

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 17TH MARCH 2009 AT 6.00 P.M.

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

Invitees: Councillor D. W. P. Booth JP and Chief Inspector A. Bott

Officers: Mr. P. Street, Mr. H. Bennett, Ms. J. Pitman, Mr. A. Coel and
Ms. R. Cole

98/08 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor E. J. Murray.

99/08 **DECLARATIONS OF INTEREST**

Councillor Mrs. M. Bunker declared a personal interest in agenda items 6 (Housing Strategy 2006/2011 – Progress report), 7 (Audit Commission Re-Inspection of Strategic Housing Services – Action Plan) and 8 (Bromsgrove District Housing Trust Annual Monitoring Report 2008) as a member of the Board of Bromsgrove District Housing Trust.

100/08 **MINUTES**

The minutes of the meeting of the Performance Management Board held on 17th February 2009 were submitted. Members were asked to note that the figure shown in recommendation (a) to Minute No 94/08 should read £150,000.

RESOLVED that the minutes be approved as a correct record.

101/08 **PERFORMANCE REPORTING (JANUARY 2009) (PERIOD 10)**

The Board considered a report on the Council's Performance at 31st January 2009.

As part of the discussion on this item, the Chairman welcomed Chief Inspector Amanda Bott to the meeting. Members were reminded that at the previous meeting of the Board, concern had been expressed regarding the performance indicator relating to the number of domestic burglaries, which had been showing a worsening position over the last six months.

Chief Inspector Bott responded to Members' questions and gave background information regarding the likely reasons for the increase in domestic burglaries

over the past six months. It was explained that a single persistent offender could have a significant impact on the figures if they were responsible for a number of crimes within the district. This had been the position recently in Bromsgrove with such a person now being returned to custody. In addition there had been a national increase in burglaries which was likely to be linked to the economic situation. There were also particular issues in Bromsgrove district because of its position within the motorway and road network generally which provided easy access from the surrounding conurbations.

The Chief Inspector also informed the Board of a number of initiatives and campaigns which had been introduced by the Police to reduce the numbers of burglaries and other crimes. It was stated that during the past month the indicator was again within target. The Chairman thanked Chief Inspector Bott for her attendance at the meeting.

The Head of Human Resources and Organisational Development answered queries from Members in relation to sickness figures. It was reported that a further performance clinic was to be held and that the figures in respect of long term sickness would be "stripped out" to enable the short term absences to be analysed separately. There was also a focus on ensuring that return to work interviews were being carried out properly and that the Sickness Policy was being uniformly and correctly applied by all managers. It was requested that comparative outturn sickness figures be obtained from the other District Councils in Worcestershire for consideration at the next meeting of the Board.

RESOLVED:

- (a) that it be noted that 59% of performance indicators were stable or improving;
- (b) that it be noted that 80% of performance indicators which have a target were meeting their targets as at the month end and that 76% of performance indicators which have a target were predicted to meet their target at the year end;
- (c) that the performance figures for January 2009 as set out in appendix 2 to the report be noted;
- (d) that the areas of improvement as set out in section 3.4 of the report be noted; and
- (e) that the performance indicators of particular concern as set out in section 3.5 of the report be noted.

102/08 **EMPLOYEE SURVEY 2008**

Consideration was given to a report on the findings of the Employee Survey 2008, together with the next stage in the process in order to follow up issues identified by the survey.

It was reported that the results of the latest Employee Survey were mixed and that whilst there had been an improvement in areas such as Leadership, Working Relationships and Internal Communication, areas such as Motivation and Job Security had declined. This was not felt to be surprising in view of the Job Evaluation process and on-going Shared Services agenda. Members were also concerned that only 33% of staff had completed the survey and this

figure had declined significantly from the previous year. Officers were requested to use all efforts to improve the level of participation in future years.

The Head of Human Resources and Organisational Development confirmed that further Staff Forums had taken place and it was likely that Focus Groups would meet to address the issues identified as red or amber within the survey and to ensure that progress was maintained in areas identified as green. The Head of Human Resources and Organisational Development undertook to send the full results of the survey to all Members for information.

RESOLVED that the results of the Employee Survey 2008 be noted.

103/08 **IMPROVEMENT PLAN EXCEPTION REPORT (JANUARY 2009)**

The Board considered the Improvement Plan Exception report for January 2009. Following a request at the last meeting of the Board, The Executive Director – Partnerships and Projects and the Portfolio Holder for the Town Centre were in attendance and updated the Board on issues relating to the redevelopment of the Town Centre.

The issues discussed included the Market Hall site and relocation of the Market to the High Street, the refurbishment of the Toilet Block, the new Medical Centre, the Sainsbury's proposal, the Parkside Site, the Dolphin Centre and the Area Action Plan for the Town Centre. It was noted that the project plan for the Town Centre was being updated and modified as a result of the changes in circumstances which had occurred particularly in relation to the Parkside site.

It was reported that the next Improvement Plan Exception report would include a schedule of items from the Improvement Plan which had been reprogrammed.

RESOLVED:

- (a) that the revisions to the Improvement Plan Exception Report together with the corrective actions being taken be approved;
- (b) that it be noted that for the 110 actions highlighted for January within the plan 86.4% was on target (green), 3.6% was one month behind (red) and none were over one month behind (red). 10% of actions had been reprogrammed with approval.

104/08 **HOUSING STRATEGY 2006/2011 - PROGRESS REPORT, MID TERM REVIEW AND NEW ACTION PLAN**

The Board considered a report on the progress made against the action plan contained in the Authority's Housing Strategy 2006/2011. The Strategic Housing Manager reported that a Mid Term Review of the strategy had been carried out following consultation with stakeholders and the results of the recent Bromsgrove Housing Market Assessment. The action plan had now been refreshed for the remaining life of the strategy and beyond.

The Head of Strategic Housing responded to Members' queries in relation to areas of the action plan which were indicated as amber or red. It was

RESOLVED that the report be noted.

RECOMMENDED that the Portfolio Holder for Housing and Environment be requested to work with officers on the following issues:

- (a) researching the need for an outreach worker for people with mental health difficulties;
- (b) researching the health needs of homeless households and their ability to access health services (possibly through the Local Strategic Partnership Board); and
- (c) investigating the possibility of promoting the availability of alternative debt advice services in addition to the Citizens' Advice Bureau, as other providers may be able to provide a service outside normal office hours.

105/08 **AUDIT COMMISSION RE-INSPECTION OF STRATEGIC HOUSING SERVICES - ACTION PLAN UPDATE ON PROGRESS**

Consideration was given to a report on progress made in respect of the action plan which addressed the recommendations of the Audit Commission, following the re-inspection of Strategic Housing Services in February 2008. The Strategic Housing Manager responded to questions from Members in relation to the action plan which contained corporate, strategic housing and strategic planning actions. It was

RESOLVED that the progress made in relation to the action plan be noted.

106/08 **BDHT ANNUAL MONITORING REPORT 2008**

The Board considered a report on the progress made over the last twelve months by the Bromsgrove District Housing Trust (BDHT) in three key performance areas. These being progress made on the outstanding promises made to tenants at the time of transfer, BDHT's contribution to meeting the four key priorities in the Council's Housing Strategy and BDHT's contribution performance in managing homelessness and other services for the Council under the Housing Agency Agreement.

Performance in all of the three areas was felt to be good. In response to a request from Members the Strategic Housing Manager undertook to request that the Council be afforded the opportunity to comment on the new "promises" document which was currently being prepared by BDHT.

RESOLVED that the report be noted.

107/08 **COUNCIL PLAN 2009/2012 PART 2**

The Chairman reported that he had requested that additional information be provided to the next meeting on the baseline information relating to the proposed targets for the performance indicators. This would enable the Board

to consider whether the targets were appropriate and indeed were sufficiently stretching.

The Assistant Chief Executive undertook to provide Members with a list of the 64 National Indicators which apply at the District Council Level, including the 17 which are collected by District Councils. It was noted that in future the quarterly integrated finance and performance report would contain a section on complaints received.

RESOLVED that consideration of the report on the Council Plan 2009/2012 Part 2 be deferred until the next meeting of the Board.

108/08 **WORK PROGRAMME 2009/2010**

Consideration was given to a report on the Board's proposed work programme for 2009/2010.

It was requested that regular brief progress reports be produced on a monthly basis in relation to Shared Services/Value for Money as had been undertaken in respect of the Spatial Project. Members also requested that quarterly progress reports be produced on the Town Centre redevelopment and the Customer First programme.

RESOLVED that the work programme 2009/2010 be approved subject to the comments referred to above.

The meeting closed at 8.20 p.m.

Chairman