

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 22ND APRIL 2008, AT 6.00 P.M.

PRESENT: Councillors J. T. Duddy (Chairman), C. B. Taylor (Vice-Chairman),
A. N. Blagg, Mrs. M. Bunker, S. R. Colella, Mrs. A. E. Doyle and
Mrs. C. M. McDonald

Observers: Councillors Mrs. J. M. L. A. Griffiths and R. Hollingworth

Officers: Mr. T. Beirne, Mr. P. Street and Ms. R. Cole.

96/07 **APOLOGIES**

There were no apologies for absence.

97/07 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

98/07 **MINUTES**

The minutes of the meeting of the Performance Management Board held on 18th March 2008 were submitted.

RESOLVED that the minutes be approved as a correct record.

99/07 **AUDIT COMMISSION - ANNUAL AUDIT LETTER**

At the invitation of the Chairman the Leader of the Council spoke on this item. The Leader reported that the Annual Audit and Inspection Letter was very positive although there were areas which required further development. Particular reference was made to the issues of Value for Money and the Use of Resources. It was noted that the performance information referred to in the report was from 2006/2007 and that there had been further improvements in performance since then.

The Board recognised that whilst the feedback from the Audit Commission was pleasing, there were still areas which had to be addressed such as improving customer satisfaction. It was hoped that this could be achieved by changing the focus from the internal improvements which had been required to improving external public facing services which would have more impact on the customer.

RESOLVED that the Audit Commission's Annual Audit and Inspection Letter be noted.

RECOMMENDED that Cabinet be requested to include within the new Improvement Plan the seven actions set out in paragraph 3 on page 4 of the Annual Audit and Inspection Letter.

100/07 **LICENSING SECTION VALUE FOR MONEY REVIEW**

The Board gave consideration to a report on the work undertaken by the Council's Licensing Section, in particular in relation to value for money compared to Redditch Borough Council. It was noted that in terms of the number of licences issued per full time equivalent member of staff, Bromsgrove was performing better than Redditch and was third out of the six Districts within the County. The Executive Director - Services reported that within the Business Plan for the service there would be improvement targets and that officers were charged with improving the efficiency of services on a continual basis.

Members queried whether it would be possible to cover the costs of the service and in this regard the Executive Director – Services undertook to provide members with additional financial information including details of the maximum fees which could be charged for certain licences.

RESOLVED that the report be noted and that the issue be included on the Board's work programme for review in April 2009.

101/07 **IMPROVEMENT PLAN EXCEPTION REPORT (FEBRUARY 2008)**

Consideration was given to the Improvement Plan Exception report for February 2008, together with the corrective action being taken as set out in the appendix to the report. It was reported that in relation to items 11.3.5 and 12.1.1 the revised date should read March 2009.

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception report, together with the corrective action being taken, be noted; and
- (b) that it be noted that for the 138 actions highlighted for February within the Plan, 88.4% were on target (green), 7.3% were one month behind (amber) and 1.4% were over one month behind (red). 2.9 % of actions had been rescheduled (or suspended), with approval.

102/07 **MONTHLY PERFORMANCE REPORT - PERIOD 11 (FEBRUARY 2008)**

The Board gave consideration to a report on the Council's performance as at February 2008 (Period 11).

RESOLVED:

- (a) that it be noted that 65% of indicators were improving or stable at the period end compared to 74% in period 10;
- (b) that it be noted that 85% of indicators were achieving their targets at the period end compared to 85% in period 10;
- (c) that the successes as set out in section 3.5 of the report be noted;

(d) that the area of concern set out in section 3.6 be noted.

103/07 **RECOMMENDATIONS TRACKER**

The Board considered a report tracking the progress of resolutions and recommendations made by the Board from the April 2007 meeting onwards.

RESOLVED:

- (a) that in relation to item 42/07 (production of schedule of highway verges mowing programme to allow for better co-ordination of mowing and litter picking), the Portfolio Holder and The Head of Street Scene and Community Services be requested to provide an update for the next meeting on the progress made on this so far;
- (b) that the remainder of the report be noted.

104/07 **WORK PROGRAMME 2008/2009**

Consideration was given to the report on the Board's updated work programme for 2008/2009.

RESOLVED that subject to the inclusion in the work programme of a review of value for money in the Licensing Section in April 2009, the report be noted.

The meeting closed at 7.32 p.m.

Chairman