

BROMSGROVE DISTRICT COUNCIL

4 JUNE 2008

CABINET

IMPROVEMENT PLAN EXCEPTION REPORT [MARCH 2008]

Responsible Portfolio Holder	Councillor Mike Webb Portfolio Holder for Customer Care and Service
Responsible Officer	Hugh Bennett Assistant Chief Executive

1. SUMMARY

- 1.1 To ask Cabinet to consider the attached updated Improvement Plan Exception Report for March 2008.

2. RECOMMENDATION

- 2.1 That Cabinet considers and approves the revisions to the Improvement Plan Exception Report, and the corrective action being taken.
- 2.2 That Cabinet notes that for the 135 actions highlighted for March within the plan 86.7 percent of the Improvement Plan is on target [green], 7.4 percent is one month behind [amber] and 1.5 percent is over one month behind [red]. 4.4 percent of actions have been rescheduled [or suspended] with approval.

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 then Improvement Director. The Improvement Plan is designed to push the Council through to a rating of Fair during 2008.

4. PROGRESS IN MARCH 2008






- 4.1 Overall performance as at the end of March 2008 is as follows: -

February 2008

March 2008

RED	2	1.4%	RED	2	1.5%
AMBER	10	7.3%	AMBER	10	7.4%
GREEN	122	88.4%	GREEN	117	86.7%
REPROGRAMMED	4	2.9%	REPROGRAMMED	6	4.4%

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 In addition to the above detail, out of the total of 135 actions for the month, 5 actions have also been deleted, suspended or the timescales have been substantially revised. This amounts to 3.7 percent of the original actions scheduled for this month. These actions are: Longbridge (examination of final plan) (2.5); 3 Charter Marks (5.2.5); Satisfaction with Artrix (8.2.2); Member Standards (16.2.5); Single Status (20.2.6).
- 4.3 An Exception Report detailing corrective actions being undertaken 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. COUNCIL OBJECTIVES

- 7.1 The Improvement Plan relates to all of the Council's four objectives and 10 priorities as per the 2007/2010 Council Plan.

8. RISK MANAGEMENT

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

9. CUSTOMER IMPLICATIONS

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

10. EQUALITIES AND DIVERSITY IMPLICATIONS

10.1 Please see section 3 of the Improvement Plan

11. VALUE FOR MONEY IMPLICATIONS

11.1 See section 11 of the Improvement Plan

12. 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.

13. OTHERS CONSULTED ON THE REPORT

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

14. WARDS AFFECTED

14.1 All wards

15. APPENDICES

15.1 Appendix 1 Improvement Plan Exception Report March 2008

16. BACKGROUND PAPERS:

16.1 The full Improvement Plan for March will be e-mailed to all Members of the Cabinet 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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CP3: Housing																	
Ref	March 2008 Action		Colour		Corrective Action										Who	Original Date	Revised Date
3.2.4	Implement contractor procurement framework for DFGs				Specification now agreed and pre-contract questionnaire being formulated for advertisement.										AC	Feb-08	Jun-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
3.2	Modernised Strategic Housing Service																
3.2.4	Implement contractor procurement framework for Disabled Facilities Grants	AC													Work progressing slowly. Timescale extended until June.		

CP4: Customer Service																	
Ref	March 2008 Action		Colour		Corrective Action										Who	Original Date	Revised Date
4.3.5	Prepare and undertake satisfaction survey within the Forum				The Conference Event was very focussed on workshops and time was not available to undertake the survey work: this has been postponed until June										CF	Mar-08	Jun-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
4.3	Annual Satisfaction of Equalities Forum																
4.3.5	Prepare and undertake satisfaction survey within the Forum	CF													It has been agreed that this will be undertaken as part of the June meeting.		

FP1: Value for Money																		
Ref	March 2008 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			
11.1.3	Quarterly report to PMB to assess the effectiveness of the alternative methods of service delivery e.g.- transfer to leisure trust, payroll service provision (NB formerly entitled 'Monitor provision through client reviews')															JP	Dec-07	July-08
11.1	Realisation of cashable savings by alternative methods of service delivery																	
11.1.3	Quarterly report to PMB to assess the effectiveness of the alternative methods of service delivery e.g.- transfer to leisure trust, payroll service provision	JP																Further delayed until July – August 2008

FP1: Value for Money																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
11.3.5	Identify services for detailed benchmarking & cost analysis to be undertaken.		New accountancy manager commenced work in March 08 to drive this work forward. Report to be prepared & presented to CMT.												JP	Aug-07	Mar-09
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																
11.3.5	Identify services for detailed benchmarking & cost analysis to be undertaken.	JP														Detailed analysis undertaken on audit commission profiles.	

FP2: Financial Management																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
12.1.1	Implementation of the POP project to account for commitments & accruals on the Agresso system.		New Accountancy Service Manager started in March 08 to continue project management of POP.												JP	July-07	Mar-09
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																
12.1.1	Implementation of the POP project to account for commitments & accruals on the Agresso system.	JP														Upgrades have been tested and implemented. Roll out to Customer Service Centre and Revenues and Benefits section took place in Jan 08.	

FP2: Financial Management																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
12.1.3	Train all managers to use web access for Agresso reporting.		New Accountancy Service Manager commenced in March 08 and is preparing the revised roll out plan for POP.												JP	Sept-07	June-08
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. New upgrades have been implemented.	

PR2: Improved Governance																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
16.4.2	Identify peer mentors for the Leader (and Cabinet Members) and the Leader of the Opposition.		Mentors have been identified. Mentoring was due to start in September, but actually commenced in January. Cabinet workshop in April.												CF	Oct-07	Apr-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
16.4	Improve Member Capacity																
16.4.2	Identify peer mentors for the Leader (and Cabinet Members) and the Leader of the Opposition.	CF														Delayed until April.	

PR2: Improved Governance																		
Ref	March 2008 Action	Colour	Corrective Action													Who	Original Date	Revised Date
16.4.6	Review roles and responsibilities for Leader, Leader of Opposition and Cabinet Members.		Dependent on the Local Government and Public involvement in Health Act.													CF	Jan-07	Autumn-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
16.4	Improve Member Capacity																	
16.4.6	Review roles and responsibilities for Leader, Leader of Opposition and Cabinet Members.	CF														It has been agreed that although the constitution review will go some way to identifying the existing roles and responsibilities, whole scale change will not occur until the consequence of the Local Government and Public involvement in Health Act is known.		

HR&OD2: Modernisation																		
Ref	March 2008 Action	Colour	Corrective Action													Who	Original Date	Revised Date
20.2.4	Terms and Conditions Negotiations (including Pay Protection).		In light of advice contained within the quality assurance report, the "In principles" offers are not felt to be vulnerable to change. All original proposals will therefore stand as planned.													JP	Feb-08	April-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
20.2	Single Status																	
20.2.4	Terms and Conditions Negotiations (including Pay Protection).	JP														Consequence of delay arising from the suspension of the ballot = financial cost of April 08 increments and cost of living pay award to be retrospectively applied.		

HR&OD2: Modernisation																	
Ref	March 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
20.2.6	Ballot of staff		Independent quality assurance report confirmed no issues of concern in respect of the process followed, or the proposed pay model. Revised timetable for implementation is now planned, aiming for Cabinet decision on 30 th July, and implementation on 15 th August 2008.												JP	Jan-08	Aug-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
20.2	Single Status																
20.2.6	Ballot of staff	JP															The ballot was temporarily suspended due to issues of concern having been raised about the evaluation process by Unison National.

HR&OD2: Modernisation																	
Ref	March 2008 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		
20.3.1	Review, develop, consult, train and Implement on all HR policies and procedures as detailed in the People Strategy.		HR policy review programme has slowed down as a result of other organisational priorities (e.g. HR implications of the budget) and case management. This will be picked up again in the new Business Planning year.												JP	Dec-07	May-08
20.3	Policy Development																
20.3.1	Review, develop, consult, train and Implement on all HR policies and procedures as detailed in the People Strategy.	JP														Health and Safety policies have been subject to review during this period and updated accordingly. HR policy review programme has slowed down as a result of other organisational priorities (e.g. HR implications of the budget) and case management. This will be picked up again in the new Business Planning year.	

HR&OD2: Modernisation																	
Ref	March 2008 Action		Colour		Corrective Action										Who	Original Date	Revised Date
20.4.3	Evaluate Manager Induction				Delay is due to the effect of the Implementation of Spatial/EDMS within HR&OD where the Learning and OD Manager is the team lead. This will now be further delayed due to the unforeseen prolonged absence of the Learning and OD Manager.										JP	Aug-07	May-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
20.4.	Management Development Strategy																
20.4.3	Evaluate Manager Induction	JP/HP													Further reprogrammed to March from original reprogrammed date of November. This will now be delayed once again due to the unforeseen prolonged absence of the Learning and OD Manager.		