

BROMSGROVE DISTRICT COUNCIL

17 JUNE 2008

PERFORMANCE MANAGEMENT BOARD

IMPROVEMENT PLAN EXCEPTION REPORT [APRIL 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 Performance Management Board to consider the attached updated Improvement Plan Exception Report for April 2008.

2. RECOMMENDATION

- 2.1 That Performance Management Board considers and approves the revisions to the Improvement Plan Exception Report, and the corrective action being taken.
- 2.2 That Performance Management Board notes that for the 111 actions highlighted for April within the plan 83.8 percent of the Improvement Plan is on target [green], 7.2 percent is one month behind [amber] and 2.7 percent is over one month behind [red]. 6.3 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 APRIL 2008

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

March 2008

April 2008

RED	2	1.5%	RED	3	2.7%
AMBER	10	7.4%	AMBER	8	7.2%
GREEN	117	86.7%	GREEN	93	83.8%
REPROGRAMMED	6	4.4%	REPROGRAMMED	7	6.3%

Where: -

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

Out of the total of 111 actions for the month, 9 actions have been deleted, suspended or the timescales have been substantially revised. This amounts to 8.1 percent of the original actions scheduled for this month. These actions are: Longbridge (Pre Examination Meeting) (2.4); Modernised Strategic Housing Service (3.2.6); Three Charter Marks x 2 (5.2.4; 5.4.5); Satisfaction with Artrix (8.2.1); Revisit Planning Moratorium (10.4.3); Improved Financial Management by budget holders x 2 (12.1.3; 12.1.4); Single Status (20.2.4); Review Productive Time (22.4.1); Develop Project Management Arrangements for CMT (22.6.4).

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	At Leader's
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 April2008

16. BACKGROUND PAPERS:

16.1 The full Improvement Plan for April will be e-mailed to all Members of 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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CP3: Housing																	
Ref	April 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															Timescale extended until June.

CP4: Customer Service																	
Ref	April 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														Survey questionnaires prepared and agenda item placed for the forum meeting in June.	

CP7: Community Influence																	
Ref	April 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		
7.1.5	Deliver plan.		Orange		Consultation delayed due to the knock on effect of other work.										HB	April-08	May-08
7.1	Area Committee pilots (probable expansion of two)																
7.1.5	Deliver plan.	HB														Consultation letter will be sent out by end of May.	

FP1: Value for Money																	
Ref	April 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. Monitoring of the SLAs for the two contracts will commence once they go live.

Exception Report for April 2008 Improvement Plan

Appendix 1

PR2: Improved Governance																	
Ref	April 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														Whole scale change will not occur until the consequence of the Local Government and Public involvement in Health Act is known in Autumn 08.	

HR&OD2: Modernisation																	
Ref	April 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
20.2.4	Terms and Conditions Negotiations (including Pay Protection).		All original proposals will stand as planned.												JP	Feb-08	Aug-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
20.2	Single Status																
20.2.4	Terms and Conditions Negotiations (including Pay Protection).	JP														Revised timetable for implementation is now planned, aiming for Cabinet decision on 30 th July, and implementation on 15 th August 2008.	

HR&OD2: Modernisation																	
Ref	April 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.										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														Revised timetable for implementation is now planned, aiming for Cabinet decision on 30 th July, and implementation on 15 th August 2008.	

HR&OD2: Modernisation																	
Ref	April 2008 Action		Colour		Corrective Action										Who	Original Date	Revised Date
20.2.7	Implement				The planned implementation date of April 2008 had to be put back pending resolution to the concerns expressed by National Unison, and the associated quality assurance test.										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																
20.2.7	Implement	JP													Implementation planned for August 08.		

HR&OD2: Modernisation																	
Ref	April 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 team capacity (e.g. HR implications of the budget) and case management.												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														This is being picked up again as part of the new Business Planning year and has been specifically targeted in individual PDRs.	

HR&OD2: Modernisation																		
Ref	April 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 has been further delayed due to the unforeseen prolonged absence of the Learning and OD Manager.										JP/HP	Aug-07	July-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													The approach for induction for new managers will be included within the report to CMT on the T&D Strategy – see item 22.4.1 below			

Exception Report for April 2008 Improvement Plan

Appendix 1

HR&OD4: Learning and Development																		
Ref	April 2008 Action	Colour	Corrective Action													Who	Original Date	Revised Date
22.4.1	Review corporate training programme each quarter.		Report delayed due to unforeseen absence of Learning and OD Manager.													HP	Apr-08	July-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action			
22.4	Review Productive Time																	
22.4.1	Review corporate training programme each quarter.	HP														Report on the T&D strategy was delayed due to unforeseen absence of Learning and OD Manager. Will now be ready in July 2008.		