

BROMSGROVE DISTRICT COUNCIL

20 NOVEMBER 2007

PERFORMANCE MANAGEMENT BOARD

IMPROVEMENT PLAN EXCEPTION REPORT [SEPTEMBER 2007]

Responsible Portfolio Holder	Councillor Roger Hollingworth Leader of the Council
Responsible Officer	Hugh Bennett Assistant Chief Executive

1. SUMMARY

- 1.1 To ask the Performance Management Board to consider the attached updated Improvement Plan Exception Report for September 2007.

2. RECOMMENDATION

- 2.1 That the Performance Management Board considers and approves the revisions to the Improvement Plan Exception Report, and the corrective action being taken.
- 2.2 That the Performance Management Board notes that for the 167 actions highlighted for September within the plan 89.2 percent of the Improvement Plan is on target [green], 6.6 percent is one month behind [amber] and 2.4 percent is over one month behind [red]. 1.8 percent of actions have been re scheduled [or suspended] with approval.
- 2.3 That the Performance Management Board notes that action ref 8.1.2 (presentation of cultural offer report to CMT) has been suspended due to this activity being covered elsewhere as part of the business planning and budget round process.

3 BACKGROUND

- 3.1 July 2007 Cabinet approved the Improvement Plan 2007/08. The Improvement Plan is directly linked to the 10 corporate priorities and 12 enablers identified in the Council Plan 2007/2010.
- 3.2 At July 2007 Cabinet Members approved the inclusion of an additional number of actions from the Improvement Director. The Improvement Plan is designed to push the Council through to a rating of Fair during 2008.

4. PROGRESS IN AUGUST 2007



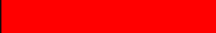


- 4.1 Overall performance as at the end of August 2007 is as follows: -

August 2007

September 2007

RED	1	0.7%	RED	4	2.4%
AMBER	13	9.2%	AMBER	11	6.6%
GREEN	126	88.7%	GREEN	149	89.2%
REPROGRAMMED	2	1.4%	REPROGRAMMED	3	1.8%

Where: -

	On Target or completed
	Less than one month behind target
	Over one month behind target
	Original date of planned action
	Re-programmed date.

- 4.2 Out of the total of 167 actions for the month, 17 actions have been deleted, suspended or the timescales have been extended. This amounts to 10.2 percent of the plan.
- 4.3 An Exception Report detailing corrective actions being under taken for red and amber tasks is attached at **Appendix 1**

5. FINANCIAL IMPLICATIONS

- 5.1 No financial implications.

6 LEGAL IMPLICATIONS

- 6.1 No Legal Implications.

7. CORPORATE OBJECTIVES

- 7.1 The Improvement Plan relates to all of the Council's four objectives and ten priorities as approved on the 19th September Full Council.

8. RISK MANAGEMENT

- 8.1 The risks associated with the Improvement Plan are covered in the corporate and departmental risk registers.

9. CUSTOMER IMPLICATIONS

The Improvement Plan is concerned with strategic and operational issues that will affect the customer.

10 OTHER IMPLICATIONS

Procurement Issues: Delivery of the Improvement Plan involves various procurement exercises.
Personnel Implications: See Section 18 of the Improvement Plan.
Governance/Performance Management: See Section 4 of the

Improvement Plan.
Community Safety including Section 17 of Crime and Disorder Act 1998: See sections 12.2 and 12.3
Policy: See Section 4 of the Improvement Plan.
Environmental: See Section 8 of the Improvement Plan.
Equalities and Diversity: See Section 3 of Improvement Plan.

10 **OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	No
Chief Executive	At CMT
Corporate Director (Services)	At CMT
Assistant Chief Executive	Yes
Head of Service <i>(i.e. your own HoS)</i>	At CMT
Head of Financial Services <i>(must approve Financial Implications before report submitted to Leader's Group)</i>	At CMT
Head of Legal & Democratic Services <i>(for approval of any significant Legal Implications)</i>	At CMT
Head of Organisational Development & HR <i>(for approval of any significant HR Implications)</i>	At CMT
Corporate Procurement Team <i>(for approval of any procurement implications)</i>	No

11 **APPENDICES**

Appendix 1 Improvement Plan Exception Report September 2007

12 **BACKGROUND PAPERS:**

Full Improvement Plan for September will be e- mailed to all Members of the Performance Management Board and can be found at www.bromsgrove.gov.uk under meetings Minutes and Agendas where there is a direct link to the Improvement Plan.

CONTACT OFFICER

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Exception Report for September 2007 Improvement Plan

Appendix 1

CP1: Town Centre																	
Ref	September 2007 Action	Colour	Corrective Action												Who	Original Date	Revised Date
1.1.2	Commence process of identifying development partner		Rescheduled last month but action still delayed												PS	Aug-07	Nov-07
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
1.1	Public Support for Plans																
1.1.2	Commence process of identifying development partner	PS /PM														Action still delayed. Discussion has now been postponed until after the Town centre management partnership meeting on 7 th November.	

CP1: Town Centre																	
Ref	September 2007 Action	Colour	Corrective Action												Who	Original Date	Revised Date
1.2.2	Consultation with community.		Commencement delayed until November												PS	Sept-07	Nov-07
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
1.2	Work Commenced																
1.2.2	Consultation with community.	PS														Action not yet commenced due to delays in appointing consultants. Proposed start date is now November	

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Appendix 1

CP5: Reputation																	
Ref	September 2007 Action		Colour		Corrective Action										Who	Original Date	Revised Date
5.2.3	Establish working group.				Approach being reconsidered.										HB	Sept-07	Oct-07
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
5.2	Three Charter Marks (originally five, but reduced in number on basis of external advice).																
5.2.3	Establish working group.	HB														Additional budget savings and pressures have meant the CCPP team have had to reconsider their approach and will be unable to start the formal accreditation process this year.	

CP5: Reputation																	
Ref	September 2007 Action		Colour		Corrective Action										Who	Original Date	Revised Date
5.3.5	Review of Communications Strategy reported to Cabinet with updated action plan.				Delayed by one month.										HB	Sept-07	Oct-07
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
5.3	Positive Media Coverage																
5.3.5	Review of Communications Strategy reported to Cabinet with updated action plan.	HB														Reported to CMT in October, Leader's in October and will go to Cabinet in November.	

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Appendix 1

CP5: Reputation																		
Ref	September 2007 Action	Colour	Corrective Action											Who	Original Date	Revised Date		
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
5.4.1	Framework contract established with single supplier for graphics.															HB	Sept-07	Oct-07
5.4	Brand Recognition																	
5.4.1	Framework contract established with single supplier for graphics.	HB															A pilot for funding all of Together Bromsgrove through advertising has been agreed. Given the financial saving from this, it was consider a higher priority.	

CP6: Performance																		
Ref	September 2007 Action	Colour	Corrective Action											Who	Original Date	Revised Date		
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
6.5.6	Monthly Integrated reporting to CMT (with pilot in September)															JP/ HB	Sept-07	Oct-07
6.5	Ensure Financial and Performance Integration																	
6.5.6	Monthly Integrated reporting to CMT (with pilot in September)	JP/HB															Separate reports to CMT – integrated quarterly – appropriate to focus on performance at present monthly	

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Appendix 1

FP1: Value for Money																	
Ref	September 2007 Action	Colour	Corrective Action												Who	Original Date	Revised Date
11.3.2	Analyse statistical information in respect of BDC form Audit Commission for comparison purposes.		Delayed due to lack of resources forthcoming												JP	Sept-07	Oct-07
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
11.3	Improvements in Use of Resources scoring in relation to VFM																
11.3.2	Analyse statistical information in respect of BDC form Audit Commission for comparison purposes	JP														Analysis undertaken in October when resources to be made available	

FP1: Value for Money																	
Ref	September 2007 Action	Colour	Corrective Action												Who	Original Date	Revised Date
11.3.5	Identify services for detailed benchmarking & cost analysis to be undertaken		Decision to be made as part of reporting action plan to Cabinet November												JP	Aug-07	Nov-07
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
11.3	Improvements in Use of Resources scoring in relation to VFM																

Exception Report for September 2007 Improvement Plan

Appendix 1

11.3.5	Identify services for detailed benchmarking & cost analysis to be undertaken	JP																Decision to be made as part of reporting action plan to Cabinet November
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FP1: Value for Money

Ref	September 2007 Action	Colour	Corrective Action														Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action				
11.3.9	Report VFM actions to CMT and member group.															JP	Sept-07	Oct-07	
11.3	Improvements in Use of Resources scoring in relation to VFM																		
11.3.9	Report VFM actions to CMT and member group	JP																Action plan to be presented to CMT October & Cabinet November	

FP2: Financial Management

Ref	September 2007 Action	Colour	Corrective Action														Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action				
12.1.1	Implementation of the POP project to account for commitments & accruals on the Agresso system															JP	July-07	Oct-07	

Exception Report for September 2007 Improvement Plan

Appendix 1

12.1	Improved Financial Management by budget holders														
12.1.1	Implementation of the POP project to account for commitments & accruals on the Agresso system	JP													Relaunch of system expected in October.

FP2: Financial Management

Ref	September 2007 Action	Colour	Corrective Action												Who	Original Date	Revised Date
12.1.3	Train all managers to use web access for Agresso reporting		Training was delayed due to focus on implementation of system.												JP	Sept-07	Oct-07
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
12.1	Improved Financial Management by budget holders																
12.1.3	Train all managers to use web access for Agresso reporting	JP														Delayed due to focus on implementation of POP as linked with web access – to be relaunched in October	

PR3: Spatial Business Project

Ref	September 2007 Action	Colour	Corrective Action												Who	Original Date	Revised Date
17.1.2	Finalisation of implementation plan		The project board has decided to change the sub contractor and new contracts are being drafted												DP	July-07	Oct-07
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		

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17.1	Better understanding of the spatial project															
17.1.2	Finalisation of implementation plan	DP														The project board was scheduled to meet on Sept 17 th to discuss this item. Implementation plan is dependent on the project board's decision about the sub contractor contract. The project board has decided to change the sub contractor and new contracts are being drafted. The implementation plan is now being reviewed to incorporate this change.

PR3: Spatial Business Project

Ref	September 2007 Action	Colour	Corrective Action												Who	Original Date	Revised Date
17.1.4	Relaunch of project with staff		The implementation plan is being reviewed to incorporate changes made by the project board and as a result the pilot has been rescheduled and will take place after Member presentation on October 22 nd .												DP	Sept-07	Oct-07
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
17.1	Better understanding of the spatial project																
17.1.4	Relaunch of project with staff	DP														With the new sub-contractor in place, the project has been rescheduled and will re-commence in early November.	

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PR4: Improved Partnership Working

Ref	September 2007 Action	Colour	Corrective Action												Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
18.4.1	Chief Exec (BDC) to meet monthly with Chief Exec (WCC)														KD	Sept-07	Oct-07
18.4	Improved Working Relationship with the County																
18.4.1	Chief Exec (BDC) to meet monthly with Chief Exec (WCC)	KD														Meetings have stopped until new WCC appointee is in post; however, the CEO meets regularly with two senior officers from the Council.	

HR&OD3: Positive Employee Climate

Ref	September 2007 Action	Colour	Corrective Action												Who	Original Date	Revised Date
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
21.1.6	Implement Action Plan														JP	August-07	Oct-07
21.1	Employee satisfaction																
21.1.6	Implement Action Plan	JP														Employee Focus Groups to be set up in November to look at how to address the	

Exception Report for September 2007 Improvement Plan

Appendix 1

															issues raised and determine an action plan.
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