

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 20TH MAY 2008, AT 6.00 P.M.

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

Observers: Councillors Dr. D. W. P. Booth, R. Hollingworth and
M. J. A. Webb

Officers: Mr. K. Dicks, Mr. T. Beirne, Mr. H. Bennett and
Mr. A. C. Stephens

1/08 **ELECTION OF CHAIRMAN**

RESOLVED that Councillor J. T. Duddy be elected Chairman of the Board for the ensuing municipal year.

2/08 **ELECTION OF VICE-CHAIRMAN**

RESOLVED that Councillor C. B. Taylor be elected Vice-Chairman of the Board for the ensuing municipal year.

3/08 **APOLOGIES FOR ABSENCE**

No apologies for absence were received.

4/08 **DECLARATIONS OF INTEREST**

Councillor S. R. Colella declared a personal interest in the item relating to the Neighbourhood Area Committee evaluation (agenda item no. 7), as he was Chairman of Hagley Parish Council.

5/08 **MINUTES**

The minutes of the meeting of the Performance Management Board held on 22nd April 2008 were submitted.

RESOLVED that the minutes be approved as a correct record.

6/08 **ANNUAL PACT REVIEW**

The Board considered a report which examined the operation and activities of the Partners and Communities Together (PACT) meetings held during 2007.

Members of the Board felt that the PACT meetings held throughout the District were an important public forum, enabling valuable feedback to the agencies

involved and helping local residents become more engaged in community development.

RESOLVED:

- (a) that the review of the PACT meetings be noted; and
- (b) that the Board express its continued support for PACT meetings in the future.

7/08 **NEIGHBOURHOOD AREA COMMITTEE EVALUATION**

Consideration was given to an evaluation report relating to the Neighbourhood Area Committee pilot schemes which had been established in the Alvechurch and Rubery areas of the District. At the invitation of the Chairman, the Leader of the Council addressed the Board and reported that the Cabinet had considered the Neighbourhood Area Committee schemes at its meeting on 30th April 2008

The Leader outlined how the Alvechurch and Rubery Area Committees had been operating, and put forward proposals to extend the scheme to Hagley and the surrounding rural area.

RESOLVED that the Neighbourhood 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; and
- (b) that the Board note and approve the recommendations made by Cabinet at its meeting on 30th April 2008.

8/08 **CUSTOMER PANEL SURVEY 2 - QUALITY OF LIFE**

Consideration was given to the 'Quality of Life' Customer Panel Survey report which detailed the key findings of the second Customer Panel survey held during February and March 2008.

At the invitation of the Chairman, Councillor M. J. A. Webb, Portfolio Holder for Customer Care and Service, addressed the Board. He outlined a number of the main points contained within the report and highlighted several issues which corresponded with the Council's Corporate Priorities. After responding to a number a questions raised by Board Members, Councillor Webb informed Members that each Cabinet Member would use the survey results to help determine their service areas/portfolio priorities.

RESOLVED that the 'Quality of Life' Customer Panel Survey report be noted and approved.

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
- (b) that the use of the survey during the development of the Council Plan be added to the Board's Work Programme 2008/2009.

9/08 **SPATIAL PROJECT MONITORING REPORT**

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

At the invitation of the Chairman, Councillor Dr. D. W. P. Booth, Portfolio Holder for ICT and Major Projects, addressed the Board and stated that implementation was still on target and within budget.

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

10/08 **IMPROVEMENT PLAN EXCEPTION REPORT (MARCH 2008)**

The Board gave consideration to the Improvement Plan Exception report for March 2008, together with the corrective action being taken as set out in Appendix 1 to the report.

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception report, together with the corrective action being taken, be noted; and
- (b) that it be noted that for the 135 actions highlighted for March within the Plan, 86.7% were on target (green), 7.4% were one month behind (amber) and 1.5% were over one month behind (red). It was also noted that 4.4% of actions had been rescheduled (or suspended), with approval.

11/08 **MONTHLY PERFORMANCE REPORT - PERIOD 12 (MARCH 2008)**

The Board gave consideration to a report on the Council's performance as at March 2008 (Period 12). The Board asked for more detailed information on a number of performance indicators, to be supplied via email, by the Assistant Chief Executive. The performance indicators were: disabled facilities grant adaptations, the amount of housing benefit overpayments recovered during 2008/2009 and business start-ups.

RESOLVED:

- (a) that it be noted that 63% of indicators were improving or stable at the period end compared to 65% in period 11;
- (b) that it be noted that 75% of indicators were achieving their targets at the period end compared to 85% in period 11;
- (c) that the successes as set out in section 3.5 of the report be noted;
- (d) that the areas of concern set out in section 3.6 be noted.

12/08 **WORK PROGRAMME 2008/2009**

Consideration was given to the report on the Board's updated work programme for 2008/2009.

RESOLVED that the report be noted, subject to the inclusion in the work programme of:

- (a) a further update report in respect of Spatial Project progress; and
- (b) a presentation by a representative from Worcestershire County Council in respect of Youth Service provision within the district/county, as referred to at the meeting of the Board on 18th March 2008.

The meeting closed at 7.35 p.m.

Chairman