

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 15TH JULY 2008 AT 6.00 P.M.

PRESENT: Councillors J. T. Duddy (Chairman), C. B. Taylor (Vice-Chairman), Mrs. M. Bunker, Miss D. H. Campbell JP, S. R. Colella and Mrs. A. E. Doyle

Officers: Ms. J. Pickering, Ms. D. Poole and Ms. D. McCarthy

21/08 **APOLOGIES FOR ABSENCE**

No apologies for absence were received.

22/08 **DECLARATIONS OF INTEREST**

Councillor Mrs. A. E. Doyle declared a personal interest in agenda item 9 (Concessionary Parking for the over 60s), as a Trustee of Age Concern.

During discussions on issues surrounding Bromsgrove School in relation to the Town Centre under agenda item 5 (Annual Financial and Performance Report 2007/2008), Councillor Mrs. A. E. Doyle also declared a personal interest in relation to her involvement in Guardianship of Russian and Chinese pupils attending Bromsgrove School.

23/08 **MINUTES**

The minutes of the meeting of the Performance Management Board held on 17th June 2008 were submitted.

Under this item, the Chairman informed the Board that he had received information from the Assistant Chief Executive relating to Disabled Facilities Grants, as requested at the last meeting (minute number 17/08).

RESOLVED:

- (a) that the minutes be approved as a correct record; and
- (b) that the Chairman circulate the information he had received regarding Disabled Facilities Grants to other Members of the Board.

24/08 **CONCESSIONARY PARKING FOR OVER 60S**

(As members of the public (including Mr. C. Bateman, a representative from the Older People's Forum) were present specifically to hear the outcome of agenda item number 9, Concessionary Parking for over 60s, it was agreed that this would be considered as the first main item.)

Members of the Board considered a report which related to a scrutiny request which had been received from a member of the public (Mr. C. Bateman) and which the Cabinet had agreed to refer to the Performance Management Board.

Members believed that it was an important issue and discussed possible items that could be included within the officer's report, such as current information on the legal, equalities and diversity implications surrounding concessionary parking. It was also requested that any financial calculations would need to be in a clear and understandable format so as to allow the Board to properly analyse the information and show the impact over the medium term financial plan.

RESOLVED:

- (a) that this item be included within the Board's work programme and an officer's report on concessionary parking for the over 60s be considered by the Board at its meeting due to be held on 21st October 2008, when six months worth of the necessary data would be available;
- (b) that officers be requested to ensure current legal, equalities and diversity implications in relation to concessionary parking are included within the report;
- (c) that the Chairman contact the Head of Street Scene and Community suggesting the report covers further information on possible resistance from user groups, the impact concessionary parking may have had on traders and that the comments already put forward by Mr. C. Bateman be taken into account; and
- (d) that, via the Members' Bulletin, Members be requested to contact the relevant Portfolio Holder and Head of Service, with suggestions on what information should be included within the report to the Performance Management Board.

25/08 **SPATIAL PROJECT MONITORING REPORT**

The Board gave consideration to a report which detailed the progress made in respect of the implementation of the Spatial Project during the last month.

The Head of E-Government and Customer Services stated that since the last update, progress had continued with regards to both the Electronic Document Management and the Integrated Business Applications without any major issues arising. Members were also informed that Street Scene and Graves Data would be included within the project and it was expected that these additions would have no impact on the project deadlines.

The key risks and concerns included in the Project Highlight Report were briefly discussed and it was also reported that the feasibility study into the second phase of the Spatial Project (known as FM2) was ongoing. The Board was reminded that when the feasibility study was complete, permission would be sought to continue with phase 2 from the full Council.

RESOLVED that the report be noted and a further update be given at the next meeting of the Board.

26/08 **ANNUAL FINANCIAL AND PERFORMANCE REPORT 2007/2008**

Consideration was given to the Annual Financial and Performance Report for the year ending 31st March 2008 which had already been approved at the Special Council Meeting held on 30th June 2008.

The Board discussed whether any recommendations should be made to the Cabinet regarding performance indicators which had not reached their target in 2007/08 and which were included in the corporate reporting set for 2008/09.

It was clarified that although the Council was not directly responsible for all of the performance indicators, it did have a duty to report National Indicators. It was also pointed out that the Council could have an impact on such indicators at a strategic level.

All questions raised were answered by the Head of Financial Services. Members of the Board commented on how much performance had improved over the past year and it was also stated that the quality of the report format had also improved.

RESOLVED:

- (a) that the significant improvement in performance in 2007/08 which followed a similar level of improvement in 2006/07 be noted; and
- (b) that unemployment figures be submitted to the Performance Management Board's meeting scheduled to be held on 16th September 2008.

RECOMMENDED that the Cabinet be requested to focus on the performance indicators relating to the following areas which should be included in the corporate reporting set for 2008/09:

- Sickness figures;
- Actual crime figures compared to the perception of crime (contained within SNAP surveys), taking into account the definition of each criminal activity;
- Domestic Violence;
- Equality and Diversity and the need to ensure this Council reaches level 3 of the Local Government Equality Standard as soon as possible;
- Affordable Housing targets;
- Progress of the Town Centre Regeneration;
- Small business start-up be maximised, particularly in light of the Town Centre Regeneration;
- The percentage of recoverable housing benefit (all years outstanding) overpayments recovered;
- Disabled Facilities Grants (DFGs) and specifically the capital underspend.

27/08 **IMPROVEMENT PLAN EXCEPTION REPORT - PERIOD 2 (MAY 2008)**

Members of the Board considered the Improvement Plan Exception report for May 2008, together with the corrective action being taken as set out in Appendix 1 to the report.

There were concerns raised regarding the delays with implementing contractor procurement framework for Disabled Facilities Grants (DFGs). It was explained that one reason for the delays was unresolved joint procurement issues in relation to the Care and Repair Agency located in Redditch.

There was a detailed discussion around specific parts of the Exception Report for May 2008 Improvement Plan including Value for Money, Modernisation and Community Influence.

In light of the fact that the final exception report was due the following month, the Board also considered retrospectively the 2007/08 Improvement Plan, ahead of the introduction of the new Improvement Plan 2008/09.

The Chairman commented that if Members had any specific questions in relation to Longbridge, they should be directed to the Executive Director - Partnerships and Projects.

RESOLVED:

- (a) that the Assistant Chief Executive be requested to submit a report to the next meeting of the Board in August explaining the issues surrounding CP7 Community Influence;
- (b) that the revisions to the Improvement Plan Exception report and the corrective action being taken be noted;
- (c) that it be noted that for the 106 actions highlighted for May within the plan, 81.1% of the Improvement Plan is on target (green), 3.8% is one month behind (amber), 7.55% is over one month behind and 7.55% of actions had been rescheduled (or suspended) with approval; and
- (d) that the progress made against all the actions scheduled in the 2007/08 Improvement Plan be noted.

RECOMMENDED that the relevant Portfolio Holder and Strategic Housing Manager be requested to commence discussions with the Care and Repair Agency and review the Service Level Agreement (SLA) to ensure it is robust.

28/08 **MONTHLY PERFORMANCE REPORT - PERIOD 2 (MAY 2008)**

Members considered a report on the Council's performance as at May 2008 (period 2).

There were concerns raised over the average speed of answering telephone calls at the Customer Service Centre as the target had not been met in April and the average speed of answer had fallen by another two seconds in May. The Head of Financial Services informed Members that following a report which analysed the calls received by the Customer Service Centre, there had been measures put in place to reduce call waiting times and a process had been implemented whereby back office teams would take calls in relation to Council Tax recovery during peak periods of collection.

It was pointed out that figures included in Appendix 3 relating to the number of missed household and recycle waste collections had not been updated.

RESOLVED:

- (a) that performance indicators for both the number of missed household and recycle waste collections (reference LPI Depot) be amended to the new approved targets, as previously reported at the last meeting of the Board (minute number 19/08);
- (b) that it be noted that 67% of Performance Indicators were stable or improving;
- (c) that it be noted that 76% of Performance Indicators with a target were meeting their target at the month end and that 100% of Performance Indicators with a target were predicted to meet their target at the year end;
- (d) that the performance figures for May 2008 as set out in Appendix 2 to the report be noted;
- (e) that it be noted that for a second month running: the number of missed recycle waste collections had reduced; usage of sports centres had increased; high rates of resolution at first point of contact at the CSC had been maintained, well above target; and sickness absence fell considerably; and
- (f) that it be noted that there were no Performance Indicators of particular concern.

RECOMMENDED that the Cabinet request the new Improvement Manager, together with the relevant Portfolio Holder, to undertake an evaluation of the Customer Service Centre with a view to improving the average speed of answering calls.

29/08 **PMB RECOMMENDATION TRACKER**

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

RESOLVED:

- (a) that a review of the Sustainable Community Strategy be discussed at the next meeting of the Board to decide whether or not it needs to be incorporated into the current work programme;
- (b) that, at the next meeting in August, the Board be provided with feedback in relation to each Portfolio Holder prioritising up to four of the top key points of the Customer Panel Survey 2 – Quality of Life and incorporating them in their respective service plans;
- (c) that, in relation to a Corporate Indicator on Disabled Facilities Grants, as requested by the Cabinet, the Board, together with the Assistant Chief Executive at the next meeting in August, considers how the Disabled Facilities Grants performance could be measured; and
- (d) that the recommendation tracker report be noted.

30/08 **WORK PROGRAMME 2008/2009**

Consideration was given to the report on the Board's updated work programme for 2008/09.

Members were reminded that a representative from Worcestershire County Council's Youth Service would be giving a presentation to all Members on Monday 21st July 2008 at the Council House.

RESOLVED:

- (a) that, as agreed under the previous item, a review of the Sustainable Community Strategy be discussed at the next meeting of the Board with a view to possibly including it within the current work programme; and
- (b) that the report be noted.

The meeting closed at 7.25 p.m.

Chairman