

**BROMSGROVE DISTRICT COUNCIL**

**21 SEPTEMBER 2009**

**PERFORMANCE MANAGEMENT BOARD**

**IMPROVEMENT PLAN EXCEPTION REPORT [July 2009]**

|                              |   |
|------------------------------|---|
| Responsible Portfolio Holder | Cllr. Roger Hollingworth, Leader of the Council |
| Responsible Officer          | Hugh Bennett<br>Assistant Chief Executive       |

**1. SUMMARY**

- 1.1 To ask the Board to consider the Improvement Plan Exception Report for July 2009 (Appendix 1).

**2. RECOMMENDATION**

- 2.1 That the Board considers and approves the revisions to the Improvement Plan Exception Report attached as Appendix 1, and the corrective action being taken.
- 2.2 That the Board notes that for the 84 actions highlighted for July within the plan 79.8% of the Improvement Plan is on target [green], 13.1% is one month behind [amber] and 0% is over one month behind [red]. 7.1% of actions have been reprogrammed or suspended with approval<sup>1</sup>, these include the suspension of the Budget Jury (due to shared services).
- 2.3 This month's performance is shown on the first page of Appendix 1.

**3 BACKGROUND**

- 3.1 July 2008 Cabinet approved the Improvement Plan 2009/10. The Improvement Plan is directly linked to the four corporate priorities and thirteen enablers identified in the Council Plan 2009/2012.
- 3.2 The Improvement Plan is designed to help monitor the detailed actions flowing from the Council Plan, which will help move the Council forward to excellent in the medium term.
- 3.3 There were 11 amber activities this month for the following areas of the Improvement Plan:-

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<sup>1</sup> NB reprogrammed actions are those that have been moved to a later point in the year. Suspended actions are those which have been suspended completely for the period covered by the Plan.

| Ref.     | Council Plan Balanced Scorecard Reference | Number |
|----------|---|--------|
| CP1      | Town Centre                               | 4      |
| CP3      | Sense of Community                        | 2      |
| FP3      | Managing Resources                        | 1      |
| PR3      | Joint CEO with Redditch Borough Council   | 1      |
| PR5      | Planning                                  | 1      |
| HR & OD1 | Learning & Development                    | 2      |

3.4 The re-programmed and suspended actions Plan are:-

| Ref.                              | Action                                 | Reason                           |
|-----------------------------------|--|----------------------------------|
| 5.4.1, 5.4.2, 5.4.3, 5.4.4, 5.4.7 | Budget Jury                            | Suspended due to shared services |
| 8.3.4                             | Community engagement impact assessment | Suspended                        |

#### **4. FINANCIAL IMPLICATIONS**

4.1 No financial implications.

#### **5. LEGAL IMPLICATIONS**

5.1 No legal implications.

#### **6. COUNCIL OBJECTIVES**

6.1 The Improvement Plan relates to all of the Council's four objectives and five priorities as per the 2008/2011 Council Plan.

#### **7. RISK MANAGEMENT**

| Corporate Risk Title   | Improvement Plan Reference   |
|--|--|
| KO1: Effective Financial Management and Internal Control                                 | FP1 – Managing Finances  |
| KO2: Effective corporate leadership  | FP1 – Managing Finances<br>FP2 – Governing the Business<br>FP3 – Managing Resources<br>FP4 – Managing Performance<br>PR2 –Political Governance |
| KO3: Effective Member / Officer relations  | PR2 –Political Governance<br>HROD1 – Learning & Development  |
| KO4: Effective Member / Member relations   | PR2 –Political Governance<br>HROD1 – Learning & Development  |
| KO5*: Full compliance with the Civil Contingencies Act and effective Business Continuity | PR1 – Customer Processes   |
| KO6: Maximising the benefits of investment in ICT equipment and training                 | PR1 – Customer Processes   |

|  |  |
|--|--|
| KO7: Effective partnership working                                 | PR4 – Improved Partnership Working   |
| KO8: Effective communications (internal and external)              | PR1 – Customer Processes   |
| KO9: Equalities and diversity agenda embedded across the Authority | CP3 – Sense of Community<br>FP4 – Managing Performance   |
| KO10: Appropriate investment in employee development and training  | HROD1 – Learning & Development<br>HROD2 – Modernisation<br>HROD3- Positive Employee Climate  |
| KO11: Effective employee recruitment and retention                 | HROD1 – Learning & Development<br>HROD2 – Modernisation<br>HROD3- Positive Employee Climate  |
| KO12: Full compliance with all Health and Safety legislation       | HROD3- Positive Employee Climate   |
| KO13: Effective two tier working and Community Engagement          | CP3 – Sense of Community<br>PR4 – Improved Partnership Working   |
| KO14: Successful implementation of Job Evaluation                  | HROD2 - Modernisation  |
| KO15: All Council data is accurate and of high quality             | FP1 – Managing Finances<br>FP4 – Managing Performance  |
| KO16: The Council no longer in recovery                            | FP1 – Managing Finances<br>FP2 – Governing the Business<br>FP3 – Managing Resources<br>FP4 – Managing Performance<br>PR2 –Political Governance |
| KO17: Effective Projects Management                                | FP1 – Managing Finances  |
| KO19: Effective Business and Performance Management                | FP4 – Managing Performance   |
| KO20: Effective Customer Focused Authority                         | CP3 – Sense of Community<br>PR1 – Customer Processes   |

\* KO5 and KO18 have been merged

## 8. **CUSTOMER IMPLICATIONS**

8.1 The Improvement Plan includes a range of actions to deliver the Council's Customer First value. Please see section PR1 of the Improvement Plan.

## 9. **EQUALITIES AND DIVERSITY IMPLICATIONS**

9.1 Please see sections CP3 and FP4 of the Improvement Plan

## 10. **VALUE FOR MONEY IMPLICATIONS**

10.1 See sections FP1-FP3 of the Improvement Plan

## 11. **OTHER IMPLICATIONS**

|  |
|--|
| Procurement Issues: See Section FP2 of the Improvement Plan.                         |
| Personnel Implications: See Sections HROD1-HROD3 of the Improvement Plan.            |
| Governance/Performance Management: See Sections FP4 and PR2 of the Improvement Plan. |

|   |
|---|
| Community Safety including Section 17 of Crime and Disorder Act 1998: See section CP3 of the Improvement Plan |
| Policy: All sections of the Improvement Plan relate to this.  |
| Environmental: See sections CP4 and FP3 of the Improvement Plan.  |

## 12. **OTHERS CONSULTED ON THE REPORT**

|  |               |
|--|---------------|
| Portfolio Holder                               | <b>Yes</b>    |
| Chief Executive                                | <b>At CMT</b> |
| Executive Director (Partnerships and Projects) | <b>At CMT</b> |
| Executive Director (Services)                  | <b>At CMT</b> |
| Assistant Chief Executive                      | <b>Yes</b>    |
| Head of Service                                | <b>At CMT</b> |
| Head of Financial Services                     | <b>At CMT</b> |
| Head of Legal & Democratic Services            | <b>At CMT</b> |
| Head of Organisational Development & HR        | <b>At CMT</b> |
| Corporate Procurement Team                     | <b>No</b>     |

## 13. **WARDS AFFECTED**

13.1 All wards.

## 14. **APPENDICES**

14.1 Appendix 1 Improvement Plan Exception Report July 2009.

## 15. **BACKGROUND PAPERS:**

15.1 The full Improvement Plan for July can be found at [www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk) under meetings Minutes and Agendas. A hard copy is also left in the Members' Room each month.

### **CONTACT OFFICER**

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# Exception Report for July 2009 Improvement Plan

# Appendix 1

## PROGRESS IN 2009/10

Overall performance as at the end of July 2009, in comparison with the previous year, is as follows: -

| July 2008 |     |       | August 2008 |    |       | September 2008 |    |       | October 2008 |     |       | November 2008 |     |       | December 2008 |     |       |
|-----------|-----|-------|-------------|----|-------|----------------|----|-------|--------------|-----|-------|---------------|-----|-------|---------------|-----|-------|
| RED       | 11  | 8.6%  | RED         | 17 | 14.4% | RED            | 16 | 11.9% | RED          | 15  | 10.6% | RED           | 12  | 8.7%  | RED           | 13  | 9.9%  |
| AMBER     | 3   | 2.3%  | AMBER       | 4  | 3.4%  | AMBER          | 8  | 6.0%  | AMBER        | 7   | 5.0%  | AMBER         | 8   | 5.8%  | AMBER         | 5   | 3.9%  |
| GREEN     | 114 | 89.1% | GREEN       | 96 | 81.4% | GREEN          | 99 | 73.9% | GREEN        | 104 | 73.8% | GREEN         | 106 | 76.8% | GREEN         | 100 | 76.3% |
| REPRO     | 0   | 0%    | REPRO       | 1  | 0.8%  | REPRO*         | 11 | 8.2%  | REPRO        | 15  | 10.6% | REPRO         | 12  | 8.7%  | REPRO         | 13  | 9.9%  |

| January 2009 |    |       | February 2009 |     |       | March 2009 |    |       | April 2009 |    |       | May 2009 |    |       | June 2009 |    |       |
|--------------|----|-------|---------------|-----|-------|------------|----|-------|------------|----|-------|----------|----|-------|-----------|----|-------|
| RED          | 0  | 0%    | RED           | 2   | 1.5%  | RED        | 3  | 2.9%  | RED        | 3  | 3.2%  | RED      | 3  | 3.85% | RED       | 1  | 1.2%  |
| AMBER        | 4  | 3.6%  | AMBER         | 3   | 2.3%  | AMBER      | 5  | 4.9%  | AMBER      | 5  | 5.4%  | AMBER    | 3  | 3.85% | AMBER     | 0  | 0%    |
| GREEN        | 95 | 86.4% | GREEN         | 112 | 86.2% | GREEN      | 80 | 78.5% | GREEN      | 71 | 76.3% | GREEN    | 60 | 76.9% | GREEN     | 70 | 82.3% |
| REPRO        | 11 | 10.0% | REPRO         | 13  | 10.0% | REPRO      | 14 | 13.7% | REPRO      | 14 | 15.1% | REPRO    | 12 | 15.4% | REPRO     | 14 | 16.5% |

| July 2009 |    |       | August 2009 |  |  | September 2009 |  |  | October 2009 |  |  | November 2009 |  |  | December 2009 |  |  |
|-----------|----|-------|-------------|--|--|----------------|--|--|--------------|--|--|---------------|--|--|---------------|--|--|
| RED       | 0  | 0%    | RED         |  |  | RED            |  |  | RED          |  |  | RED           |  |  | RED           |  |  |
| AMBER     | 11 | 13.1% | AMBER       |  |  | AMBER          |  |  | AMBER        |  |  | AMBER         |  |  | AMBER         |  |  |
| GREEN     | 67 | 79.8% | GREEN       |  |  | GREEN          |  |  | GREEN        |  |  | GREEN         |  |  | GREEN         |  |  |
| REPRO     | 0  | 0%    | REPRO       |  |  | REPRO          |  |  | REPRO        |  |  | REPRO         |  |  | REPRO         |  |  |
| SUSP      | 6  | 7.1%  | SUSP        |  |  | SUSP           |  |  | SUSP         |  |  | SUSP          |  |  | SUSP          |  |  |

| January 2010 |  |  | February 2010 |  |  | March 2010 |  |  | April 2010 |  |  | May 2010 |  |  | June 2010 |  |  |
|--------------|--|--|---------------|--|--|------------|--|--|------------|--|--|----------|--|--|-----------|--|--|
| RED          |  |  | RED           |  |  | RED        |  |  | RED        |  |  | RED      |  |  | RED       |  |  |
| AMBER        |  |  | AMBER         |  |  | AMBER      |  |  | AMBER      |  |  | AMBER    |  |  | AMBER     |  |  |
| GREEN        |  |  | GREEN         |  |  | GREEN      |  |  | GREEN      |  |  | GREEN    |  |  | GREEN     |  |  |
| REPRO        |  |  | REPRO         |  |  | REPRO      |  |  | REPRO      |  |  | REPRO    |  |  | REPRO     |  |  |
| SUSP         |  |  | SUSP          |  |  | SUSP       |  |  | SUSP       |  |  | SUSP     |  |  | SUSP      |  |  |

# Exception Report for July 2009 Improvement Plan

# Appendix 1

Where: -

|  |                              |  |  |  |                                       |  |   |  |                             |  |             |
|--|------------------------------|--|--|--|---------------------------------------|--|---|--|-----------------------------|--|-------------|
|  | On Target<br>or<br>completed |  | One month<br>behind<br>target or<br>less |  | Over one<br>month<br>behind<br>target |  | Original<br>date<br>of<br>planned<br>action |  | Re-<br>programmed<br>date.* |  | Suspended** |
|--|------------------------------|--|--|--|---------------------------------------|--|---|--|-----------------------------|--|-------------|

\* NB. Reprogrammed actions are those that have been moved to a later point in the year. They are not actions that have been extended and they do not appear on the exception report.

\*\*NB. Suspended actions are those that have been suspended completely for the period covered by the Improvement Plan

An Exception Report detailing corrective actions follows:

## Exception Report for July 2009 Improvement Plan

## Appendix 1

| <b>CP1: Town Centre</b> |   |        |  |      |      |      |      |      |      |      |      |      |     |      |                   |  |              |
|-------------------------|---|--------|--|------|------|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref                     | July 2009 Action  | Colour | Corrective Action  |      |      |      |      |      |      |      |      |      |     |      | Who               | Original Date  | Revised Date |
| 1.1.1                   | Engage specialist organisation to complete unified vision |        | Meeting planned for September to start this work with planning architects. |      |      |      |      |      |      |      |      |      |     |      | PS                | July 09  | Sept 09      |
| Ref.                    | Action  | Lead   | July   | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |  |              |
| <b>1.1</b>              | <b>Agreement on preferred option of Area Action Pan</b>   |        |  |      |      |      |      |      |      |      |      |      |     |      |                   |  |              |
| 1.1.1                   | Engage specialist organisation to complete unified vision | PS     |  |      |      |      |      |      |      |      |      |      |     |      |                   | Meeting planned for September to start this work with planning architects. |              |

| <b>CP1: Town Centre</b> |   |        |   |      |      |      |      |      |      |      |      |      |     |      |                   |   |              |
|-------------------------|---|--------|---|------|------|------|------|------|------|------|------|------|-----|------|-------------------|---|--------------|
| Ref                     | July 2009 Action                                    | Colour | Corrective Action   |      |      |      |      |      |      |      |      |      |     |      | Who               | Original Date   | Revised Date |
| 1.2.1                   | Draw up proposal for funding to support design work |        | Initial work on design undertaken but on hold pending Sainsbury's planning application (Section 106 monies) |      |      |      |      |      |      |      |      |      |     |      | PS                | July 09   | Sept 09      |
| Ref.                    | Action  | Lead   | July  | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |   |              |
| <b>1.2</b>              | <b>Design for High Street</b>                       |        |   |      |      |      |      |      |      |      |      |      |     |      |                   |   |              |
| 1.2.1                   | Draw up proposal for funding to support design work | PS     |   |      |      |      |      |      |      |      |      |      |     |      |                   | Initial work on design undertaken but on hold pending Sainsbury's planning application (Section 106 monies) |              |

| CP1: Town Centre |   |      |        |      |   |      |      |      |      |      |      |      |     |      |                   |   |              |
|------------------|---|------|--------|------|---|------|------|------|------|------|------|------|-----|------|-------------------|---|--------------|
| Ref              | July 2009 Action                          |      | Colour |      | Corrective Action   |      |      |      |      |      |      |      |     |      | Who               | Original Date   | Revised Date |
| 1.4.2            | Establish dates for meetings a year ahead |      |        |      | Second meeting held mid August- 33 community delegates attended. Rather than quarterly meetings we are likely to time them around events e.g. the opening of the toilets. |      |      |      |      |      |      |      |     |      | PS                | July 09   | TBC          |
| Ref.             | Action                                    | Lead | July   | Aug. | Sep.  | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |   |              |
| 1.4              | Community engagement                      |      |        |      |   |      |      |      |      |      |      |      |     |      |                   |   |              |
| 1.4.2            | Establish dates for meetings a year ahead | PS   |        |      |   |      |      |      |      |      |      |      |     |      |                   | Second meeting held mid August- 33 community delegates attended. Rather than quarterly meetings we are likely to time them around events e.g. the opening of the toilets. |              |

| CP1: Town Centre |                                      |      |        |      |  |      |      |      |      |      |      |      |     |      |                   |                                      |              |
|------------------|--------------------------------------|------|--------|------|--|------|------|------|------|------|------|------|-----|------|-------------------|--------------------------------------|--------------|
| Ref              | July 2009 Action                     |      | Colour |      | Corrective Action  |      |      |      |      |      |      |      |     |      | Who               | Original Date                        | Revised Date |
| 1.4.5            | Establish Leisure Centre Study Group |      |        |      | EXTENDED- Group to be established in August with meetings then scheduled for every 6 weeks |      |      |      |      |      |      |      |     |      | PS                | July 09                              | Aug 09       |
| Ref.             | Action                               | Lead | July   | Aug. | Sep.   | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |                                      |              |
| 1.4              | Community engagement                 |      |        |      |  |      |      |      |      |      |      |      |     |      |                   |                                      |              |
| 1.4.5            | Establish Leisure Centre             | PS   |        |      |  |      |      |      |      |      |      |      |     |      |                   | EXTENDED- Group to be established in |              |



## Exception Report for July 2009 Improvement Plan

## Appendix 1

|             |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |
|-------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|---|
| Study Group |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | August with meetings then scheduled for every 6 weeks |
|-------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|---|

### CP3: Sense of Community

| Ref        | July 2009 Action   | Colour | Corrective Action |      |      |      |      |      |      |      |      |      |     |      | Who               | Original Date | Revised Date  |
|------------|--|--------|-------------------|------|------|------|------|------|------|------|------|------|-----|------|-------------------|---------------|---|
| Ref.       | Action   | Lead   | July              | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |               |   |
| 3.2.1      | Agree and publicise the CSP's 12-month action plan relating to the strategic assessment. |        |                   |      |      |      |      |      |      |      |      |      |     |      | JG                | July 09       | Sept 09   |
| <b>3.2</b> | <b>Reduction in fear of crime</b>  |        |                   |      |      |      |      |      |      |      |      |      |     |      |                   |               |   |
| 3.2.1      | Agree and publicise the CSP's 12-month action plan relating to the strategic assessment. | JG     |                   |      |      |      |      |      |      |      |      |      |     |      |                   |               | EXTENDED: The Bromsgrove Community Safety Partnership Plan has now been completed; this will be circulated to partners week commencing 17/08/09. Once approved at the next steering group meeting on 3/09/09, a public friendly version will be published on the internet by the end of September . |

## Exception Report for July 2009 Improvement Plan

## Appendix 1

| <b>CP3: Sense of Community</b> |  |      |        |      |   |      |      |      |      |      |      |      |     |      |                   |   |              |
|--------------------------------|--|------|--------|------|---|------|------|------|------|------|------|------|-----|------|-------------------|---|--------------|
| Ref                            | July 2009 Action   |      | Colour |      | Corrective Action   |      |      |      |      |      |      |      |     |      | Who               | Original Date   | Revised Date |
| Ref.                           | Action   | Lead | July   | Aug. | Sep.  | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |   |              |
| 3.2.2                          | Establish a communications group and produce a communications planner to promote the key activities with in the plan and increase good news stories. |      |        |      | Communication Group to be established to meet at the beginning of September |      |      |      |      |      |      |      |     |      | JG                | July 09   | Sept 09      |
| <b>3.2</b>                     | <b>Reduction in fear of crime</b>  |      |        |      |   |      |      |      |      |      |      |      |     |      |                   |   |              |
| 3.2.2                          | Establish a communications group and produce a communications planner to promote the key activities with in the plan and increase good news stories. | JG   |        |      |   |      |      |      |      |      |      |      |     |      |                   | EXTENDED: CDRP Communication Group to be established to meet at the beginning of September. The purpose of this group will be to create a communication and community engagement strategy. We are waiting for guidance from the Safer Communities Board who meet 3/09/09. |              |

| <b>FP3: Managing resources (including Value for Money)</b> |                                      |      |        |      |                   |      |      |      |      |      |      |      |     |      |                   |               |              |
|--|--------------------------------------|------|--------|------|-------------------|------|------|------|------|------|------|------|-----|------|-------------------|---------------|--------------|
| Ref  | July 2009 Action                     |      | Colour |      | Corrective Action |      |      |      |      |      |      |      |     |      | Who               | Original Date | Revised Date |
| Ref.   | Action                               | Lead | July   | Aug. | Sep.              | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |               |              |
| 7.3.3  | Pursue Climate Change Matrix         |      |        |      | Suspended         |      |      |      |      |      |      |      |     |      | PS                | July 09       | -            |
| <b>7.3</b>   | <b>Environmental risk management</b> |      |        |      |                   |      |      |      |      |      |      |      |     |      |                   |               |              |



| <b>PR5: Planning</b> |   |      |        |      |  |      |      |      |      |      |      |      |     |      |                   |   |               |              |
|----------------------|---|------|--------|------|--|------|------|------|------|------|------|------|-----|------|-------------------|---|---------------|--------------|
| Ref                  | July 2009 Action  |      | Colour |      | Corrective Action  |      |      |      |      |      |      |      |     |      |                   | Who   | Original Date | Revised Date |
| Ref.                 | Action  | Lead | July   | Aug. | Sep.   | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |   |               |              |
| 13.4.4               | Migration of Development Control Service to Customer Service Centre |      |        |      | Migration date amended to 1 <sup>st</sup> October to enable range of publicity to be undertaken. Work is progressing with these aspects. |      |      |      |      |      |      |      |     |      |                   | DH  | July 09       | Oct 09       |
| <b>13.4</b>          | <b>Effective Development Control Service</b>                        |      |        |      |  |      |      |      |      |      |      |      |     |      |                   |   |               |              |
| 13.4.4               | Migration of Development Control Service to Customer Service Centre | DH   |        |      |  |      |      |      |      |      |      |      |     |      |                   | REPROGRAMMED- Migration originally planned for end June. Date postponed to explore opportunities for including other aspects in migration. Resolved not to include this at current time. Migration date amended to 1 <sup>st</sup> October to enable range of publicity to be undertaken. Work is progressing with these aspects. |               |              |

## Exception Report for July 2009 Improvement Plan

## Appendix 1

| <b>HR &amp; OD1: Learning &amp; Development</b> |   |      |        |      |   |      |      |      |      |      |      |      |     |      |                   |  |              |
|---|---|------|--------|------|---|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref   | July 2009 Action  |      | Colour |      | Corrective Action   |      |      |      |      |      |      |      |     |      | Who               | Original Date  | Revised Date |
| 14.1.1  | Finish 'The Bromsgrove Way' framework inc staff comps and changes to whole PDR scheme |      |        |      | Put on hold by CEO in July pending outcome of new structures and associated impact for launch of updated scheme |      |      |      |      |      |      |      |     |      | HP                | July 09  | TBC          |
| Ref.  | Action  | Lead | July   | Aug. | Sep.  | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |  |              |
| <b>14.1</b>                                     | <b>Employee skills and capacity</b>   |      |        |      |   |      |      |      |      |      |      |      |     |      |                   |  |              |
| 14.1.1  | Finish 'The Bromsgrove Way' framework inc staff comps and changes to whole PDR scheme | HP   |        |      |   |      |      |      |      |      |      |      |     |      |                   | SUSPENDED- Put on hold by CEO in July pending outcome of new structures and associated impact for launch of updated scheme |              |

| <b>HR &amp; OD1: Learning &amp; Development</b> |   |      |        |      |  |      |      |      |      |      |      |      |     |      |                   |  |              |
|---|---|------|--------|------|--|------|------|------|------|------|------|------|-----|------|-------------------|--|--------------|
| Ref   | July 2009 Action                                  |      | Colour |      | Corrective Action  |      |      |      |      |      |      |      |     |      | Who               | Original Date  | Revised Date |
| 14.2.5  | Mgt induction – launch                            |      |        |      | Proposed approach declined by CMT in July. New approach under development. |      |      |      |      |      |      |      |     |      | HP                | July 09  | TBC          |
| Ref.  | Action  | Lead | July   | Aug. | Sep.   | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |  |              |
| <b>14.2</b>                                     | <b>Maintain Investors in People accreditation</b> |      |        |      |  |      |      |      |      |      |      |      |     |      |                   |  |              |
| 14.2.5  | Mgt induction – launch                            | HP   |        |      |  |      |      |      |      |      |      |      |     |      |                   | Proposed approach declined by CMT in July. New approach under development –actions and dates to be determined consideration by CMT of 2 <sup>nd</sup> report proposals |              |