

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 16TH DECEMBER 2008, AT 6.00 P.M.

PRESENT: Councillors J. T. Duddy (Chairman), Mrs. M. Bunker,
Miss D. H. Campbell JP, S. R. Colella and Mrs. A. E. Doyle (during
Minutes Nos. 72/08 to 79/08)

Observers: Councillors Dr. D. W. P. Booth JP and R. Hollingworth

Officers: Mr. H. Bennett, Ms. J. Pitman, Ms. D. Poole, Mr. J. Godwin and
Ms. R. Cole

72/08 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor C. B. Taylor.

73/08 **DECLARATIONS OF INTEREST**

Councillor Miss D. H. Campbell declared a personal interest in agenda item 4
(Artrix Performance Report) as a member of the Operating Trust of
Bromsgrove Arts Centre.

74/08 **MINUTES**

The minutes of the meeting of the Performance Management Board held on
18th November 2008 were submitted.

RESOLVED that the minutes be approved as a correct record.

75/08 **ARTRIX PERFORMANCE REPORT**

The Board considered a report on the performance of the Artrix Arts Centre
during 2007/2008 and on the progress made towards the establishment of a
Service Level Agreement (SLA) between this Council and the Arts Centre
Operating Trust.

It was reported that negotiations regarding the SLA had reached an advanced
stage and it was anticipated that the agreement would be signed early in
2009. In advance of the final agreement of the SLA, the Trust was already
putting in place many of the provisions of the draft SLA.

It was noted that performance had improved with total attendances increasing
by 21 per cent. It was acknowledged that there were still areas where further
improvement was required, including awareness of the facility as revealed in

the Authority's annual satisfaction survey. There were provisions within the proposed SLA to address these areas.

A number of issues were raised including the need for improved advertising of the events programme and to ensure that the booking systems were effective and user friendly. The Assistant Chief Executive undertook to consider whether performance at the Artrix could be included within the Authority's quarterly performance reports.

RESOLVED that the report be noted and a further Annual Review be undertaken in twelve months.

76/08 **SPATIAL PROJECT BENEFITS**

Consideration was given to a report on the benefits of the Spatial Project which had been completed on time in October 2008 and within budget.

The report referred to benefits to both internal and external stakeholders in that the programme had provided systems and improved processes to enable staff to deliver improved services to the public. It was reported that the project had delivered efficiency savings of £300,000 and it was now the responsibility of individual departments to further realise the benefits of the projects within their work areas. In addition the next stage of the project (FM2) had been agreed by the Council in a reduced form. This would commence in January 2009 and was expected to take six months to complete.

The Board felt it would have been helpful for the report to contain additional detail on the benefits achieved to date although it was acknowledged this would be dependent to some extent upon departments embedding the new systems within their activities and adapting ways of working. It was felt the successful implementation of the project should be communicated to Members possibly through the Members' Bulletin.

RESOLVED

- (a) that a report on progress of the FM2 stage of the project be submitted in six months; and
- (b) that a further report on the Spatial Project be considered in twelve months time when more evidence has been obtained regarding the benefits of the project.

77/08 **SICKNESS ABSENCE**

Consideration was given to a report on sickness absence within the Authority. The report had been requested previously by the Board in the light of declining performance in relation to sickness absence over a number of months.

The report contained details of current sickness levels and the actions which had been taken to address these including the use of a revised sickness absence policy and the holding of two performance clinics looking specifically at long term sickness and at policy issues. There was detailed discussion and

Members raised a number of questions to which the Head of Human Resources and Organisational Development responded.

RESOLVED:

- (a) that a further performance clinic be arranged to look again at the application of the Council's sickness absence policy by Heads of Service including progression to the informal stage of the policy;
- (b) that the policy itself be reconsidered including the various "trigger points" set out within the policy;
- (c) that consideration be given to introducing spot checks in relation to the carrying out of return to work interviews in order to promote a consistency of approach;
- (d) that officers produce a breakdown of periods of short term sickness to identify any particular patterns
- (e) that a further report be considered at the February Board Meeting.

78/08 **PERFORMANCE REPORT (OCTOBER 2008)**

Consideration was given to a report on the Council's performance as at 31st October 2008.

RESOLVED:

- (a) that it be noted that 67% of performance indicators were stable or improving;
- (b) that it be noted that 76% of performance indicators which had a target were meeting their target as at the month end and that 92% of performance indicators which had a target were predicted to meet their target at the year end;
- (c) that the performance figures for October 2008 as set out in Appendix 2 be noted;
- (d) that the particular areas of improvement as summarised in section 3.4 of the report be noted; and
- (e) that the particular areas of concern as set out in section 3.5 of the report be noted.

79/08 **SIX MONTHLY REVIEW OF ESTIMATED OUTTURN**

The Board considered a report on the Council's performance at the mid year point (30th September 2008) in relation to all of the performance measures published in the 2008/2009 Business Plans. There was discussion on indicator AC007 relating to outstanding debts. It was noted that it had been agreed previously that a report on this issue was to be submitted to the next meeting of the Board and that the Portfolio Holder for Finance would be invited to attend.

In response to queries raised by the Board, the Assistant Chief Executive undertook to provide additional information on the indicator relating to the number of employees retiring early (formerly BV14) and on measures available to maximise the percentage of Council Tax and Business Rates collected (LPICT1 and LPICT2). The issue of maximising opportunities for the

employment of people with disabilities (formerly BV16a) was also discussed and the Assistant Chief Executive referred to the proposed work of the Local Strategic Partnership Economic Theme Group in this area.

RESOLVED:

- (a) that it be noted that 82% of corporately reported performance indicators were projected to meet or exceed their target (as previously reported in the Integrated Finance and Performance report for Quarter 2) and that 77% of all targets set in Business Plans are expected to be met; and
- (b) that the overall positions for each department in relation to their performance targets as set out in section 3.3 of the report be noted.
- (c) that a report be submitted to the Board in six months in relation to the employment of people with disabilities.

RECOMMENDED

- (a) that the corporate system be used to record all performance information both for corporately reported performance indicators and departmental performance indicators; and
- (b) that as from 2009/2010 all performance measures included in Business Plans be required to have a performance indicator procedure note.

80/08 **IMPROVEMENT PLAN EXCEPTION REPORT (OCTOBER 2008)**

Consideration was given to the Improvement Plan Exception report for October 2008 together with the corrective action being taken. In relation to the Town Centre, the Assistant Chief Executive undertook to provide information on access issues in respect of the proposed new Health Centre. Following discussion it was

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception report together with the corrective actions being taken be approved; and
- (b) that it be noted that for the 141 actions highlighted for October within the plan 73.8% of the improvement Plan was on target (green), 5% was one month behind (amber) and 10.6% was over one month behind (red). 10.6% of actions had been reprogrammed with approval.

81/08 **WORK PROGRAMME 2008/2009**

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

RESOLVED:

- (a) that the Staff Survey Results be considered in March 2009 rather than in February 2009;
- (b) that the reports on the Housing Strategy Action Plan Update and the Housing Inspection Report and Updated Action Plan be combined and considered in February 2009.
- (c) that the remainder of the report be noted.

Performance Management Board
16th December 2008

The meeting closed at 7.55 p.m.

Chairman