

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 19TH JUNE, 2007

PRESENT: Councillor C. B. Taylor (Vice-Chairman), Councillor Mrs. M. Bunker, Councillor S. R. Colella, Councillor Mrs. A. E. Doyle, Councillor Mrs. C. M. McDonald and Councillor R. D. Smith

Observers: Councillor G.N. Denaro

Officers: Mr. H. Bennett, Mrs. J. Pickering, Ms J. Pitman, Ms. D. Poole
Ms. A.M. Darroch and Mr. A. Jessop.

9/07 **APOLOGIES**

Apologies for absence were received from the Chairman (Councillor J.T. Duddy), Mrs. J. Dyer M.B.E. (Observer) and Mr. K. Dicks (Chief Executive).

10/07 **MINUTES**

The Minutes of the Meeting of the Board held on the 22nd May 2007, were submitted. Referring to Minute No. 5/07 (Training), the Assistant Chief Executive reported that training sessions for members of the Board would take place on the 16th and 23rd July 2007, at 7.00 p.m., with a further date to be arranged in August, if necessary - this was noted. Members were also advised (i) that the Annual Audit letter, which was referred to at the last meeting, had not been brought to this meeting as it had already been circulated to Members with a previous Cabinet agenda, and (ii) that the Improvement Plan had now effectively been "delivered" and that a new Plan was to be presented to the Cabinet meeting in July. Whereupon it was

RESOLVED: that the Minutes be confirmed and signed as a correct record.

11/07 **PERFORMANCE REPORT - APRIL 2007 (PERIOD 1, 2007-08)**

A report on the Council's performance as at 30th April 2007 (Period 1) was submitted. A general discussion took place on the Report, with questions raised on the Street Scene and Waste Management Service, the Customer Service Centre, the processing of Benefit Claims and the late payment of Invoices. Whereupon it was

RESOLVED: that the Board notes –

- (1) that 63% of indicators are improving or stable as at 30th April 2007;
- (2) that 66% of indicators are achieving their targets at 30th April 2007;
- (3) and celebrates the successes as outlined in Section 4.3 of the report;
- (4) the potential areas for concern and corrective action taken, as set out in Section 4.4, together with the actions being taken to improve performance generally, as set out in Section 4.5; and

(5) that the report submitted to the Corporate Management Team meeting held earlier today by the Customer Services Manager, which incorporated a number of statistics relating to the Centre, be forwarded to the members of the Board for information.

RECOMMENDED: that Cabinet be requested, along with the appropriate Portfolio Holder, to work on the introduction of an Action Plan to address the problem issues surrounding the Customer Service Centre, i.e., capacity, service failure and customer expectation.

12/07 **GRAPHIC DESIGNER/ BRANDING AND STYLE GUIDELINES**

In accordance with the wishes of the Board as expressed in Minute No. 4/07(d) of the last meeting, a report on the possible funding of a Graphic Designer post at the Council, together with a copy of the Council's Branding and Style Guidelines, were submitted. In this regard, Ms. Anne Marie Darroch, the Council's Communications and Customer First Manager was introduced to Members to assist with any discussion or debate.

RESOLVED: that the Report be noted.

13/07 **SELF-ASSESSMENT OF CURRENT POSITION AGAINST DATA QUALITY KEY LINES OF ENQUIRY**

Further to Minute No. 3/07(a) of the last meeting (Data Quality Strategy), a report setting out a self assessment of the current position against the Data Quality Key Lines of Enquiry was submitted.

RESOLVED: that the Report be noted.

14/07 **IMPROVEMENT PLAN EXCEPTION REPORT UPDATE - APRIL 2007**

Consideration was given to the report on the Improvement Plan for April 2007, together with the corrective action being taken, as set out in the appendix to the report.

RESOLVED:

(1) that the revisions to the Improvement Plan Exception Report, together with the corrective action being taken, be noted; and
(2) that it be noted that, from the 61 actions highlighted for April, 64% of the Plan was on target (green), 1.6% was one month behind (amber), and 4.9% was over one month behind (red) – with 29.5% of actions having been re-scheduled or suspended, with approval.

The meeting closed at 8.15 p.m.

Chairman