at the end of the quarter covering all of the actions taken in relation to sickness absence, including the figures referred to above.

17/09 **COMPREHENSIVE PERFORMANCE ASSESSMENT REPORT**

The Board considered a report on the Comprehensive Performance Assessment (CPA), including the recommendations made by the Audit Commission and the planned actions to address these.

Whilst it was appreciated that there was still a need to move towards becoming an excellent Council, Members acknowledged the work undertaken by both officers and Members to enable the Council to progress from poor to fair in less than two years.

The Assistant Chief Executive reported that he felt it would be a useful exercise for the Board to visit two Councils who had progressed from weak to excellent in a short time period, in order to learn from their experiences.

The importance of understanding the Comprehensive Area Assessment regime was also discussed and it was confirmed a Member Briefing on this would take place on 24th September 2009.

RESOLVED:

- (a) that the significant improvement in the Council's CPA rating from poor to fair in less than two years be noted;
- (b) that it be recognised that fair is an average rating and that as the Council's vision remains "working together to build a district where people are proud to live and work, through community leadership and excellent services", there is still a considerable way to go in order to deliver this vision;
- (c) that the recommendations made by the Audit Commission together with the actions being taken to address these be noted.

18/09 **IMPROVEMENT PLAN EXCEPTION REPORT (APRIL 2009)**

Consideration was given to the Improvement Plan Exception Report for April 2009.

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 93 actions highlighted for April within the plan 76.3% of the Improvement Plan was on target (green), 5.4% was one month behind (amber) and 3.2% was over one month behind (red). The actions which had been reprogrammed with approval reflected the reprogramming of the town centre actions as a result of issues relating to Parkside and Network Rail, together with the reprogramming of Human Resource actions.

19/09 **WORK PROGRAMME 2009/2010**

Consideration was given to a report on the Board's proposed work programme for 2009/2010.

RESOLVED that the work programme be approved, subject to the inclusion of a report to the August meeting on a possible visit to two Councils who had moved from a poor to excellent rating, as referred to in minute 17/09.

Performance Management Board
15th June 2009

The meeting closed at 7.25 p.m.

Chairman