

**BROMSGROVE DISTRICT COUNCIL**

**18 NOVEMBER 2008**

**PERFORMANCE MANAGEMENT BOARD**

**PMB RECOMMENDATIONS TRACKER**

Responsible Portfolio Holder	Councillor James Duddy PMB Chairman
Responsible Head of Service	Hugh Bennett Assistant Chief Executive

**1. SUMMARY**

- 1.1 To report to Performance Management Board on progress of resolutions and recommendations made by the Board from the April 2007 meeting onwards.

**2. RECOMMENDATIONS**

- 2.1 That The Board notes the attached update

**3. BACKGROUND**

- 3.1 The previous report was submitted to the July 2008 meeting.
- 3.2 Resolutions and recommendations that were reported as fully completed on the last report have been deleted from the document. Resolutions and recommendations up to and including the August 2008 meeting of the Board have been added. Progress on all outstanding actions is shown in **bold** text. Earlier progress reports, where they exist, are shown in normal text, so that members can see the history for each item. Items that are shown as completed in this report will be removed from the next version of the report.
- 3.3 This report was originally due to come to the October meeting, but was re-scheduled at the Boards' request. The next report will be presented in January 2009 as per the original work programme.

**4. FINANCIAL IMPLICATIONS**

- 4.1 There are no financial implications

**5. LEGAL IMPLICATIONS**

- 5.1 There are no legal implications.

**6. COUNCIL OBJECTIVES**

6.1 Tracking of recommendations links to the Improvement objective

**7. RISK MANAGEMENT**

7.1 There are no risks associated with this report

**8 CUSTOMER IMPLICATIONS**

8.1 Performance Improvement is a Council Objective

**9. EQUALITIES AND DIVERSITY IMPLICATIONS**

9.1 There are no implications for the Council's Equalities and Diversity Policies.

**10. VALUE FOR MONEY IMPLICATIONS**

10.1 ▪ There are no VFM implications

**11. OTHER IMPLICATIONS**

Procurement Issues None
Personnel Issues None
Governance/Performance Management –
Community Safety including Section 17 of Crime & Disorder Act 1988 None
Policy None
Environmental None

**12. OTHERS CONSULTED ON THE REPORT**

Please include the following table and indicate 'Yes' or 'No' as appropriate. Delete the words in italics.

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

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**13. WARDS AFFECTED**

All Wards'.

**14. APPENDICES**

Appendix 1 Recommendations Tracker

**15. BACKGROUND PAPERS**

None

**Contact officer**

Name: John Outhwaite, Senior Policy & Performance Officer

email: [j.outhwaite@bromsgrove.gov.uk](mailto:j.outhwaite@bromsgrove.gov.uk)

Tel: (01527) 881602

Meeting date & minute ref	Minute & Action	Progress update
18 Mar 2008		
92/07	<p>COUNCIL PLAN 2008-2011 RECOMMENDED: (a) that it be suggested to Cabinet that Disabled Facilities Grants should be included as one of the Corporate Indicators; and</p>	<p>07/08 Recommendation approved at April Cabinet, with a request the PMB suggest how performance could be measured. A DFG performance measure will be included in the corporate reporting set, to be reported quarterly, starting with the figures for Q1 2008/09</p> <p><b>10/08 – A performance measure was developed and included in the Q1 report. Following discussion at August PMB this indicator will be refined and figures will be submitted in a revised format for Q2 (see item 33/08) COMPLETED</b></p>
93/07	<p>MONTHLY PERFORMANCE REPORT - PERIOD 10 (JANUARY 2008) RESOLVED: (e) that, on the question of sickness absence (as referred to in Section 3.6 of the report), the Head of Human Resources and Organisational Development be requested to look further into a recently reported Government proposal which would allow General Practitioners to issue patients with “well notes” rather than sick notes, (i.e., setting out what they were capable of undertaking rather what they were not), and that a report be brought back to the Board in</p>	<p><u>07/08 Current Position: Fit for work certificates:</u></p> <ul style="list-style-type: none"> <li>• Dame Carol Black’s report ‘Working for a healthier Tomorrow’ published March 2008;</li> <li>• DWP currently carrying out a review of the sick note with intention of introducing a new system by NEXT SPRING (2009);</li> <li>• Pilots to be launched to investigate this new type of sick note (no timescales given or who will be involved);</li> <li>• Government is set to respond to Dame Carol Black’s report in Summer of 2008;</li> <li>• Recommendation 7 of Dame Carol Black’s report asks ministers to pilot the entire fit-for work service.</li> </ul> <p>We are therefore awaiting the Government’s response to Dame Carol Black’s report before reporting more information to PMB.</p>

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	this regard in due course.	<b>10/08 No further update available on this topic</b>
<b>95/07</b>	<p>WORK PROGRAMME RESOLVED</p> <p>(a) that the Assistant Chief Executive be requested to contact Worcestershire County Council with a view to someone from that authority possibly attending the May meeting of the Board to discuss Youth Service provision within the district/county;</p> <p>(c) that consideration of the Housing Strategy Action Plan Update be considered alongside the Housing Inspection (which is expected to take place on 5th June 2008, but maybe earlier).</p>	<p>07/08 The County Council has been asked and a provisional date set; however, the County's youth support service are already coming to Bromsgrove twice in July, so this date maybe suspended.</p> <p><b>10/08 This item was suspended, as the County were coming to brief all Members separately anyway. COMPLETED</b></p> <p>07/08 These two items are now scheduled in the work programme for the August meeting <b>10/08 – reports received at August meeting. COMPLETED</b></p>
<b>22 Apr 2008</b>		
100/07	<p>LICENSING SECTION VALUE FOR MONEY REVIEW RESOLVED that the report be noted and that the issue be included on the Board's work programme for review in April 2009.</p>	07/08 This will be included in next years work programme.
<b>20 May 2008</b>		
7/08	<p>NEIGHBOURHOOD AREA COMMITTEE EVALUATION RESOLVED that the Neighbourhood</p>	07/08 This will be included in next years work programme

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	<p>Area Committee schemes be reviewed again in 12 months' time.  RECOMMENDED:  (a) that the Cabinet be requested to recommend that the composition and governance structure of the proposed Hagley and Rural Area Committee be referred to the Audit Board for consideration</p>	<p>07/08 – Recommendation approved at June Cabinet meeting. This will be considered at the next Audit Board meeting (15<sup>th</sup> Sept 2008). <b>COMPLETED</b></p>
8/08	<p>CUSTOMER PANEL SURVEY 2 - QUALITY OF LIFE  RECOMMENDED:  (a) that each Portfolio Holder be requested to prioritise up to four of the top key points of the survey and incorporate these in their respective service plans in due course; and</p> <p>(b) that the use of the survey during the development of the Council Plan be added to the Board's Work Programme 2008/2009.</p>	<p>07/08 The Customer Panel surveys will be used at the forthcoming Cabinet/CMT away day.</p> <p><b>10/08 – Surveys were considered when setting forward priorities at the Cabinet/CMT awayday in July. The results were used and can be seen in Council Plan Part 1, which also came to PMB. COMPLETED</b></p> <p>07/08 This will be included in next years work programme</p>
17 Jun 2008		
19/08	<p>MONTHLY PERFORMANCE REPORT - PERIOD 1 (APRIL 2008)</p> <p>RECOMMENDED that the Cabinet be requested to agree to the revision of the targets for the local indicators relating to missed collections of</p>	<p><b>10/08 Agreed at 2<sup>nd</sup> July Cabinet. COMPLETED</b></p>

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	household waste to 1400 (from 900) and of recycle waste to 600 (from 200), bearing in mind that if these targets are met this would still demonstrate a significant improvement in performance from the previous year.	
15 July 2008		
24/08	<p>CONCESSIONARY PARKING FOR OVER 60s RESOLVED:</p> <p>(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;</p> <p>(b) that officers be requested to ensure current legal, equalities and diversity implications in relation to concessionary parking are included within the report;</p> <p>(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</p>	<p><b>10/08 A report will be submitted to the October meeting. However this will probably be an interim report as there will be only limited time for the analysis of the data to analyse it before the meeting. There is also ongoing discussion about a number of alternatives, which may have budget implications.</b></p>

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	<p>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.</p>	
26/08	<p>ANNUAL FINANCIAL AND PERFORMANCE REPORT 2007/2008 RESOLVED (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:</p> <ul style="list-style-type: none"> <li>_ Sickness figures;</li> <li>_ Actual crime figures compared to the perception of crime (contained within SNAP surveys), taking into account the definition of each criminal activity;</li> <li>_ Domestic Violence;</li> <li>_ Equality and Diversity and the need to ensure this Council reaches level 3 of the Local Government Equality Standard as soon as possible;</li> <li>_ Affordable Housing targets;</li> <li>_ Progress of the Town Centre</li> </ul>	<p><b>10/08 Figures will be supplied to the November meeting</b></p> <p><b>10/08 Approved (with qualifications) at 30<sup>th</sup> July Cabinet. COMPLETED</b></p>

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	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) 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  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.	<b>10/08 Approved at 30<sup>th</sup> July Cabinet.</b>  <b>10/08 A meeting with Redditch BC – Repairs, Capital and Care and Repair Manager has been set for 22<sup>nd</sup> October 2008</b>
28/08	MONTHLY PERFORMANCE REPORT - PERIOD 2 (MAY 2008) 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.	<b>10/08 Approved at 30<sup>th</sup> July Cabinet</b>  <b>Telephony performance at the CSC has been exceeding target for the last three months.</b>  <b>The Portfolio Holder will be visiting the CSC in October to discuss telephony. This item of work has also been included on the Improvement Managers work schedule. Further</b>

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		discussions will take place between the Head of E-Government and Customer Services and Cllr Mike Webb to establish what type of evaluation will be done. <b>COMPLETED</b>
29/08	<p>PMB RECOMMENDATION TRACKER RESOLVED:</p> <p>(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;</p> <p>(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;</p> <p>(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;</p>	<p><b>10/08 Discussed at the August PMB meeting (see item 40/08) COMPLETED</b></p> <p><b>10/08 The quality of life survey was used in the Council Plan Part 1, which in turn will drive the service business plans. COMPLETED</b></p> <p><b>10/08 discussed at the August meeting (see item 33/08 below) COMPLETED</b></p>
19 August 2008		
33/08	<p>MINUTES RECOMMENDED:</p> <p>(a) that the corporate performance indicator in respect of DFG work be</p>	<b>10/08 The indicator will be revised for the Quarter 2 performance report. COMPLETED</b>

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	<p>revised to provide the total number of weeks from referral to completion, with cases broken down into the three categories of works (low, medium and high) and that only cases completed since April 2008 which were referred after April 2007 be included in the figures;</p> <p>(b) that the outstanding older cases continue to be recorded but do not form part of the corporate performance indicator;</p> <p>(c) that additional information be provided in the commentary to the indicator in relation to levels of customer satisfaction and a timeline for a “typical” application</p> <p>(d) that further consideration be given to appropriate benchmarking for the service at a later stage.</p>	
36/08	<p>INTEGRATED FINANCE AND PERFORMANCE REPORT QUARTER 1</p> <p>RESOLVED:</p> <p>(d) that information be provided to Members regarding the delay in the provision of sports facilities at Barnsley Hall;</p> <p>(e) that the Executive Director – Partnerships and Projects be requested</p>	<p><b>10/08 This matter was covered in the Capital Report at the Sept Cabinet that identified it being reprofiled into 2009/10 as part of the response to PPG17. A Report on Sports Facilities is going to Cabinet on the 5<sup>th</sup> November which will include this matter. COMPLETED</b></p> <p><b>10/08 – Item was on the agenda for the September meeting. COMPLETED</b></p>

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	<p>to attend the next meeting to update the Board on issues in the Town Centre such as the Market Hall and the new toilet facilities;</p> <p>(f) that at the next meeting information be made available on the level of member investigations and the associated cost implications; and</p> <p>(g) that information be provided to members on complaints received together with feedback from the new complaints system.</p>	<p><b>10/08 The Head of Equalities, Legal and Democratic has suggested that a Member of the Board meet with her to discuss the issue of Member complaints. Detailed complaints data were provided and will be provided via e-mail every quarter.</b></p>
39/08	<p>LOCAL NEIGHBOURHOOD PARTNERSHIPS</p> <p>RESOLVED that the progress report be noted and the business case be considered in due course.</p>	<p><b>10/08 A business case is currently being drafted</b></p>
40/08	<p>BROMSGROVE PARTNERSHIP - SUSTAINABLE COMMUNITY STRATEGY: PERFORMANCE 2007/08</p> <p>RESOLVED:</p> <p>(c) that members be provided with information on progress regarding the Biodiversity Action Plan including responsible officers; and</p> <p>(d) that the Assistant Chief Executive be requested to follow up the progress of the Older People's Theme Group and to provide members with further information on progress made.</p>	<p><b>10/08 A Biodiversity plan will shortly be provided by the County Council.</b></p> <p><b>10/08 A summary of progress has been requested from the Theme Leader</b></p>
41/08	CUSTOMER PANEL SURVEY (3) –	

Meeting date & minute ref	Minute & Action	Progress update
	<p>SATISFACTION RESOLVED:            (b) that, in the light of the results of the survey and the current and projected age profile of the population both locally and nationally, the Scrutiny Steering Board be requested to expedite the establishment of a Scrutiny Task Group to consider issues relating to older people and that the Acting Joint Chief Executive be asked to forward this request to that Board in line with the new Constitutional procedure.</p>	<p><b>10/08 Councillor Bunker is working with Scrutiny on this issue. COMPLETED</b></p>
16 Sept 2008		
46/08	<p>TOWN CENTRE UPDATE RECOMMENDED:            (a) that consideration be given to the grant of Licences of a minimum of six months duration to Market Hall Traders with a view to providing some certainty during the Christmas period</p>	<p><b>10/08 A report has gone to Cabinet for 5<sup>th</sup> November making recommendation that a date be set for closure of the indoor market, but that sufficient notice be given to allow traders to not make unnecessary stock purchases, allow them to make plans for the futures of their businesses, permit the Council to acquire new stalls for the High Street market; promote the outdoor market and hold any necessary discussion with the County Council who own the High Street. There is not a set date for closure in the report, but it is anticipated that at least three months notice will be given. COMPLETED</b></p> <p><b>10/08 Following discussions with disabled users and others the toilet block is to remain on its current site, but the building is to be extensively renovated with improvements to the outside including removing the tank off the roof of the</b></p>

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	(b) that in view of the intention to fully refurbish the existing toilet block building rather than to completely rebuild it, consideration be given to ring fencing the budget savings for use on other projects to improve the Town Centre and that as part of the refurbishment consideration be given to improving the external appearance of the building.	<b>building and cleaning to the brick work. There are also plans to improve the paving outside the toilets and spruce up the external appearance and surroundings. COMPLETED</b>
47/08	SPATIAL PROJECT MONITORING REPORT RECOMMENDED that the Portfolio Holder be requested to meet with the Head of Service to mitigate any difficulties with regard to the Uniform element of the project in respect of Street Scene and Community.	<b>10/08 The Portfolio Holder and Head of E-Government &amp; Customer Services have met and discussed the implementation of Uniform in the Street Scene and Community Services Department. This aspect of the project is on track and being implemented in accordance with the project plan. COMPLETED</b>
50/08	PERFORMANCE REPORT (JULY 2008) RESOLVED: (f) that a detailed breakdown of the sickness absence figures be provided at the next meeting of the Board.	<b>10/08 – in view of the decline in performance on sickness absence the detailed departmental breakdown has been re-introduced as an appendix to the performance report to appear each month until further notice.</b>