

BROMSGROVE DISTRICT COUNCIL**CORPORATE PERFORMANCE REPORT: 'PROVIDE GOOD THINGS FOR ME TO SEE DO AND VISIT' – 31 OCTOBER 2018****1. INTRODUCTION**

- 1.1 This bi-monthly report highlights the key areas for the strategic purpose 'Provide good things for me to see, do and visit'.
- 1.2 The key corporate measures suite contains a number of measures used by the organisation to better understand the corporate picture. The full suite is reported 3 times each year, with the exception of sickness absence, which is contained in each report. This report contains just the sickness absence. The full suite will be included in the next report.

2. CONTEXT**2.1 Bromsgrove Sport and Leisure Centre**

The quarter started strongly with April seeing the highest monthly footfall to date. This has been a direct impact from the growth in swimming lessons and memberships. In May and June there has been a decrease in the centre footfall. Although this is a common theme as people start to train outside, it is believed this has been increased due to the prolonged period of good weather, with people choosing not to participate in pay as you go activities like climbing and swimming, but rather spending the leisure time in parks and other outdoor facilities.

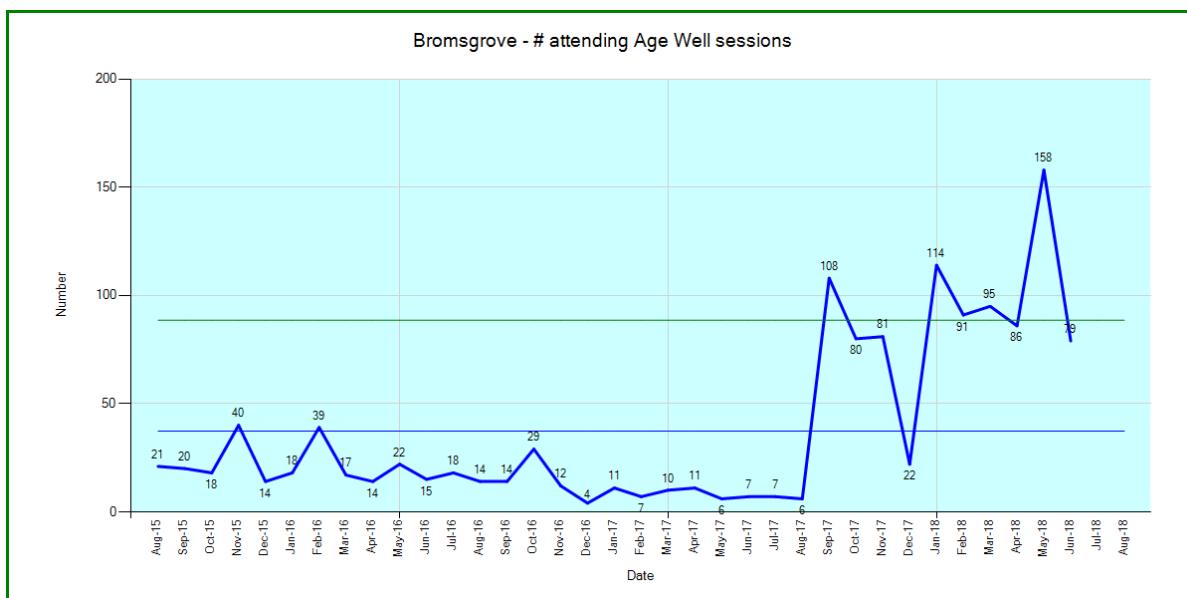
The climbing wall has proven to be a real success, and the Easter holiday seeing 1002 visits in the 2 week period.

Fitness membership continues to grow, and we have reflected this by increasing the amount of group exercise classes we hold. We are currently at 75 classes (increase by 10 since December). These additional classes have included a climbing fitness class, and the introduction of EA30 workouts, 30 minute classes that can be help in the gym and the studios. We have also re-introduced the line dancing class.

As the centre has started to settle and our programmes and 'teething' issues have been resolved, we have been able to start looking at our community impact and further developments to our programme. We are currently holding an NHS Shape programme, and the GP referral scheme is up and running after a few minor changes, and we are now in the process of developing this further so we can take referrals with more complex issues.

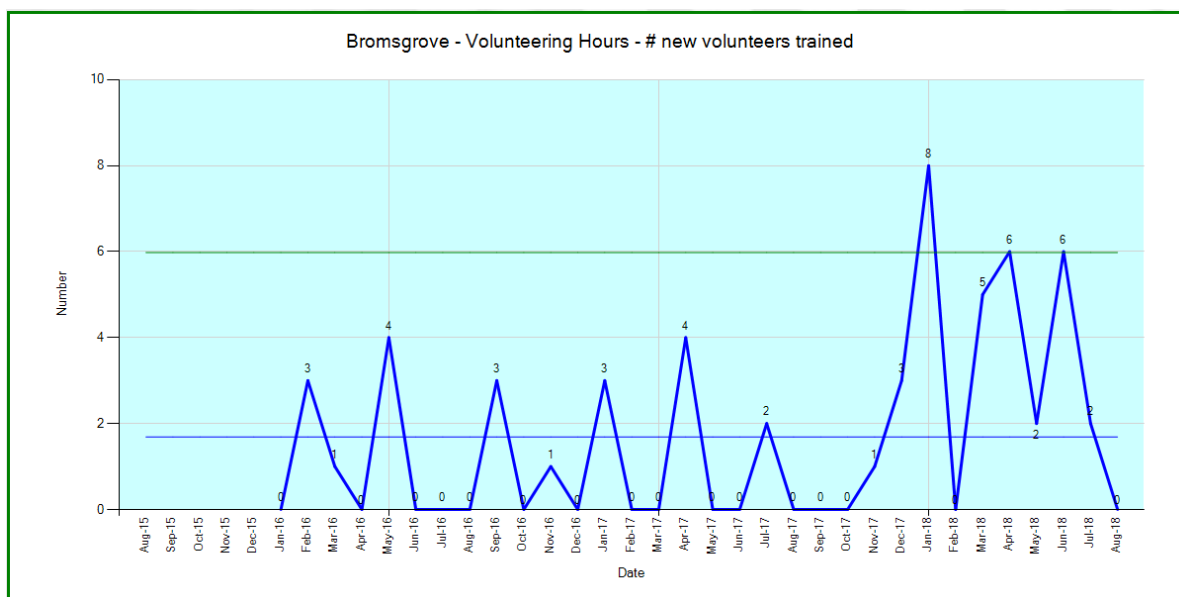
2.2 Age Well Sessions Bromsgrove – Specialised Health Programs

There has been an increase in Age Well sessions and this has been through greater engagement with medical practitioners and also an increase in qualified instructors to put on a wider range of activities. There is also a spike shown in May 2018 through the provision of a new Escape Pain course that is a specialist 6 week course for arthritis sufferers and these courses will run 4 times over the next 12 months.



2.3 New Volunteers Trained

The volunteer incentive scheme has increased the recruitment, but has also created security in delivery hours from training provided to volunteers. These two factors have contributed to an increase in the number of volunteers trained which is helping to support sports development delivery.



2.4 Bromsgrove Parks and Green Spaces

2.4.1 Sanders Park - Project Management of Severn Trent works on removing the concrete channel and realigning of the Battlefield Brook. An eight month project delivery to naturalise the Battlefield Brook was completed in June 2018. Phase 2 of the project will commence in February 2019 with minimal/minor works to improve the area upstream (Whitford Road) of the existing naturalised brook.

Catering Contractor is scheduled to carry out additional modifications to the building to open up access to the café from the bandstand side of the building. This will enable easier access and provide additional outdoor seating nearer the bandstand. Details and timings are yet to be confirmed.

Project Management and consultation support for the NPIF Worcestershire County Council cycle and pedestrian routes through Sanders Park; commencement dates to be agreed for next financial year which include potential widening of bridge, footpaths, new footpaths and improved access.

2.4.2 Section 106 Capital Spend:

- Hagley Outdoor fitness – Work alongside the Parish Council for consultation with local people and delivery of outdoor fitness in Hagley Park. Installation August 2018.
- Alvechurch Teenage Risk play/skate– Work alongside the Parish Council for consultation with local people and the delivery of risky play and outdoor fitness of Wiggin Memorial.
- Sanders Park Fitness – Tender process and consultation completed and installation scheduled for Winter 2018/19.

2.5 Bromsgrove Arts and Culture Consortium

2.5.1 In 2018 the Bromsgrove Arts and Culture Consortium convened, and facilitated by the District Council. The Consortium is made up of Avoncroft Museum, Artrix, Bromsgrove Festival, Bromsgrove Arts Alive, Severn Arts & Bromsgrove International Music Competition. Funding was successfully sourced from the Elmley Foundation, Worcestershire County Council, the Bromsgrove Society, Bromsgrove Rotary Club and most significantly an award of £49,000 from Arts Council England towards a 12 month action research project entitled “Tell me what you want”.

The “Tell me what you want” project contributes significantly to identifying future actions required in order to provide a sustainable and vibrant future for the cultural sector locally. It contributes directly to the Bromsgrove Council Plan’s stated aim to “Work with partners to develop a diverse range of arts and cultural activities”. The Consortium have commissioned the Beatfreaks Collective to carry out the project, a yearlong research project to identify under-engaged groups in Bromsgrove and to understand why those groups aren’t engaging and what Bromsgrove needs to do to connect with them. The project will culminate in the creation of an action plan, toolkit and most notably a funding plan co-created with arts and culture organisations and local residents and a final celebration event in May 2019.

The consortium has already attracted attention regionally and nationally as an example of good quality partnership working. The Arts Council have taken interest in this as an R & D project, to establish a funding template for similar comparable communities. Also a GBSLEP commission, managed by Culture Central based in Birmingham, engaged the partnership as part of regional commission to explore how best culture contributes to driving economic change through developing local distinctiveness in Towns and Local Centres.

2.6 Bromsgrove Town Centre Market

2.6.1 In December 2017, CJ Events served a 6 month notice to terminate the management of the Bromsgrove Market to NWedR who produced a report. The report recommended to bring the management and operation of the Bromsgrove Town Centre Market back in house, with authority to be delegated to the Chief Executive in consultation with the Deputy Leader and Portfolio Holder for Economic Development, Regeneration and Town Centre. It was agreed that

management of the market should sit within L&CS Facilities team on a temporary basis until a permanent position was found.

Work was undertaken to ensure the seamless transition of the market back under BDC Control which included the following:

- Audit of equipment currently owned by BDC to be handed over.
- Review and re-write of all relative documents and issue to market traders
- early engagement meetings set up with traders and BDC
- Job Descriptions and Person Specifications for each of the market posts (Market Operative, Senior Market Operative and Market Manager)
- Set up the payroll and payment process for market staff

Whilst the first few months have been a settling in period for the market, the next 6 months begin the development work which includes the measures for Bromsgrove Market which are currently being set up by the Policy Team. Reporting will commence in October by the new Market Manager, Johnathan Smith. Initial agreed measures are:

1. Total % occupancy of market stalls (monthly)
 - a) % Occupancy of market stalls per day (Monthly)
2. New stalls booked per month
 - a) New 'one off' single day traders.
 - b) New regular traders
3. Additional market/High Street Events (Quarterly)

New measures may be agreed once the new Market Manager is in place.

3. KEY CORPORATE MEASURES SUITE

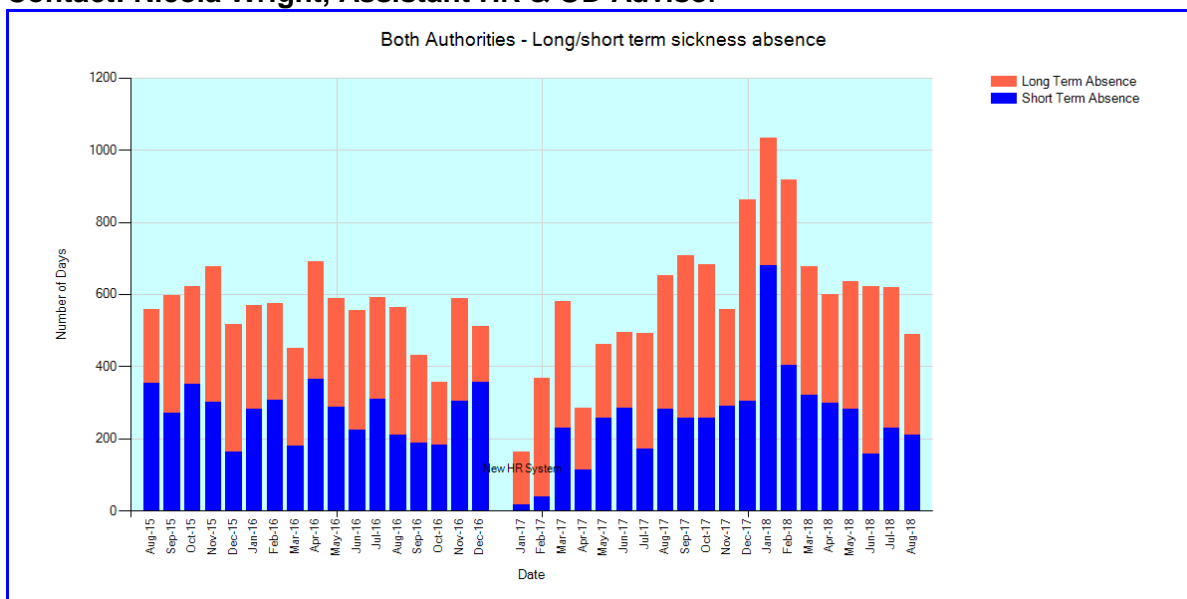
- 3.1 The key corporate measures suite contains a number of measures used by the organisation to better understand the corporate picture. The full suite is reported on 3 times each year, with the exception of sickness absence, which is contained in each report.

Sickness Data

- 3.1.1 In order to support the organisation to capture as comprehensive a set of sickness data as possible, a new online self-serve module was implemented in March 2017 as part of the HR21 system; this has now been rolled out to all service areas. HR continues to monitor sickness absence data and offer support and advice to managers when managing sickness absence in their teams.
- 3.1.2 Following an initial dip in sickness data, sickness absence figures have increased overall with a spike of sickness absence in December 2017 and January/February 2018. This might be attributed to the implementation of the new online self-service recording system and/or normal winter illnesses. The system for recording has been internally audited and all recommendations have been met, this included corporate messages regarding the responsibility of managers in recording sickness.

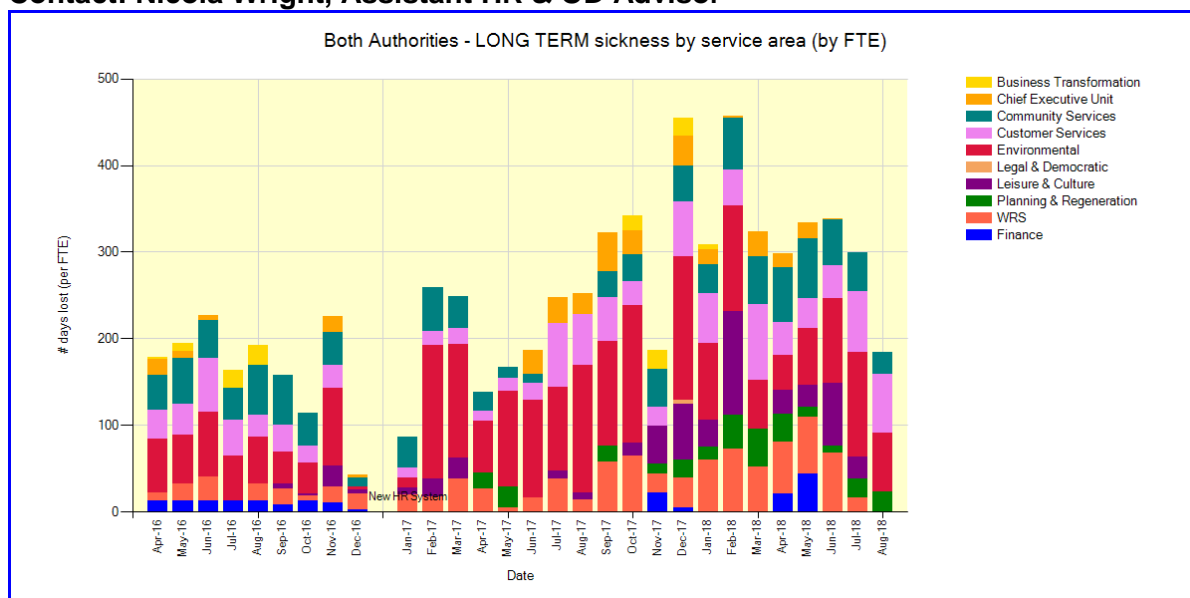
- 3.1.3 As part of a sickness absence working group an internal issue log is monitored and maintained relating to sickness, these can then be used to assist in future development of absence management. The issue log is divided into four main sections policy, process, training, and communication, each being tackled individually. The HR team are also actively working with the managers to look at the application of the sickness policy and are currently in the process of drafting a policy in line with the recommendations. We anticipate that the draft policy will be sent for approval in September, with mandatory training to support managers.
- 3.1.4 Future planned self-service system development also includes managers having access to sickness reports and a return to work interview facility.

Long/Short Term Sickness Absence
Contact: Nicola Wright, Assistant HR & OD Advisor



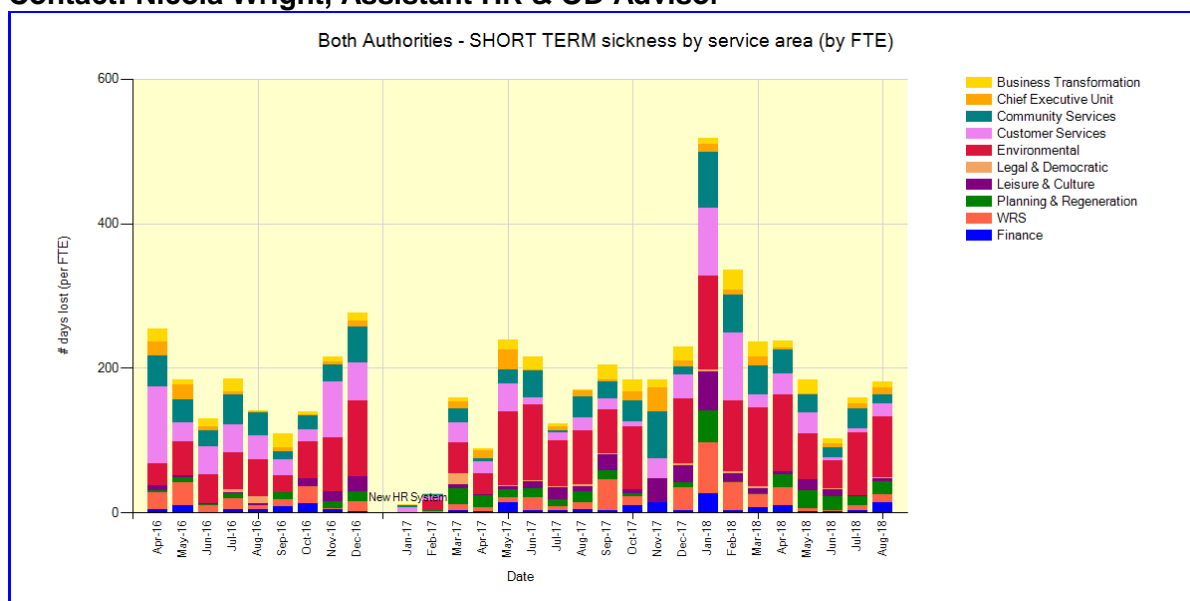
- 3.1.5 Short term compared to long term sickness has remained fairly static, however December 2017, January and February 2018 saw a spike in absence which might be due to the normal Winter illnesses; absences levels has since returned to previous levels. The HR team continue to monitor and assist managers in tackling both types of sickness, as well as using the data to make informed interventions where required, such as review of sickness absence policy, occupational health services and the employee assistance programme. Following the review of employee assistance programme (EAP), a new provider has been introduced enabling all employees assist to support. The issues log told us that staff were not aware of or didn't fully utilise the services available with the EAP, this has been included in the recent employee benefits days for staff; initial feedback on the day from staff was excellent and we would hope to see employee engagement levels rise within teams by utilising such strategies; it is recognised that a rise in employee engagement levels could have a positive effect on sickness levels.

Long Term Sickness Absence by service area (by FTE)
Contact: Nicola Wright, Assistant HR & OD Advisor



3.1.6 Long term sickness has risen overall in comparison to the sickness period of 16/17; however we have attributed this to the implementation of a more efficient recording system. Work will continue within HR to research, implement and monitor effective methods of dealing with long term sickness.

Short Term Sickness Absence by service area (by FTE)
Contact: Nicola Wright, Assistant HR & OD Advisor



3.1.7 Short Term Sickness was much higher in January and sickness data suggested the reason for this was a combination of stress/depression/anxiety and infections such as flu. The HR team will be able to use this data to make recommendations to reduce sickness absence in the same period next year, by a variety of interventions.