

Meeting date & minute ref	Minute & Action	Progress update	PMB Comment
13 April 2007			
83/06	<p>HOUSING STRATEGY ACTION PLAN 2006-2011 - PROGRESS REPORT</p> <p>RESOLVED:</p> <p>(1) that, on the Action headed “Develop in-house skills of Planning Officers upon Urban designs and the construction of Development Briefs/Consider sharing services with other Councils to achieve savings”, the Head of Strategic Housing liaise with the Head of Planning and Environment Services to determine whether this matter should be given a revised date, or whether it should be deleted from the Action Plan as it was considered no longer relevant due to a change in circumstances</p>	<p>The action has been deleted from the plan as suggested by PMB. COMPLETED</p>	
83/06	<p>RECOMMENDED: that, on future reports, actions should be prioritised (perhaps by the inclusion of an additional column showing High, Medium or Low Priority).</p>	<p>The updated action plan which to be produced in November will include H,M,L priority classification</p>	
85/06	<p>IMPROVEMENT PLAN EXCEPTION REPORT - FEBRUARY 2007 UPDATE</p> <p>RECOMMENDED: that, on the issue of communications, on future occasions when senior officers of the Council are away en-bloc on a management “away day”, or there are similar training sessions involving a number of officers from one department, these dates/occasions be communicated to Members in advance.</p>	<p>Superseded by action in the May meeting (see below), minute ref 2/07 COMPLETED</p>	

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86/06	<p>PERFORMANCE REPORTING - FEBRUARY 2007 (PERIOD 11)</p> <p>RECOMMENDED: that the Head of Street Scene and Waste Management Services be requested to respond to the question as to whether the first Green Waste collection round after the winter break took longer than normal, and/or whether any extra collection time was to be factored-in to future timetables.</p>	<p>Verbal update given at the May meeting, along the lines of :-</p> <p>“Collection times are not greatly affected primarily because we still only empty the set number of bins for the day. We empty approx 9000 bins per day the difference after the winter is that most of the green bins are out, on other weeks not everyone puts their bin out. This is factored into the normal days work and does not create undue difficulties other than the bins tending to be heavy”</p> <p>COMPLETED</p>	
<b>22 May 2007</b>			
2/07	<p>RESOLVED:</p> <p>(a) that, for the avoidance of doubt, the recommendation to Minute No. 85/06 (Improvement Plan Exception Report – February 2007 Update) be amended to read “that, on the issue of communications, on future occasions when senior officers of the Council are away en-bloc on a management “away day”, or there are similar training sessions involving a number of officers from one department, these dates/occasions be communicated to Members in advance by e-mail, to be supplemented by a</p>	<p>Implemented and ongoing</p>	

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	postal notification until such time as all members were contactable via e-mail"		
3/07	<p>DATA QUALITY STRATEGY</p> <p>RESOLVED:</p> <p>(a) that the Data Quality Strategy and Action Plan be noted, but that, if possible, a report be submitted to the next meeting of the Board setting out an "in-house" assessment of the current levels of performance;</p> <p>(c) that future copies of the report should include an additional (end) column outlining the current status of the various Items/Themes; and</p> <p>(d) that the Assistant Chief Executive be requested to discuss prioritisation of Themes within the document with the Council's Auditors in due course.</p>	<p>Self assessment of position against the "key Lines of Enquiry (KLOE)" was submitted to the Board at the June Meeting.</p> <p>COMPLETED</p> <p>Six monthly progress reports on the DQS action plan programmed into PMB work schedule. This will include status information as requested. First progress report scheduled for PMB meeting in November. It is planned to discuss prioritisation of Themes following the achievement of a "2" score for Data Quality</p>	
4/07	<p>IMPROVEMENT PLAN EXCEPTION REPORT UPDATE - PERIOD 12 06/07 (YEAR END)</p> <p>RESOLVED:</p> <p>(c) that, the Assistant Chief Executive be requested to investigate the reason for the apparent reversal in on target (green) projects from 70% in February to 58% in March, and report his findings to the next meeting;</p>	<p>A report was submitted to the next meeting in June. COMPLETED</p>	

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	(d) that, insofar as the issues relating to the Modernisation of the Council Brand were concerned, a copy of the Style Guide be circulated with the agenda for the next meeting, and that, in this regard, the Council's Communications Manager be invited to attend to assist with any discussion or debate	Style Guide was submitted to the June PMB meeting. COMPLETED  Anne-Marie Darroch attended the meeting, as invited. COMPLETED	
<b>19 June 2007</b>			
11/07	<p>PERFORMANCE REPORT - APRIL 2007 (PERIOD 1, 2007-08) RESOLVED</p> <p>(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.</p> <p>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.</p>	<p>The CSC report was circulated and an Action Plan has been developed and reported to CMT</p> <p>Recommendation approved at Cabinet on 10 July.</p>	

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<b>17 July 2007</b>			
17/07	<p>STRATEGIC HOUSING INSPECTION ACTION PLAN</p> <p>RECOMMENDED that the Cabinet (via the appropriate Portfolio holder) explore the possibility of carrying out a “peer review” in October 2007, in support of the aim of achieving a 1-star standard by the time of the next review, to be held in February 2008.</p>	<p>Internal Audit are auditing the action plan and Strategic Housing team are engaging Housing Quality Network to carry out the Peer Review by 1<sup>st</sup> December</p>	
19/07	<p>COMPREHENSIVE PERFORMANCE ASSESSMENT AND IMPROVEMENT PLAN 2007-08</p> <p>RECOMMENDED:</p> <p>(a) that, insofar as paragraph 63 of the Corporate Performance Assessment document was concerned (Performance Management of Corporate Projects), the Cabinet be requested to submit a briefing note on how the implementation of the Spatial Project was progressing to date, and that the appropriate Portfolio holder and relevant Head of Service be invited to address the Board at their next meeting in this regard;</p> <p>(b) that, at future meetings, when considering a report on a relevant topic, the appropriate Portfolio holder should be invited to address the Board and be fully briefed by the appropriate officer(s).</p>	<p>Cabinet, on 1 August, agreed that the portfolio holder would report to the Board, supported by the Head of Service where required. At the September PMB meeting the Board agreed to receive this report at the meeting in November (minute 33/07 refers – see below)</p> <p>The chairman has reminded Portfolio holders of the need to be available and attend if requested</p>	

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<b>21 August 2007</b>			
25/07	<p>SUSTAINABLE COMMUNITY STRATEGY - DRAFT RESPONSE</p> <p>RESOLVED:</p> <p>(c) that the performance management arrangements for the Sustainable Community Strategy be included in the Board's work programme for review in March 2008.</p>	<p>Resolution noted and will be carried forward for inclusion when the 2008 work programme is drafted.</p> <p>TO BE REVISITED when 2008 programme is being developed</p>	
27/07	<p>BUSINESS PLANNING TEMPLATES 2008-09</p> <p>RESOLVED:</p> <p>(b) that a completed set of templates be sought from the Head of Street Scene and Waste Management for consideration by the Board at its November 2007 meeting;</p> <p>(f) that, in view of the fact that the Council does not have established customer standards, information from customer satisfaction data (survey results) be brought to the next meeting of the Board for members information</p>	<p>This is in the work programme for the November meeting</p> <p>Reports on the Triennial Best Value Customer satisfaction survey and the first Customer Panel survey were brought to the September meeting. COMPLETED</p>	

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29/07	<p>INTEGRATED FINANCIAL/PERFORMANCE REPORT - QUARTER 1, 2007-08 RESOLVED</p> <p>(e) in view of the details referred to in (a) above, a report be submitted to the next meeting of the Board on the reason(s) for the apparent reduction in the number of indicators that were improving or stable in June, compared to May. RECOMMENDED that Cabinet be requested to instruct the appropriate Portfolio Holder to work closely with relevant senior managers to speed up the process of dealing with requests/payments for Disabled Facilities Grants.</p>	<p>Details Included with the subsequent report to the Board. COMPLETED</p> <p>Proposals will be made to increase the level of admin support for processing of DFG's. In addition a contract framework arrangement is being pursued via the Procurement manager. It is intended that this will be with 3 or 4 contractors who we can then call off for each grant job, this will significantly red cue the time it takes to source contractors to do the work.</p>	
18 September 2007			
33/07	<p><b><u>CUSTOMER SATISFACTION DATA</u></b></p> <p><b><u>RESOLVED:</u></b></p> <p>(b) that, in future analyses of such surveys, officers be requested to consider factoring in additional breakdowns to include sub-district responses (i.e., by ward boundary), by urban/rural</p>	<p>The Assistant Chief Executive will ensure that additional breakdowns are included in the requirements for future surveys</p>	

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	<p>area , by age, disability, etc; and  (c) that the relevant Portfolio holder, together with the Head of Street Scene and Waste Management, be requested to look into the reasons why indicators BV89 (Street Cleanliness) and BV90a (Waste Collection) were worse than the national trend, and report their findings to the next meeting of the Board, and that, in connection with BV89, Members be advised of the criteria of the "Apple Award" recently attained by the Council.</p>	<p>Report due to come to October meeting</p>	
<p>34/07</p>	<p><b>MONTHLY PERFORMANCE REPORT - PERIOD 4 (JULY 2007)</b></p>		
	<p><b><u>RECOMMENDED:</u></b>  (a) that Cabinet be informed of the Board's concern over the significant increase in sickness absence over the previous months figures, and recommend that they carry out a benchmarking exercise with a better performing neighbouring authority to compare and contrast respective practices and procedures in place, and that their findings be submitted to the next meeting of the Board;  (b) that, with regard to performance indicators BV78a (speed of processing new claims for</p>	<p>Raised at Cabinet. Twenty high performing authorities, particularly those that have recently made significant improvement have been identified for benchmarking purposes. A report will be brought to the November Board meeting.</p> <p>Raised at Cabinet</p>	



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	<p>Housing/Council Tax benefit) and BV8 (Invoices), the relevant portfolio holders be reminded of the need for a sustained performance above target in these two areas in order to meet the required outturn; and</p> <p>(c) that the Chairman write to all portfolio holders reminding them of the dates of the meetings of this Performance Management Board, and requesting that they make every effort to attend (if the timescales allow).</p>	COMPLETED	
36/07	<b>CUSTOMER PANEL SURVEY</b>		
	<p><b>RECOMMENDED:</b> that Portfolio holders work with their respective Heads of Service to ensure that all relevant key issues are taken back and included in the various Business Plans to further the Council's progress.</p>	<i>Look at October cabinet minutes</i>	
37/07	<b>WORK PROGRAMME</b>		
	<p><b>RESOLVED:</b> that, subject to the following amendments, the work programme for 2007/08, be noted and approved:-  Staff Survey 2007 Results – move to October 2007</p>		

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	Quarterly Review of referrals to Cabinet – to commence in October 2007 Spatial Strategy Report – consider in November 2007 Performance Management Strategy – consider in March 2008	The Assistant Chief Executive will revise the work programme accordingly	