

BROMSGROVE DISTRICT COUNCIL

22 APRIL 2008

PERFORMANCE MANAGEMENT BOARD

PMB RECOMMENDATIONS TRACKER

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

1. SUMMARY

- 1.1 To report to Performance Management Board on progress of resolutions and recommendations made by the Board from the April 2007 meeting onwards.

2. RECOMMENDATIONS

- 2.1 That The Board notes the attached update

3. BACKGROUND

- 3.1 The previous report was submitted to the February 2008 meeting.
- 3.2 Resolutions and recommendations that were reported as fully completed on the last report have been deleted from the document. Resolutions and recommendations up to and including the February meeting of the Board have been added. Progress on all outstanding actions is shown in **bold** text, preceded by the date code **03/08**. Information from previous reports is shown in normal text, so that members can see the history for each item. Items that are shown as completed in this report will be removed from the next version of the report.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications.

6. COUNCIL OBJECTIVES

- 6.1 Tracking of recommendations links to the Improvement objective

7. RISK MANAGEMENT

7.1 There are no risks associated with this report

8 CUSTOMER IMPLICATIONS

8.1 Performance Improvement is a Council Objective

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 There are no implications for the Council's Equalities and Diversity Policies.

10. VALUE FOR MONEY IMPLICATIONS

10.1

- There are no VFM implications

11. OTHER IMPLICATIONS

Procurement Issues None
Personnel Issues None
Governance/Performance Management –
Community Safety including Section 17 of Crime & Disorder Act 1988 None
Policy None
Environmental None

12. OTHERS CONSULTED ON THE REPORT

Please include the following table and indicate 'Yes' or 'No' as appropriate. Delete the words in italics.

Portfolio Holder	No
Chief Executive	No
Executive Director (Partnerships & Projects)	No
Executive Director (Services)	No
Assistant Chief Executive	Yes
Head of Service	No
Head of Financial Services	No
Head of Legal, Equalities & Democratic Services	No
Head of Organisational Development & HR	No
Corporate Procurement Team	No

13. WARDS AFFECTED

All Wards'.

14. APPENDICES

Appendix 1 Recommendations Tracker

15. BACKGROUND PAPERS

None

Contact officer

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Meeting date & minute ref	Minute & Action	Progress update
21 August 2007		
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> <p>01/08 This will be included in the work programme of the Board which will be reported to the March 2008 meeting.</p> <p>03/08 This will be included in April work programme update to Board.</p>
29/07	<p>INTEGRATED FINANCIAL/PERFORMANCE REPORT - QUARTER 1, 2007-08</p> <p>RESOLVED</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>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.</p> <p>03/08 The staff have now (wef 1 April) been made full time on a permanent basis. Work has commenced on a framework contract. Time to process grants is now half what it was this time last year. COMPLETED</p>
18		

Meeting date & minute ref	Minute & Action	Progress update
September 2007		
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 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;</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>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 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.</p> <p>03/08 At the March meeting of PMB, Members were made aware of an improvement in absence management performance along with the estimated outturn of sickness absence levels for 07/08, which is an improvement compared to last year. It was agreed to research the recent Government initiative of evaluating alternative models to the current system of sickness certification and absence</p>

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		management. Implementation of these models would help to reduce demand for GP sick-notes and consultations.
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 by members of the Board.	01/08 Invites have been sent out to Board Members. 03/08 This action was successfully completed during January with 4 members of PMB attending sessions at the CSC which were seen to be positive. COMPLETED
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.	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. 03/08 Further requests have been made to the County for this information and a response received that it will be forthcoming. So far the information has not arrived.
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.	01/08 The Stress Audit will be brought to the March Board meeting 03/08 on the agenda for the March meeting. COMPLETED

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20 November 2007		
50/07	BROMSGROVE ARTS CENTRE (ARTRIX) - ANNUAL REPORT	
	<p>RESOLVED (b) that the draft service level agreement, when completed, be considered by the Board following submission to the Leader's Group but prior to 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>01/08 The SLA is in final deft format prior to beginning review by the legal section. Once completed in will be submitted to CMT, Leader's group and then be presented to PMB for review/comment.</p> <p>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.</p> <p>03/08 – see item 84/07 below COMPLETED</p>

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53/07	QUARTER 2 (07-08 YEAR END) INTEGRATED FINANCE AND PERFORMANCE REPORT	
	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	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 03/08 On the agenda for March meeting. COMPLETED
18 Dec 2007		
64/07	NEW IMPROVEMENT PLAN EXCEPTION REPORT - PERIOD 7 (OCTOBER 2007)	
	RESOLVED (d) that the action plan drawn up to address issues raised through the Employee Survey be considered by the Board in February.	03/08 The Staff Survey results were reported to PMB in March. It was agreed to send Members of the Board a copy of the Summary Booklet of the results for their information.
67/07	LICENSING REVIEW	
	RESOLVED that the Assistant Chief Executive be requested to report on this issue to a future meeting of the Board.	01/08 HoS Planning & Environment will bring a report to the April 2008 meeting 03/08 On the work programme for April. COMPLETED
22 January 2008		
71/07	NOVEMBER (PERIOD 8) PERFORMANCE REPORT RECOMMENDED that, in an endeavour to assist partner agencies to work more closely together to	03/08 The Council has formed a working group to look at the possibility of implementing Fixed Penalty Notice across

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	help reduce crime and disorder throughout the District, the Cabinet be requested to liaise with the relevant Portfolio holder, Council officers and the Police on improved enforcement issues resulting from the recent introduction of de-criminalisation of parking legislation.	the District. The group has now met twice and will be drafting proposals consideration by Cabinet and for inclusion in the 09/10 budget round
19 February 2008		
79/07	<p>INTEGRATED FINANCE AND PERFORMANCE REPORT (QUARTER 3 DECEMBER 2007)</p> <p>RECOMMENDED:</p> <p>(a) that the Cabinet be requested to approve the carry forward of the estimated underspent capital budgets of £2.25 million from 2007/08 to 2008/09 as set out in Appendix 5 to the report;</p> <p>(b) that in the light of the outcome of a recent legal case involving the refuse collection service at Coventry City Council, the Portfolio Holder for Street Scene and Recycling be requested to hold discussions with the Head of Street Scene and Waste Management as a matter of priority to determine whether there are any implications for this Authority which need to be addressed following the introduction of two man working on the majority of refuse rounds in Bromsgrove.</p>	<p>03/08 Recommendation approved at February Cabinet meeting. COMPLETED</p> <p>03/08 - The depot operate with a Safe Working Practice for refuse collection and other services which details in Para 7.1 as follows:</p> <p>‘Assistance may be required even when using closed circuit television in the cab. Vehicles must only be reversed with the assistance of a crew member who is a trained banksman wearing high visibility clothing and must be in view at all times from the drivers seated position, and whose signals are instantly recognizable by the driver from the pre-arranged code.’</p> <p>We have disciplined drivers quite severely if they are found</p>

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		<p>not following this practice.</p> <p>A separate code is issued to banksmen.</p> <p>COMPLETED</p>
81/07	<p>DATA QUALITY STRATEGY REVIEW</p> <p>RESOLVED that the report be noted and the Board continue to receive progress reports on a six monthly basis.</p>	<p>03/08 Next review in August 08 and six monthly thereafter.</p> <p>COMPLETED</p>
84/07	<p>PMB RECOMMENDATIONS TRACKER</p> <p>RESOLVED: (a) that further information be sought regarding any progress on item 50/07 relating to the possibility of North East Worcestershire College setting up a service level agreement with the Artrix</p>	<p>03/08 The Portfolio Holder formally raised this issue with the Artrix Board. It is a course of action they do not wish to pursue and we cannot take any further action as they are independent of the Council. COMPLETED</p>
85/07	<p>WORK PROGRAMME</p> <p>RESOLVED that subject to the inclusion of (i) Council Plan 2008-2010 and (ii) Employee Stress Survey in the work programme for the March meeting, the report be approved.</p>	<p>03/08 Papers on both these topics are included in the agenda for the March meeting. COMPLETED</p>