

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

MONDAY, 15TH FEBRUARY 2010 AT 6.00 P.M.

PRESENT: Councillors C. B. Taylor (Chairman), Mrs. M. Bunker (Vice-Chairman), S. R. Colella, Mrs. J. M. L. A. Griffiths, Ms. H. J. Jones and L. J. Turner

Observers: Councillor G. N. Denaro (present from Minute No. 73/90 to 76/09)

Officers: Mr. H. Bennett, Mr. J. Godwin, Mr. H. Moseley and Ms. A. Scarce

73/09 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Mrs. A. E. Doyle.

74/09 **DECLARATIONS OF INTEREST**

Councillor Mrs. J. M. L. A. Griffiths declared an interest in Minute No. 76/09 (Annual Artrix Performance Report) as she was a member of the Artrix Operational Trust.

75/09 **MINUTES**

The minutes of the meeting of the Performance Management Board held on 18th January 2010 were submitted.

RESOLVED that, subject to the discussions set out in Minute No. 66/09 (Selby Benchmarking Visit), being amended to read as recommendations and not resolved items, the minutes be approved as a correct record.

76/09 **QUARTER 3 INTEGRATED FINANCE & PERFORMANCE REPORT**

The Board considered the report on the Council's performance and financial position at 31st December 2009. It was noted that the predicted overspend had been significantly reduced to £77,000 and that officers were continuing to reduce the potential impact of this on the Council.

Members were advised that the significant increase in printing charges was being addressed and this should be reflected in the next quarterly report. The Portfolio Holder confirmed that the investment interest received from the Debt Management Office at a current level of 0.28% was being reviewed and it was anticipated that this would also be reflected in the next quarterly report.

The Board discussed in detail the Bonfire Event and the cost of this to the Council. The Head of Leisure and Cultural Services gave a brief breakdown of the cost of this event and advised Members that an Overview & Scrutiny Proposal Form had been submitted to the Scrutiny Board in respect of this, which would be considered at the Scrutiny Board meeting to be held on 25th February 2010.

Members enquired whether it was possible to split the funding that was provided for the Christmas Light Switch On into each area. The Arts Development & Special Events Officer responded that that price was not currently sub-divided in this way.

The Board was advised that there was potential to recover some of the loss in respect of the Burcot Room when the Worcestershire Enhanced Two Tier programme was up and running.

Members also discussed the following items in some detail:

- Sickness level which continued to be better than target, as a result of the focus by the Board.
- Dolphin Centre and fitness suite membership/usage.
- Transfer of management of the Dolphin Centre.

RESOLVED:

- (a) that it be noted that 47% of performance indicators for which data is available are improving or stable;
- (b) that it be noted that 61% of performance indicators for which data is available are achieving their year to date target;
- (c) that it be noted that 78% of performance indications for which data is available are predicated to meet their target at the year end;
- (d) that the successes and areas of potential concern as set out in the Council summary be noted;
- (e) that the current financial position on Revenue and Capital as detailed in the report be noted;
- (f) that the release of previously approved earmarked reserves of £687k, as set out in Appendix 5 be noted;
- (g) that the budget virements listed in Appendix 6 be noted;
- (h) that it be noted that Cabinet had requested at the full Council to approve the addition of £150k to the Capital Programme for the CCTV improvement as agreed as part of the Shared Services arrangements on 16th September 2009; and
- (i) that it be noted that although complaints increase by 12% compared to quarter 2, the number of complaints is nonetheless a 30% decrease compared to quarter 3 last year. In addition it be noted that compliments increased in quarter 3 compared to quarter 2 and are more than 50% up on the same quarter last year, as set out in Appendix 7.

The Board considered a report on the performance of the Artrix Arts Centre which also updated them on the current progress being made in establishing a Service Level Agreement (SLA) with the Artrix's Operating Trust.

The Head of Leisure and Cultural Services gave background information on the Centre and confirmed that he expected the SLA to be signed in mid March 2010 and in place with effect from 1st April 2010. The aim of the SLA was to establish a framework whereby the operation of the Artrix Centre would be focused on the key objective and priorities of the Council and a key set of performance measures had been established to monitor the delivery of the Centre based on these.

Members discussed the Centre's success, the financial agreement, other funding the Centre received and the SLA in detail. The Head of Leisure and Cultural Services confirmed that the funding provided by the Council is paid quarterly in advance and that the Council was invoiced for this by the Centre. Members were also advised that the financial agreement with the Centre was for a 10 year period and would be reviewed at year 8 (2013). It was anticipated that from 2015 the funding would begin to be gradually scaled back and that eventually the Centre would, hopefully, become self sufficient.

A Member of the Board shared the Artrix Operational Trust's concerns which had been discussed at a recent meeting in respect of the proposed new Blue Light Campus. The Trust had been informed about a new road, specifically for Blue Light use, which would bypass the A38 and take the vehicles into School Drive, and would be very close to the Centre. The Trust was very concerned about the impact that this would have on performances at the Centre, particularly from the sound of the sirens, which could potentially be very damaging to the Centre. The Head of Leisure and Cultural Services advised that he understood that this only related to the Fire Service. The Board discussed this in detail and agreed that urgent clarification of the situation was needed.

The Board discussed the programme of events and the use of the Centre by local groups and the community involvement. The Head of Leisure and Cultural Services advised that in the recent Place Survey when residents had been asked how satisfied they were with theatres/concert halls, only 39% had been satisfied. It was anticipated that through further promotion of the Centre that this would be increased in the future. Members were informed that the Centre had a successful partnership with North East Worcestershire College and project support from Worcestershire County Council and the Arts Council of England, was open 7 days a week and only had 2 full time members of staff. Members recognised that it relied largely on volunteers and provided a wide variety of activities, including workshops and live performances.

Members asked whether there was a potential role for work to be undertaken with vulnerable young people or young people not in employment, education or training (NEETS). The Director of Policy, Performance and Partnerships advised that currently this would not be practical but if the Centre was in a stable financial position this may be possible in the future. It was confirmed

that the SLA included outreach work within the school environment and the Centre would be looking at the possibility of working within the community.

RECOMMENDED that the relevant Portfolio Holder and Executive Director make an urgent consideration of the Blue Light Campus impact on the Artrix performances.

RESOLVED that the current performance of the Artrix Centre and the progress made with the proposed Service Level Agreement be noted.

78/09 **COMPREHENSIVE AREA ASSESSMENT - ORGANISATIONAL ASSESSMENT**

The Board considered the Audit Commission's Organisational Assessment of the Council report and agreed that it was very positive. Members commented on the following issues:

- Maximising involvement by all councillors – this had been addressed through the Overview and Scrutiny Boards
- Not done enough to meeting the needs of the growing number of older people – this has subsequently been addressed through the Older People Task Group.

Members then discussed the Overview & Scrutiny process and the positive work that the Boards were now doing and the work being carried out through the task groups. Concerns were discussed around the workload that the task groups put on officers and Members felt it was important that the appropriate support was provided wherever possible.

The Board asked for further information on the outcome of the survey to 4,000 people receiving benefits and the current position regarding the watercourse and flooding group. The Director of Policy, Performance and Partnerships undertook to investigate the position on these matters and report back to Members.

The Director of Policy, Performance and Partnerships advised Members that the next Organisational Assessment would be completed by the Audit Commission at the close of the Municipal year and the results published in December 2010.

RESOLVED that the report be noted.

79/09 **IMPROVEMENT PLAN EXCEPTION REPORT (DECEMBER 2009)**

The Board considered the Improvement Plan Exception Report as at 31st December 2009. It was confirmed that Member training on the Code of Conduct would take place between 6.00 – 9.00 p.m. on 1st March 2010.

Members' attention was drawn to CP1: Town Centre ref 1.5 Train Station and the continued slippage in the timescale for this. Members were informed that an Overview & Scrutiny Proposal Form had been completed in respect of the parking issues and the increased traffic that this would bring to the area. This

proposal would be considered at the Overview Board meeting to be held on 2nd March 2010. Further discussion followed on the issue of civil parking enforcement.

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception Report together with the corrective action being taken be noted;
- (b) that it be noted that for the 93 actions highlighted for November within the plan 75.3% of the Improvement Plan is on target (green), 5.4% is one month behind (amber) and 4.3% is over one month behind (red). 15% of actions have been reprogrammed or suspended with approval; and
- (c) that the Performance Management Board support the Overview & Scrutiny proposal in respect of the Railway Station.

80/09 **SHARED SERVICES HIGHLIGHT REPORT**

The Board considered the Shared Services Report and shared concerns in respect of members of staff leaving and staff taking up their new posts. The Director of Policy, Performance and Partnerships confirmed that the management team had been appointed and that there were two vacancies; Head of Customer Service and Head of Planning and Regeneration. He undertook to provide Members with details of the new structure. Although the structure would not be officially in place until 20th April 2010 the Director of Policy, Performance and Partnerships confirmed that the post holders would take up their new roles unofficially with immediate effect in order to ensure a smooth transition. Members were also assured that the Strategic Management Team and Corporate Management Team were meeting regularly to ensure this was the case.

RESOLVED that the Board extends its thanks to all staff for their professionalism during these difficult times.

81/09 **PROGRESS UPDATE ON DATA QUALITY STRATEGY AND PERFORMANCE MANAGEMENT STRATEGY ACTION PLANS**

The Board noted the progress update on Data Quality Strategy and Performance Management Strategy action plans. The Director of Policy, Performance and Partnerships advised that item 1(a) Ensure that responsibility for data quality is part of job descriptions had been suspended during the implementation of Single Status.

RESOLVED that the report be noted.

82/09 **QUARTERLY RECOMMENDATION TRACKER**

The Board received the Quarterly Recommendation Tracker and discussed the progress made to date on various items.

RESOLVED that the Quarterly Recommendation Tracker Report be noted.

83/09 **WORK PROGRAMME**

Having considered the report on the Board's Work Programme, the Director of Policy, Performance and Partnerships confirmed that the meeting on 15th March 2010 would include training on Value for Money, which may take up a large part of the meeting.

Following discussion the Board agreed that due to the success of the Selby benchmarking exercise, the visit to Tunbridge Wells was no longer necessary. The Director of Policy, Performance and Partnerships undertook to contact Tunbridge Wells to thank them for their offer of assistance.

Members discussed the future role of the Board and its Work Programme. The Director of Policy, Performance and Partnerships advised that he would discuss possible options with the Head of Legal, Equalities and Democratic Services and report back to the Board as soon as possible.

RESOLVED that the Work Programme be noted.

The meeting closed at 8.05 p.m.

Chairman