

BROMSGROVE DISTRICT COUNCIL
16 NOVEMBER 2009

PERFORMANCE MANAGEMENT BOARD

PMB RECOMMENDATIONS TRACKER

Responsible Portfolio Holder	Councillor Kit Taylor PMB Chairman
Responsible Head of Service	Hugh Bennett Assistant Chief Executive

1. SUMMARY

- 1.1 To report to Performance Management Board on progress of resolutions and recommendations made by the Board from the April 2007 meeting onwards.

2. RECOMMENDATIONS

- 2.1 That The Board notes the attached update

3. BACKGROUND

- 3.1 The previous report was submitted to the July 2009 meeting
- 3.2 Resolutions and recommendations that were reported as fully completed on the last report have been deleted from the document. Resolutions and recommendations up to and including the September 2009 meeting of the Board have been added. Progress on all outstanding actions is shown in **bold** text. Earlier progress reports, where they exist, are shown in normal text, so that members can see the history for each item. Items that are shown as completed in this report will be removed from the next version of the report.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications.

6. COUNCIL OBJECTIVES

- 6.1 Tracking of recommendations links to the Improvement objective

7. RISK MANAGEMENT

7.1 There are no risks associated with this report

8 CUSTOMER IMPLICATIONS

8.1 Performance Improvement is a Council Objective

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 There are no implications for the Council's Equalities and Diversity Policies.

10. VALUE FOR MONEY IMPLICATIONS

10.1

- There are no VFM implications

11. OTHER IMPLICATIONS

Procurement Issues None
Personnel Issues None
Governance/Performance Management –
Community Safety including Section 17 of Crime & Disorder Act 1988 None
Policy None
Environmental None

12. OTHERS CONSULTED ON THE REPORT

Please include the following table and indicate 'Yes' or 'No' as appropriate. Delete the words in italics.

Portfolio Holder	No
Chief Executive	No
Executive Director (Partnerships & Projects)	No
Executive Director (Services)	No
Assistant Chief Executive	Yes
Head of Service	No
Head of Financial Services	No
Head of Legal, Equalities & Democratic Services	No
Head of Organisational Development & HR	No
Corporate Procurement Team	No

13. WARDS AFFECTED

All Wards.

14. APPENDICES

Appendix 1 Recommendations Tracker

15. BACKGROUND PAPERS

None

Contact officer

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Meeting date & minute ref	Minute & Action	Progress update
19 August 2008		
39/08	<p>LOCAL NEIGHBOURHOOD PARTNERSHIPS</p> <p>RESOLVED that the progress report be noted and the business case be considered in due course.</p>	<p>10/08 A business case is currently being drafted. A project plan, financial plan, risk register and issues log have now been completed.</p> <p>01/09 The business case will be completed in January. Two consultation events with parish councils have also been undertaken.</p> <p>05/09 – Work on business case delayed due to vacancies. Posts now filled and work can re-commence. Business case to be completed by July</p> <p>07/09 The business case has been deferred until September.</p> <p>11/09 A briefing note (outline business case) has been produced and submitted to the Leader and Finance Portfolio Holder</p>
16 December 2008		
77/08	<p>SICKNESS ABSENCE</p> <p>RESOLVED:</p> <p>(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;</p> <p>(b) that the policy itself be reconsidered</p>	<p>05/09 A further performance clinic has been held and a number of actions are to be put in place to ensure that procedures are being robustly applied and, if necessary, further training for managers will be provided. From April 09 onwards a separate, more detailed, report will be produced for sickness absence (as well as the summary figures in the monthly performance report). This report will go to CMT, Leader's Group and PMB.</p>

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	<p>including the various “trigger points” set out within the policy;</p> <p>(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;</p> <p>(d) that officers produce a breakdown of periods of short term sickness to identify any particular patterns</p> <p>(e) that a further report be considered at the February Board Meeting.</p>	<p>07/09 A detailed monthly sickness report was produced in April and will be produced each subsequent month. Sickness absence rose for the third consecutive month in May, with long-term sickness also rising significantly, whilst short-term sickness fell slightly. Action to terminate employment has commenced in one long-term case as there is no foreseeable date of return.</p> <p>A training programme for managers on Return To Work (RTW) interviews is planned for September; this should result in better RTW interviews and an improved understanding amongst staff of the Council’s approach to Sickness Absence.</p> <p>There have been two cases of suspected H1N1(swine) flu so far, one of which tested negative. The second individual was not tested and has returned to work after a short absence. It is reasonable to assume there will be further cases throughout the summer ahead of the normal seasonal occurrence of flu in the autumn and winter.</p> <p>The integrated sickness absence and health and safety report for Month ending May 2009 also provides other updates, including the Government “Fit for Work” initiative</p> <p>11/09 Other recommendations on sickness absence arising from subsequent meetings are included later in this report. COMPLETED</p>
20 January 2009		
88/08	IMPROVEMENT PLAN EXCEPTION	

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	<p>REPORT (NOVEMBER 2008)</p> <p>RESOLVED: that the Value for Money analysis referred to by the Assistant Chief Executive be submitted to this Board in addition to the Audit Board.</p>	<p>05/09 Work is underway on this analysis and is expected to be completed in Autumn, when it will be submitted to CMT, Leader's Group and PMB</p> <p>07/09 Initial draft report prepared by Improvement Manager to identify transactional costs and comparison between departments. To be reviewed by Improvement Manager and Head of Financial Services prior to report being submitted to CMT and Members.</p> <p>11/09 Report submitted to CMT. Transactional measures will be reported by end October to CMT. The main question for CMT will be when to start reporting this information, given the context of shared services and the interviews through December and January. Assistant Chief Executive to update the Board at November meeting.</p>
<p>17 March 2009</p>		
<p>104/08</p>	<p>HOUSING STRATEGY 2006/2011 - PROGRESS REPORT, MID TERM REVIEW AND NEW ACTION PLAN</p> <p>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</p>	<p>05/09 Work is underway on these actions 07/09 Progress update:</p> <ul style="list-style-type: none"> a) The Strategic Housing Initiatives Officer attended an awareness raising event and has made contact with Mental Health Network Group. b) Additional questions have now been inserted in the Homelessness Survey questionnaire relating to the ability of clients to access health services. Issues arising and

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	<p>homeless households and their ability to access health services (possibly through the Local Strategic Partnership Board); and</p> <p>(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.</p>	<p>any evidence of gaps in service provision will be raised with the PCT.</p> <p>c) A specialist Debt Advice service has been set up at CAB to meet the needs of home owners facing difficulty in meeting mortgage repayments. Alternative debt advice services have now been promoted through Together Bromsgrove and have been included within the Mortgage Wise Folder pack that has been produced in the light of the economic downturn.</p> <p>11/09</p> <p>a) Strategic Housing Officer is to chair new Sub Group of the Health and Wellbeing Theme Group examining Mental Health provision. If identified as a significant gap the matter will be referred to Emma Barton as BDC/PCT link. COMPLETED</p>
15 June 2009		
15/09	<p>PERFORMANCE REPORT (APRIL 2009)</p> <p>RESOLVED:</p> <p>(f) that a highlight report on progress with the Shared Services project be submitted to the Board on a regular basis.</p> <p>RECOMMENDED:</p> <p>(a) that in respect of the Dolphin Centre usage figures, the Portfolio Holder be requested to work with the Deputy Head of Street Scene and Community to consider the target and</p>	<p>11/09 – Reports are being submitted. COMPLETED</p> <p>11/09 A review of the usage figures and income targets has been undertaken. Although income targets are expected to be met/exceeded due to the high number of fitness suite memberships that have been provided (750 end of Sept 09), it is anticipated that due to a reduction in large user</p>

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	<p>also the potential financial impact of any changes;</p> <p>(b) that with regard to the payment of invoices within 10 days, the Portfolio Holder be requested to discuss with the Head of Financial Services whether this is a realistic target.</p>	<p>activities such as schools swimming, children's parties and sports events, the usage target will not be met. Centre staff are currently reviewing these areas and will increase marketing and promotional activities to address these concerns accordingly. However in the case of children's parties and sports events it is the view of officers that due to changes in the market place (new providers and lower attendance levels with in sports clubs) the impact of these activities may be minimal. COMPLETED</p> <p>11/09 There has been an improvement in September to 83% of invoices which is below the target but improving from prior periods. This is to be benchmarked against other Districts to enable a more realistic target to be proposed if required in October. COMPLETED</p>
16/09	<p>SICKNESS ABSENCE PERFORMANCE UPDATE</p> <p>RESOLVED that the report be noted and a further report be submitted at the end of the quarter covering all of the actions taken in relation to sickness absence, including the figures referred to above.</p>	<p>11/09 Assistant Chief Executive updated the Board at the September meeting. COMPLETED</p>
19/09	<p>WORK PROGRAMME 2009/2010</p> <p>RESOLVED that the work programme be approved, subject to the inclusion of a report to the August meeting on a possible visit to two Councils who had moved from a poor to excellent rating, as referred to in minute 17/09.</p>	<p>11/09 Visit to Selby arranged for 05 November and visit to Tunbridge Wells for 12 November, subject to their agreement. COMPLETED</p>

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20 July 2009		
23/09	<p>ANNUAL COUNCIL REPORT 2008/09</p> <p>RECOMMENDED:</p> <p>(a) that in view of the concerns relating to perception of crime, the Portfolio Holder be requested to work with the Head of Service to examine whether there are any actions which can be taken to address this and whether there are any developing “hotspots”;</p> <p>(b) that in view of the low attendance at last year’s Bonfire event, the relevant Portfolio Holder be requested to work closely with the Head of Service to ensure the 2009 target is deliverable and that the appropriate preparations are made.</p>	<p>11/09 A review of potential hot spots was undertaken following the results of the place survey however due to small sample sizes in certain areas the information is not statistically valid and can not be used. In relation to the perception of crime implications the CSP has taken this matter on board and is developing a communications plan and promotional campaign to emphasise the true picture in relation to crime in Bromsgrove and the positive actions that are being undertaken to address crime, disorder and ASB by the partnership. COMPLETED</p> <p>11/09 The annual civic bonfire has been reviewed and the delivery of the event has been revised to increase the event element of the bonfire to enhance value for money for residents. An increased marketing, promotion and ticket selling campaign has been established in partnership with Primrose Hospice to increase awareness of the event, to maximise advance ticket sales and to rebrand the event. COMPLETED</p>
24/09	<p>INTEGRATED SICKNESS ABSENCE PERFORMANCE AND HEALTH & SAFETY REPORT</p> <p>RESOLVED:</p> <p>(c) that a further report be considered following the receipt of advice from the National/Regional Employers on the</p>	

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	payment of occupational sick pay and any advice on the Council's sickness absence procedures.	
25/09	<p>PERFORMANCE REPORT (MAY 2009)</p> <p>RECOMMENDED that Portfolio Holders be requested to work closely with the relevant Head of Service to ensure that the projected outturn figures are appropriate, as the current projection of 92% of performance indicators meeting their targets at year end was considered too optimistic by the Board.</p>	<p>11/09 The projections have fallen since then to a more realistic level. COMPLETED</p>
26/09	<p>IMPROVEMENT PLAN EXCEPTION REPORT (MAY 2009)</p> <p>RECOMMENDED that the arrangements to establish an LNP for the Charford area be proceeded with, notwithstanding the indication that the District Councillors for the area would not be participating.</p>	<p>11/09 This is a matter for the Leader.</p>
27/09	<p>IMPROVEMENT PLAN 2009/2010</p> <p>RESOLVED: (b) that the Deputy Head of Street Scene and Community be invited to attend the next meeting of the Board in connection with the CSP action plan.</p>	<p>11/09 The Deputy Head of Streetscene and Community attended October's meeting. COMPLETED</p>

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	RECOMMENDED that additional actions be included within the Improvement Plan to ensure that work undertaken in relation to DFGs is carried out to a high standard.	11/09 Action to review customer satisfaction survey results included in the improvement plan. COMPLETED
29/09	WORK PROGRAMME 2009/2010 RESOLVED that the work programme be approved, subject to the inclusion of the Housing Inspection Report and Updated Action Plan on the agenda for the October meeting.	11/09 The work programme has been re-programmed to make space for items requested by the Board, so the Housing Inspection action plan has been placed in March 2010's meeting. COMPLETED
21 Sep 2009		
33/09	COMMUNITY SAFETY PARTNERSHIP - PARTNERSHIP PLAN 2009-2011 RESOLVED that consideration of this item be deferred to a future meeting of the Board and that the Portfolio Holder and that the Deputy Head of Street Scene and Community be invited to attend.	11/09 – as per 27/09 above. COMPLETED
34/09	COUNCIL PLAN 2010/2013 PART 1 RECOMMENDED: (b) that the relevant Portfolio Holder be requested to work with the appropriate officers on the development of a long term Climate Change Strategy and action plan in order to address the priority of Climate	11/09 Plan currently under production with draft to be considered by Members in December, before going through formal approval.

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	<p>Change and achieve the 80% reduction by 2050;</p> <p>(c) that the relevant Portfolio Holder be requested to work with the Assistant Chief Executive to develop a programme to explain to residents the importance of the Shared Services proposals with a focus on addressing residents' poor perception of the Council's value for money ;</p> <p>(d) that the relevant Portfolio Holder be requested to work with partners through the LSP on ways of addressing the levels of unemployment and "worklessness" within the District.</p> <p>RESOLVED:</p> <p>(e) that the Climate Change Strategy and action plan referred to in recommendation (b) above, be submitted to this Board when available;</p> <p>(f) that a representative of the PCT be invited to attend a future meeting of the Board to address the issues behind the worsening situation in relation to NI 39;</p> <p>(g) that the Assistant Chief Executive be requested to give an update on how the Council and its partners are responding</p>	<p>11/09 The Communications Strategy has been updated and is due to go to November's Cabinet. Its priorities are to turn around these indicators.</p> <p>11/09 The Council's main response has been "The Trunk". The Leader of the Council, as chair of the LSP, is currently reviewing the structure of the LSP, which will include "economic success". COMPLETED</p> <p>11/09 This is likely to be January 2010.</p> <p>11/09 No action taken at this stage, as it could be a subject for scrutiny to review. COMPLETED</p> <p>11/09 Refer to note circulated by Peter Michael. COMPLETED</p>

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	to the recession, in particular in relation to unemployment issues.	
35/09	<p>PLACE SURVEY</p> <p>RECOMMENDED:</p> <p>(a) that in order to address concerns such as VFM, lack of ability to influence decisions and satisfaction with the Council, a campaign be developed, including the expansion of the budget jury process, use of the Internet and “wraparounds” in the local press to increase public awareness of Council services, including examples of where the Council has sought and then made use of feedback from the public when introducing or developing services;</p> <p>(b) that in view of the importance of the changes arising from the Shared Services agenda, events be arranged to enable the public to meet the Joint Chief Executive and the new Management Team and to understand the new arrangements and their contribution to VFM.</p> <p>(c) that in order to improve the public awareness of what to do in the event of a large scale emergency, an emergency planning leaflet be considered.</p>	<p>11/09 These actions are detailed in the updated Communications Strategy.</p> <p>11/09 Rejected by Cabinet, but request to set up “Meet the Cabinet”, which is currently being worked on by the communications team with likely date in early 2010. COMPLETED</p>

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39/09	<p>SHARED SERVICES HIGHLIGHT REPORT RESOLVED:</p> <p>(b) that future reports include a table to illustrate the target savings and that this be updated regularly to reflect the position as savings are achieved and as new services are included.</p>	<p>11/09 A regular financial summary is provided to the Shared Services Board – this can be appended to the Highlight Report.</p>