

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>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> <p>01/08 – Action plan now includes priority classifications COMPLETED</p>	
22 May 2007			
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.</p>	

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		<p><i>01/08 Progress report was submitted to November 2007 meeting. Second progress report due to be submitted to February 2008 meeting. COMPLETED</i></p> <p>It is planned to discuss prioritisation of Themes following the achievement of a “2” score for Data Quality</p> <p><i>01/08 The draft audit report from KPMG shows that the Council was successful in securing an improved score of 2 for data Quality arrangements. Theme prioritisation will now be considered</i></p>	
19 June 2007			
11/07	<p>PERFORMANCE REPORT - APRIL 2007 (PERIOD 1, 2007-08)</p> <p>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</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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	<p>address the problem issues surrounding the Customer Service Centre, i.e., capacity, service failure and customer expectation.</p>	<p><i>01/08 progress is as follows:-</i></p> <ul style="list-style-type: none"> • <i>Revised telephony PI's have been introduced which are constructively linked to where Bromsgrove Council is in its continual journey of improvement and consequently mean more realistic targets for the Customer Service Centre</i> • <i>Individual performance targets for telephony have been set and are monitored for Customer Service Advisors. This action has been beneficial for performance and individual staff members as it supported their own personal development.</i> • <i>Resource level agreements have been signed off and become operational documents for both the Revenues and Benefits services</i> • <i>Overall performance of the Customer Contact Centre has improved during the period August – December 2008 and for the last three months (October, November,</i> 	

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		<p><i>and December) of the year all telephony performance targets have been exceeded.</i></p> <ul style="list-style-type: none"> • <i>Customer First Board – meeting on regular basis to deal with customer service issues at a corporate and strategic level</i> 	
17 July 2007			
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 1st December</p> <p>01/08 Action plan was audited and the Peer review was completed by 21st December. Any outstanding actions not covered elsewhere in our strategy action plans has been included in an action plan formulated from the HQN work carried out and now forms a part of the Inspection self assessment. COMPLETED</p>	
19/07	<p>COMPREHENSIVE PERFORMANCE ASSESSMENT AND IMPROVEMENT PLAN</p>		

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	<p>2007-08 RECOMMENDED: (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). 01/08 A Spatial Strategy report was submitted to the November meeting. COMPLETED</p> <p>The chairman has reminded Portfolio holders of the need to be available and attend if requested. 01/08 Portfolio holders have attended subsequent meetings. COMPLETED</p>	
21 August 2007			
25/07	<p>SUSTAINABLE COMMUNITY STRATEGY - DRAFT RESPONSE RESOLVED: (c) that the performance management arrangements for the Sustainable Community</p>	<p>Resolution noted and will be carried forward for inclusion when the 2008 work</p>	

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	Strategy be included in the Board's work programme for review in March 2008.	<p>programme is drafted.</p> <p>TO BE REVISITED when 2008 programme is being developed</p> <p><i>01/08 This will be included in the work programme of the Board which will be reported to the March 2008 meeting.</i></p>	
27/07	<p>BUSINESS PLANNING TEMPLATES 2008-09 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><i>01/08 Report submitted to November 2007 meeting. COMPLETED</i></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>	
29/07	<p>INTEGRATED FINANCIAL/PERFORMANCE REPORT - QUARTER 1, 2007-08 RESOLVED</p> <p>.</p> <p>(e) in view of the details referred to in (a) above, a</p>		

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	<p>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.</p>	<p>Details Included with the subsequent report to the Board. COMPLETED</p>	
	<p>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>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 reduce the time it takes to source contractors to do the work.</p> <p><i>01/08 Admin support for processing of DFG's has been increased, the two part time staff have been made full time on a temporary basis, which has resulted in improvements in the processing of DFGs. No significant progress has been made in letting a suitable framework contract.</i></p>	

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18 September 2007			
33/07	<p><u>CUSTOMER SATISFACTION DATA</u></p> <p><u>RESOLVED:</u> (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 area , by age, disability, etc; and</p> <p>(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</p>	<p>The Assistant Chief Executive will ensure that additional breakdowns are included in the requirements for future surveys</p> <p><i>01/08 The contract for the Customer Panel has been re-negotiated. A ward analysis was not possible (too expensive), but we have agreed to split the District into 4 areas, which should enable us to see whether there is a difference in satisfaction between areas. COMPLETED</i></p> <p>Report due to come to October meeting. <i>01/08 Report submitted to October 2007 meeting, which resulted in a further recommendation (see 42/07 below). COMPLETED</i></p>	

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	with BV89, Members be advised of the criteria of the “Apple Award” recently attained by the Council.		
34/07	MONTHLY PERFORMANCE REPORT - PERIOD 4 (JULY 2007)		
	<p><u>RECOMMENDED:</u> (a) that Cabinet be informed of the Board’s concern over the significant increase in sickness absence over the previous month’s 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;</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><i>01/08 Debate developed since November with feedback to the Board on comparison with CIPD annual Absence Survey report and the ideas of either withholding pay for initial days of absence, or awarding additional pay for “excellent attendance”. We have inspected more closely the attitude towards sickness absence of the former manual worker staff group (traditionally the staff group where absence levels are the highest) specifically, and</i></p>	

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	<p>(b) that, with regard to performance indicators BV78a (speed of processing new claims for 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><i>interventions that other employers put in place to reduce absence levels here. It is most commonly the reduction in pay, but this is not commonly applied in local government. With-holding pay is seen as a double negative to staff and therefore is not implemented in most authorities. The effect on morale is felt to outweigh the benefits. We will however provide the data on the performance of the other Council's for completeness.</i></p> <p>Raised at Cabinet. 01/08 Performance as at end of November has improved to an extent that both BV78a and BV8 are 'Green', i.e. projected to meet their targets. COMPLETED</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>	<p>COMPLETED</p>	

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36/07	CUSTOMER PANEL SURVEY		
	RECOMMENDED: 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.	<i>01/08 Recommendation noted and approved at October 2007 Cabinet meeting. COMPLETED</i>	
37/07	WORK PROGRAMME		
	RESOLVED: that, subject to the following amendments, the work programme for 2007/08, be noted and approved:- Staff Survey 2007 Results – move to October 2007 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 <i>01/08 All of these resolutions have been built into the Board's work programme. COMPLETED</i>	
23 October 2007			
41/07	RECOMMENDATIONS TRACKER		
	RESOLVED that the Assistant Chief Executive be requested to liaise with the Customer Services Centre Manager to arrange a visit to the Centre	<i>01/08 Invites have been sent out to Board Members.</i>	

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	by Members of the Board.		
42/07	SATISFACTION SURVEY - STREET SCENE AND WASTE MANAGEMENT SERVICES		
	RECOMMENDED that Cabinet be requested to instruct the relevant Portfolio holder to work with both the Chief Executive and the Head of Street Scene and Waste Management in seeking dates and times from the County Council of their highway verges mowing programme, in order to better co-ordinate litter-picking operations.	<i>01/08 Recommendation approved at November 2007 Cabinet meeting Mike Bell has discussed this with relevant managers at County Council with a view to co-ordinating mowing and litter picking. Awaiting information. Further discussed mowing contract and option for BDC to undertake this.</i>	
43/07	EMPLOYEE SURVEY RESULTS 2007		
	RESOLVED that, when complete, the Stress Audit be built into the future work programme and brought before the Board.	<i>01/08 The Stress Audit will be brought to the March Board meeting</i>	
44/07	MONTHLY PERFORMANCE REPORT - PERIOD 5 (AUGUST 2007)		
	RESOLVED: that the Board examine the predicted outturn of all BVPI's at Period 6, and thereafter at six-monthly intervals	<i>01/08 Period 6 performance was presented and discussed at the November 2007 meeting. COMPLETED</i>	

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45/07	NEW IMPROVEMENT PLAN EXCEPTION REPORT - PERIOD 5 (AUGUST 2007)		
	<p>RECOMMENDED:</p> <p>(a) that Cabinet be informed that it is the view of this Board that Members (and the occupants) should be consulted on the proposed changes to the usage of Council-owned buildings as a matter of course; and</p> <p>(b) that, similarly, Cabinet be informed that full consultations should take place as a matter of course with Members, local residents and businesses on the wider issues involved with the regeneration of the town centre.</p>	<p><i>01/08 Recommendations approved at the November 2007 Cabinet Meeting. This is consistent with the Council's approved Consultation Policy and no further action is required beyond monitoring that the Policy is complied with. COMPLETED</i></p>	
20 November 2007			
50/07	BROMSGROVE ARTS CENTRE (ARTRIX) - ANNUAL REPORT		
	<p>RESOLVED</p> <p>(b) that the draft service level agreement, when completed, be considered by the Board following submission to the Leader's Group but prior to</p>	<p><i>01/08 The SLA is in final deft format prior to beginning review by the legal section. Once completed in will be submitted to</i></p>	

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	<p>consideration by the Cabinet; and</p> <p>(c) that the Trustees be advised that the Board expressed some concern over the viability of the cinema operations (costs/attendances).</p> <p>RECOMMENDED that Councillor Mrs. J. M. L. A. Griffiths, as both relevant Portfolio Holder and a Trustee of the Bromsgrove Arts Centre Operating Trust, hold discussions with relevant representatives of the North East Worcestershire (NEW) College, to enquire whether the College would also be willing to set up a service level agreement with the Artrix along similar lines to that of the Council.</p>	<p><i>CMT, Leader's group and then be presented to PMB for review/comment.</i></p> <p><i>01/08 Cllr Griffiths has raised this issue on behalf of PMB at the Operating Trust meeting and asked they review the operation of the service. The SLA will enable this to be reviewed in future years as part of the annual performance review.</i></p>	
51/07	SPATIAL STRATEGY REPORT		
	<p>RESOLVED: that a further progress report be submitted to the February 2008 meeting of the Board, and that the Board's work programme be amended accordingly.</p>	<p><i>01/08 Spatial Project is on the agenda for the February meeting of the Board</i></p>	
53/07	QUARTER 2 (07-08 YEAR END) INTEGRATED FINANCE AND PERFORMANCE REPORT		

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	<p>RESOLVED: (b) that an evaluation of the Area Committee approach, currently being trialled in Alvechurch and Rubery, be considered at the February 2008 meeting of the Board, and that the work programme be amended accordingly; and</p> <p>(c) that a report relating to the increase in the number of violent robberies across the district be submitted to the January meeting of the Board, and that, in this regard, Chief Inspector Tony Love be invited to attend such meeting.</p>	<p><i>01/08 The evaluation report has only just been received from the consultants, so the report will now need to come to the March meeting</i></p> <p><i>01/08 Ch Insp Tony Love attended the January Board meeting COMPLETED</i></p>	
54/07	DATA QUALITY STRATEGY ACTION PLAN UPDATE		
	RESOLVED that a further report on this matter be submitted to the Board early in the new year, and that the work programme be varied accordingly.	<i>01/08 A further report is due to be submitted to the February 2008 Board meeting</i>	
18 December 2007			
62/07	BDC HOUSING STRATEGY ACTION PLAN - PROGRESS REPORT		

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	<p>RECOMMENDED</p> <p>(a) that the Cabinet be requested to instruct the Portfolio Holder for Strategic Housing to work with the Strategic Housing Manager to develop and bring forward to Cabinet a report on the introduction of an Enforcement Policy and fee structure in relation to Houses in Multiple Occupation and other regulatory issues;</p> <p>(b) that with regard to the action involving research into the health needs of homeless people and their ability to access health services, a further request be made to the Primary Care Trust for a representative of the Trust to become a member of the Homelessness Strategy Steering Group and the issue also be referred to the Health and Wellbeing Group of the Local Strategic Partnership with a request that they work in conjunction with the Steering Group on this matter.</p>	<p><i>01/08 recommendations agreed at cabinet meeting of 9 Jan 2008.</i></p> <p><i>Mr John Crawford of the PCT is invited to the group meetings, but was unable to come to the last meeting. He has confirmed that he will try to attend future meetings.</i></p>	
63/07	<p>MONTHLY PERFORMANCE REPORT - PERIOD 7 (OCTOBER 2007)</p>		
	<p>RESOLVED</p> <p>(f) that with regard to the indicator BV12 relating to the level of sickness absence, the outcome of</p>	<p><i>01/08 Details included in the November performance report considered by the</i></p>	

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	<p>the proposed the Performance Clinic and discussions at Corporate Management Team be incorporated into this report for discussion at the next meeting;</p> <p>(g) that with regard to indicators BV127a and BV127b relating to violent crimes and robberies, Chief Inspector Tony Love be invited to attend the next meeting together with the Community Services Manager.</p>	<p><i>Board at the January 2008 meeting. COMPLETED</i></p> <p><i>01/08 Ch Insp Love attended the January Board meeting. COMPLETED</i></p>	
64/07	<p>NEW IMPROVEMENT PLAN EXCEPTION REPORT - PERIOD 7 (OCTOBER 2007)</p>		
	<p>RESOLVED</p> <p>(c) that in relation to the Customer Service Centre, additional information be sought regarding the operation and duration of the recorded message facility</p> <p>(d) that the action plan drawn up to address issues raised through the Employee Survey be considered by the Board in February.</p>	<p><i>01/08 The recorded message detailing waste collection arrangements was in place over the Christmas period. People ringing the CSC did not have to listen to this message each time they called, it was only played to callers if they selected the relevant option from the menu presented to them</i></p>	

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66/07	WORK PROGRAMME		
	RESOLVED that subject to (i) the inclusion of consideration of the Value for Money Strategy in January 2008, (ii) consideration of the Spatial Strategy and the Data Quality Strategy in February 2008; and (iii) consideration of the Customer First Strategy Review in March 2008, the report be approved.	<i>01/08 The Board's work programme has been amended accordingly. COMPLETED</i>	
67/07	LICENSING REVIEW		
	RESOLVED that the Assistant Chief Executive be requested to report on this issue to a future meeting of the Board.	<i>01/08 HoS Planning & Environment will bring a report to the April 2008 meeting</i>	