

BROMSGROVE DISTRICT COUNCIL

19 AUGUST 2008

PERFORMANCE MANAGEMENT BOARD

IMPROVEMENT PLAN EXCEPTION REPORT [JUNE 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 final updated Improvement Plan Exception Report for June 2008 (Appendix 1).

2. RECOMMENDATION

- 2.1 That Performance Management Board considers and approves the revisions to the Improvement Plan Exception Report attached as Appendix 1, and the corrective action being taken.
- 2.2 That Performance Management Board notes this is the final exception report of the 2007-08 Improvement Plan. As such, many of the actions scheduled throughout the preceding year have already been completed; hence the relatively low number of outturns for June. It should also be noted therefore that the proportions of actions behind target or rescheduled will in turn present as proportionally higher than might otherwise be expected.
- 2.3 That Performance Management Board notes that for the 96 actions highlighted for June within the plan 77.0 percent of the Improvement Plan is on target [green], 4.2 percent is one month behind [amber] and 6.3 percent is over one month behind [red]. 12.5 percent of actions have been rescheduled [or suspended] with approval. This month's performance is shown alongside that of the year to date, and is attached as the first page of Appendix 1 (this is a change in the format of this report, as requested by the Portfolio Holder).

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. FINANCIAL IMPLICATIONS

4.1 No financial implications.

5. LEGAL IMPLICATIONS

5.1 No Legal Implications.

6. COUNCIL OBJECTIVES

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

7. RISK MANAGEMENT

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

8. CUSTOMER IMPLICATIONS

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

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 Please see section 3 of the Improvement Plan

10. VALUE FOR MONEY IMPLICATIONS

10.1 See section 11 of the Improvement Plan

11. 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.

12. 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

13. WARDS AFFECTED

13.1 All wards

14. APPENDICES

14.1 Appendix 1 Improvement Plan Exception Report June 2008

15. BACKGROUND PAPERS:

15.1 The full Improvement Plan for June will be e-mailed to all Members of the 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

Name: Jenny McNicol
E Mail: j.mcnicol@bromsgrove.gov.uk
Tel: (01527) 881631

Exception Report for June 2008 Improvement Plan

Appendix 1

PROGRESS IN JUNE 2008

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

July 2007			August 2007			September 2007			October 2007			November 2007			December 2007		
RED	1	0.6%	RED	1	0.7%	RED	4	2.4%	RED	3	1.8%	RED	5	3.1%	RED	3	2.0%
AMBER	5	3.2%	AMBER	13	9.2%	AMBER	11	6.6%	AMBER	16	9.6%	AMBER	11	7.0%	AMBER	17	11.6%
GREEN	152	95.6%	GREEN	126	88.7%	GREEN	149	89.2%	GREEN	142	85.0%	GREEN	138	86.9%	GREEN	121	82.3%
REPRO GRAM MED	1	0.6%	REPRO GRAMM ED	2	1.4%	REPRO GRAMM ED	3	1.8%	REPRO GRAMM ED	6	3.6%	REPRO GRAMM ED	5	3.1%	REPRO GRAMM ED	6	4.1%

January 2008			February 2008			March 2008			April 2008			May 2008			June 2008		
RED	2	1.4%	RED	2	1.4%	RED	2	1.5%	RED	3	2.7%	RED	8	7.55%	RED	6	6.3%
AMBER	16	11.4%	AMBER	10	7.3%	AMBER	10	7.4%	AMBER	11	9.9%	AMBER	4	3.8%	AMBER	4	4.2%
GREEN	118	84.3%	GREEN	122	88.4%	GREEN	117	86.7%	GREEN	92	82.9%	GREEN	86	81.1%	GREEN	74	77.0%
REPRO GRAM MED	4	2.9%	REPRO GRAMM ED	4	2.9%	REPRO GRAMM ED	6	4.4%	REPRO GRAMM ED	5	4.5%	REPRO GRAMM ED	8	7.55%	REPRO GRAMM ED	12	12.5%

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 96 actions for June 2008, 12 actions have been suspended. This amounts to 12.5 percent of the original actions scheduled for this month. These actions are: Longbridge x 2 (2.4, 2.6); Three Charter Marks (5.2.4); Brand Recognition (5.4.5) Satisfaction with Artrix (8.2.2); Maintain Greenbelt (10.1.6); Revisit Planning Moratorium (10.4.3); Improved Financial Management by Budget Holders (12.1.3); Develop and Use Middle Managers (19.5.5); Develop Project Management Arrangements for CMT x 2 (22.6.3, 22.6.4).

An Exception Report detailing corrective actions follows.

Exception Report for June 2008 Improvement Plan

Appendix 1

CP3: Housing																	
Ref	June 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 in June/July.										AC	Feb-08	Jul-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 July due to delays caused by neighbouring authorities delay in development of schedule of works.	

CP7: Community Influence																	
Ref	June 2008 Action		Colour		Corrective Action										Who	Original Date	Revised Date
7.1.5	Deliver plan.				Consultation had been delayed is now underway. Completion date is scheduled for October.										HB	April-08	Oct-08
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
7.1	Area Committee pilots (probable expansion of two)																
7.1.5	Deliver plan.	HB													The consultation letter has now been sent out to all stakeholders.		

FP1: Value for Money																	
Ref	June 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')				The monitoring of the services provided by external agencies (e.g. Payroll – Redditch, Leisure – Wychavon Leisure Trust) is not due to commence until September. A robust framework of monitoring cashable efficiencies realised by the changes services will commence following transfer.										JP	Dec-07	Sept-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 September 2008	

FP1: Value for Money																
Ref	June 2008 Action	Colour	Corrective Action											Who	Original Date	Revised Date
11.1.4	Discuss with provider option to market test combined service delivery		Due to delays in transfer the service cannot be market tested. See above.											JP	May-07	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action	
11.1	Realisation of cashable savings by alternative methods of service delivery															
11.1.4	Discuss with provider option to market test combined service delivery	JP														Will be delayed until after transfer takes place in September 08. There continues to be other service provision and contracts subject to market testing including graphics design and development of banking and insurance contracts.

Exception Report for June 2008 Improvement Plan

Appendix 1

PR2: Improved Governance																
Ref	June 2008 Action	Colour	Corrective Action											Who	Original Date	Revised Date
16.3.5	Monthly meetings between Group Leaders		Leader of the Opposition does not attend											KD	Jun-08	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action	
16.3	Improved Member relations															
16.3.5	Monthly meetings between Group Leaders	KD														Meetings continuing but without attendance of Leader of the Opposition

HR&OD2: Modernisation																
Ref	June 2008 Action	Colour	Corrective Action											Who	Original Date	Revised Date
20.2.4	Terms and Conditions Negotiations (including Pay Protection).		Ongoing discussions with Unison holding up completion of ballot. Chief Executive and Head of HR and OD have met with the Regional Officer to stress importance of progress towards implementation.											JP	Feb-08	Sept-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														A further revised timetable for implementation is planned, aiming for Cabinet decision on 3rd September, and implementation on 15 th September 2008.

HR&OD2: Modernisation																	
Ref	June 2008 Action	Colour	Corrective Action												Who	Original Date	Revised Date
20.2.6	Ballot of staff		The ballot has opened for GMB, UCATT and non managerial staff, but Unison National are not willing to proceed with a ballot at this time. The absence of a positive ballot result compromises the potential to implement through a Collective Agreement.												JP	Jan-08	TBC (i.e. Unison ballot)
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														A further revised timetable for implementation is now planned, aiming for Cabinet decision on 3rd September, and implementation on 15 th September 2008.	

Exception Report for June 2008 Improvement Plan

Appendix 1

HR&OD2: Modernisation																	
Ref	June 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	Sept-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 September 08.		

HR&OD2: Modernisation																	
Ref	June 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 was further delayed due to the unforeseen 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 in the report to CMT on the T&D Strategy in July 08.		

HR&OD4: Learning and Development																		
Ref	June 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			
22.4.1	Review corporate training programme each quarter.															HP	Apr-08	July-08
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.			