

**BROMSGROVE DISTRICT COUNCIL**

**PERFORMANCE MANAGEMENT BOARD**

**23 MARCH 2007**

**PERFORMANCE MANAGEMENT BOARD PROPOSED WORK PROGRAMME**  
**2007/08**

Responsible Portfolio Holder	Councillor Roger Hollingworth
Responsible Head of Service	Hugh Bennett -Assistant Chief Executive

**1. SUMMARY**

- 1.1 This report proposes a work programme for the coming year – 2007/08 – for the Performance Management Board.

**2 RECOMMENDATIONS**

It is recommended that:

- 2.1 The Board considers and agrees the proposed programme of work, making any changes as required.
- 2.2 The Board determine which of the suggested work items shown at the end of Appendix 1 should be included in the work programme and to which meetings these should come to.
- 2.3 Following this meeting the chair of PMB meet with the Leader and Chairs of Scrutiny Steering Board and Audit Board to discuss and co-ordinate work programmes.

**3 BACKGROUND**

- 3.1 The proposed work programme builds on the experience of the Board programme for 2006/07. The Board met for the first time in November 2005. The Board has had three chairmen during this period and is now chaired by the Leader of the Opposition, which is in line with best practice. Since its inception the Board has worked with the Cabinet and Corporate Management Team to establish a comprehensive performance management framework for the Council and programme for the Board.
- 3.2 The Board has essentially completed its programme for 2006/07. Three types of report were not completed:-
- business plan quarterly reviews. These were completed for quarters 1 and 2, but have not been subsequently reported on the advice of the Improvement Director. The new Council Plan 2007/2010 will replace the business plans (in terms of reporting to the Board) from next year and the Board will receive a set of

corporate performance indicators and an Improvement Plan 2007/08 based on the Council Plan. The Council Plan 2007/08 is on the Board's March agenda;

- half year review of the Community Strategy. The Board did receive an Annual Review of the Community Strategy. The Council is currently in receipt of Intervention Funds from the DCLG to support the development of a re-freshed Community Plan and a LSP performance framework. This framework will need to link to PMB and Cabinet and should be in place by 31 May 2007;
- the benefits action plan was received early in the year, but has not continued to be reported to the Board. The reasons are twofold. Firstly, a large number of recommendations had already been delivered and performance improved. Secondly, the new Improvement Plan included key actions around improving the Benefits service which has enable the Board to keep monitoring the progress of this service area.

#### **4. PROPOSED WORK PROGRAMME**

- 4.1 Appendix 1 shows a proposed work programme for 2007/08, for completeness it also includes the programme for the remaining meetings for the 2006/07 year.
- 4.2 The programme has been developed after reviewing the current year programme and also considering recent events (e.g. the Corporate Assessment Inspection) plus suggestions that have recently been put forward by Members.
- 4.3 Timing for some of the items on the proposed schedule may need to be revised, as the necessary prior events are themselves not firmly scheduled yet.
- 4.4 At the foot of the programme there are a number of work items proposed which have not yet been timetabled. The Board is invited to consider whether to include any/all of these items in the work programme, and if so, when.
- 4.5 Appendix 2 contains all the recommendations made by the Board since its inception. The original intention had been to check whether each recommendation has been actioned; however, due to the number it is proposed that the Board review the recommendations and ask the officers at the meeting to follow up on a shortlist of any recommendations that Members are concerned about.

#### **5 FINANCIAL IMPLICATIONS**

- 5.1 None.

#### **6. LEGAL IMPLICATIONS**

- 6.1 No legal implications to the report

## 7. **CORPORATE OBJECTIVES**

- 7.1 The work of the Board supports all of the Council's objectives and priorities, but particularly Priority 6 – Performance.

## 8. **RISK MANAGEMENT**

- 8.1 The Board has previously expressed an interest in risk management. This falls under the remit of the Audit Board; however, PMB can make recommendations to this Board or Cabinet on issues around risk management identified through its work.

## 9. **CUSTOMER IMPLICATIONS**

- 9.1 The Board will receive monthly information on customer complaints as from 2007/08 and on key indicators for the Customer Service Centre. It is also proposed that both the Communications Strategy and Customer First Strategy are formally reviewed by the Board during 2007/08 as part of its work programme.

## 10. **OTHER IMPLICATIONS**

Procurement Issues N/A
Personnel Implications N/A
Governance/Performance Management N/A
Community Safety including Section 17 of Crime and Disorder Act 1998 N/A
Policy N/A
Environmental N/A
Equalities and Diversity N/A

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

Portfolio Holders	<b>Via E-Mail and at PMB.</b>
Acting Chief Executive	<b>Yes at CMT</b>
Corporate Director (Services)	<b>Yes at CMT</b>
Assistant Chief Executive	<b>Yes</b>
Head of Service	<b>Yes at CMT</b>
Head of Financial Services	<b>Yes at CMT</b>
Head of Legal & Democratic Services	<b>Yes at CMT</b>
Head of Organisational Development & HR	<b>Yes at CMT</b>

Corporate Procurement Team	<b>No</b>
----------------------------	-----------

**16. APPENDICES**

Appendix 1 - Draft PMB Work Programme 2007/08

Appendix2– List of resolutions and recommendations from 2006/07 meetings

**17. BACKGROUND PAPERS**

2006/07 PMB Work Programme, PMB, January 2006.

**CONTACT OFFICERS**

Name: John Outhwaite  
E Mail: j.outhwaite@bromsgrove.gov.uk  
Tel: (01527) 881602

## Proposed Performance Management Board Work Programme 2007/08

Date	Agenda Item
Mar 07	Period 10 06/07 Performance report  Council Plan 2007/2010 and analysis of forward targets report.  Period 10 06/07 Improvement plan progress/exception report
April 07	Period 11 06/07 Performance report  Period 11 06/07 Improvement Plan progress/exception report  Strategic Housing Inspection Action Plan
May 07	Period 12 06/07 integrated finance & performance report  Data Quality Strategy  Period 12 06/07 (year end) Improvement Plan progress/exception report
Jun 07	Period 1 07/08 performance report  Improvement Plan (inc. CA findings) Mark 2  Community Plan 2007/2010.  Use of Resources Self Assessment submission  Review of Performance Plus report  Communications Strategy Review
Jul 07	Period 2 07/08 performance report  Period 2 07/08 Improvement Plan mk 2 progress report  Corporate Assessment report and Council's draft response  Direction of Travel Statement  Strategic Housing Inspection Action Plan  Council Results/Annual Report/Statement of Accounts 2006/07 (timing to be confirmed)

Aug 07	<p>Quarter 1 07/08 integrated finance &amp; performance report</p> <p>Period 3 07/08 Improvement Plan mk 2 progress report</p> <p>Staff Survey 2007 Results</p> <p>Performance Management Strategy</p> <p>VFM action plan update</p> <p>Community Plan Annual Report 2006/07</p>
Sep 07	<p>Period 4 07/08 performance report</p> <p>Period 4 07/08 Improvement Plan mk 2 progress report</p> <p>Customer First and Peer Assessment strategy review</p>
Oct 07	<p>Period 5 07/08 performance report</p> <p>Period 5 07/08 Improvement Plan mk 2 progress report</p> <p>Corporate Social Responsibility Policy</p> <p>Strategic Housing Inspection Action Plan</p>
Nov 07	<p>Quarter 2 07/08 integrated finance &amp; performance report</p> <p>Period 6 07/08 Improvement Plan mk 2 progress report</p>
Dec 07	<p>Period 7 07/08 performance report</p> <p>Period 7 07/08 Improvement Plan mk 2 progress report</p> <p>Strategic Housing Inspection Action Plan</p>
Jan 08	<p>Period 8 07/08 performance report</p> <p>Period 8 07/08 Improvement Plan mk 2 progress report</p>
Feb 08	<p>Quarter 3 07/08 integrated finance &amp; performance report</p> <p>Council Plan 2008-2011 and Medium Term Financial Plan.</p> <p>Period 9 07/08 Improvement Plan mk 2 progress report</p>
Mar 08	<p>Period 10 07/08 performance report</p> <p>External Audit Report</p> <p>Period 10 07/08 Improvement Plan mk 2 progress report</p>

Apr 08	Period 11 07/08 performance report
	Period 11 07/08 Improvement Plan mk 2 progress report

Other topics/themes not yet timelined are set out below:

- Partnership Performance
  - Spatial Project
  - Equalities
- } These two topics will be picked up via  
} the Improvement Plan.

Other possible initiatives:

- Visits to/presentations from excellent authorities – e.g. scrutiny/PMB role
- Visits to/presentations from private sector organisations

List of resolutions and recommendations from 2006/07 meetings

<p><b>January 2006</b></p> <p><b>8/05 Selection of top 45 indicators</b>  <b>RECOMMENDED:</b>          (a) that the criteria for selecting the “Top 45” be agreed as follows:          • indicators identified as important by the Audit Commission for future CPA inspections;          • key performance indicators as documented in the Council’s Annual Performance Plan 2005/06;          • indicators which can be classed as headline grabbing;          • indicators that can be linked to the Council’s Recovery Plan (but not in the Resources Directorate);          and          • indicators for 2004/05 which were in the bottom two quartiles;          (b) that the “Top 45” indicators selected on the basis of the above criteria, as set out in the Appendix to the report, be approved as an appropriate set to focus on during 2006/07, subject to further review around March 2006 in the light of an updated set of Best Value Performance Indicators due to be received from the Government</p>
<p><b>9/05 TOP 45 PERFORMANCE MANAGEMENT REPORT – QUARTER THREE 2005/06</b>  <b>RECOMMENDED:</b>          (a) that with regard to the BVPIs regarding Household Waste Management, the Cabinet be made aware of the need to set money aside in the budget to fund the promotion of waste minimisation opportunities;          (b) that with regard to BVPI 109 (processing of planning applications), the Cabinet note the Board’s concern at the reduced Planning Delivery Grant arising from a downturn in performance due to inadequate staffing levels, and to the need for better forward planning to identify and prepare for major planning issues which are demanding on staff resources;          (c) that with the regard to BVPI 199d (Enforcement action to deal with ‘fly-tipping’), the Cabinet be informed that the Board feels that the current lack of enforcement and the proposal not to implement enforcement action as part of the Street Scene Strategy until 2008 is not acceptable;          (d) that with regard to the local indicator on Dolphin Centre usage, the Cabinet note the potential for a budget shortfall during 2005/06 due to the variation between actual number of visitors compared to target.</p>
<p><b>10/05 AUDIT COMMISSION PROGRESS ASSESSMENT OF THE COUNCIL</b>  <b>RECOMMENDED:</b> that the Cabinet note the Board’s concern at the time delay between external inspections and their findings being reported, particularly as such reports do not reflect the current situation or improvements made since the inspection and therefore can be very demotivating for staff.</p>
<p><b>11/05 PERFORMANCE MANAGEMENT WORK PROGRAMME</b>          A Member referred to the release of information by the Council which he considered to commercially sensitive in relation to an item which had been considered in private by the full Council meeting on 10th January 2006  <b>RECOMMENDED:</b> that the Cabinet be asked to note the concerns raised regarding the release of information in relation to an item considered in private by the Council and to take steps to ensure that this does not happen again.</p>
<p><b>17 February 2006</b></p> <p><b>15/05 BUSINESS PLANS</b>  <b>RECOMMENDED:</b> that the following comments be noted and/or the recommendations be forwarded to the Executive Cabinet for their due consideration:-          Business Plan Comment/Recommendation          Human Resources          (1) That the Executive Cabinet be advised that concern was expressed over the workload and timescale involved in the undertaking and completing the job evaluation exercise by April 2007, as effective performance management cannot happen until this has taken place;          (2) that the Executive Cabinet be advised that the Board are of the opinion that, before any vacancy is filled, it should be examined and “signed off” by Senior Management Team to ensure that it is justified;          (3) a list of comparable authorities (by population) be drawn up listing their employee numbers for the next ordinary meeting of the Board;          (4) clarification was sought for the next meeting on what was meant by Local Indicator 7 (number of off-the-job training days facilitated by Human Resources) of 350 days;</p>



- (5) it was agreed that a report on sickness levels would be submitted every quarter;
- (6) the Board wished to encourage the Executive Cabinet to ensure that the Council have in place a process for reviewing existing arrangements/working practices with Trade Unions;  
Culture and Community Services
- (7) that the Head of Culture and Community Services be requested to investigate the “panning” efficiency of the CCTV cameras and report back to a future meeting of the Board;
- (8) that the Executive Cabinet be advised that, in the opinion of the Board, a feasibility study should be undertaken on the setting up of a Charitable Trust for the management and operation of the Council’s leisure facilities before any further monies are spent;  
Planning and Environment Services
- (9) that the question of “value for money” from the current arrangements ongoing with the Bromsgrove District Housing Trust be looked at again in two month’s time with a view to adopting a more cohesive approach;  
Economic Development and Town Centre Management
- (10) that the Executive Cabinet be advised of this Board’s concern that a high priority area such as Economic Development has, under the recent restructure proposals, suffered a (slight) reduction in manpower and would encourage the continued support of the Council in real terms;  
Legal and Democratic Services
- (11) that it be suggested to the Executive Cabinet that once Section 106 Agreements are finalised, the relevant Ward Member(s) be notified in order to keep a “watching brief”;
- (12) on a general note, it was recommended that for future Business Plans, a “standard” template be created.

## **20 February 2006**

### **17/05 BUSINESS PLANS**

Plans for the year 2006-07 were considered and the following comments/recommendations were made:-

E-Government and Customer Services

(1) That the Executive Cabinet be informed that the Board has concerns concerning the capacity of the Customer Service Centre to take on the additional work of the Highways Partnership Unit or any other area of work without a more detailed investigation into the ramifications thereof, otherwise this could lead to under-performance.

(2) That, further to (1) above, the Officers be requested to submit a report to the next meeting on the consequences of any such transfer of work insofar as it affects the future use of the Burcot Room;

(3) that the Executive Cabinet be made aware that the Board are of the opinion that staff training and the acquisition of hardware need to be better co-ordinated;

Street Scene and Waste Management

(4) that the Officers submit a report to a future meeting on the number of phone calls and/or complaints received, together with prosecutions pursued, relating to dog fouling;

(5) that the Executive Cabinet be reminded that the Waste Education and Awareness Programme which has been established will be a very limited

programme unless resources are provided either by the Government or from our own budget;

(6) that the Executive Cabinet be made aware of the Board’s concern over the delay in fully implementing the refuse and recycling modernisation agreement;

(7) that the Executive Cabinet be advised that the current situation regarding partnership working with the County Council insofar as grass verges, paths and hedgerows is concerned, needs to be resolved at the earliest possible opportunity;

Financial Services

(8) that the Executive Cabinet be advised that a fully automated accounting system is seen as essential by the Board.

Corporate Communications, Policy and Performance Team

(9) It was agreed that the Assistant Chief Executive should submit a report to a future meeting on the attendance records of stakeholders in the Local Strategic Partnership and on its possible future structure and direction.

NOTES:

(10) On a general note, it was agreed that the Executive Cabinet should have regard to the wider picture of the Council’s objectives (through the Corporate Plan) and not simply consider its priorities piecemeal, Business Plan by Business Plan.

(11) It was also agreed that the Executive Cabinet be advised that the Board are concerned that there was not too much evidence of effective Project Management from the planning stage through to completion and that a Project Management methodology needs to be adopted by the Council.

## **19/05 BENEFITS FRAUD INSPECTORATE INSPECTION REPORT**

### **RECOMMENDED:**

- (1) that the 18 recommendations, as set out in Annex A of the Report be noted;
- (2) that it be noted that an action plan is in place to deliver the 18 recommendations;
- (3) that the robust arrangements for monitoring progress against detailed quarterly action plans as set out in Annex C to the Report be noted and approved;
- (4) that it be noted that 50% of the recommendations made had been completed by the 31st December 2005;
- (5) that it be noted that significant improvements had been made to the benefits service and this had been clearly demonstrated in the latest performance figures;
- (6) that details of the number of benefit fraud prosecutions taken out, together with the time taken from depositing the papers with Legal to getting to Court be provided for consideration at a future meeting; and
- (7) that a further progress report be made to the Board in May 2006 and quarterly thereafter in line with the benefits action plan.

## **March 2006**

### **23/05 RECOVERY PLAN - UPDATE**

#### **RESOLVED**

- (i) that "senior elected members" as referred to in paragraph 3.1.1. in the Recovery Plan be referred to by name and/or their office held;
- (ii) that, when available, the report to be completed by IDeA on Peer Mentors be submitted to the Board for information and/or appropriate attention;
- (iii) that, notwithstanding the comments of the Head of Financial Services in this regard, it was evident that there had been a breakdown in staff communication over the new procurement arrangements which had been recently put into place, and, accordingly, the Executive Cabinet be informed that Heads of Service should be made accountable for any continued transgressions. It was further **AGREED** that a report on the circumstances relating to this matter should be submitted to a future meeting of the Board;

### **24/05 SELECTION OF CORPORATE HEALTH PERFORMANCE INDICATORS**

#### **RESOLVED**

- (i) that the criteria set out in the report for selecting the Corporate Health Indicators be approved;
- (ii) that the Corporate Health Indicators selected on the basis of the agreed criteria at (i) above were considered and noted;
- (iii) that the Corporate Health Indicators be submitted to the Board on a quarterly basis following initial consideration by the Corporate Management Team; and
- (iv) that the Corporate Health Indicators be reviewed on an annual basis.

### **25/05 CORPORATE HEALTH PERFORMANCE INDICATORS – QUARTER 3**

**2005/06**

#### **RESOLVED**

- (i) that, where possible, an "update sheet" be provided at the meeting for those indicators where Planned Action appears blank in the report, due to information not being available at the time of the preparation of the agenda;
- (ii) that, with regard to BVPI12 – Working days lost due to sickness absence – the Head of Street Scene and Waste Management be requested to submit a report to a future meeting of the Board on the effect on sickness absence following the introduction of the wheeliebin collection service;
- (iii) that the Head of Organisational Development and Human Resources be requested to furnish the members of the Board with details of costs in "added years" of those employees retiring early from the service (excluding ill-health retirements);
- (iv) that the Executive Cabinet be advised that it is the view of this Board that the performance target figure for LPI Corporate – % reply cards sent in agreed time - should be increased from the current figure of 80% to 95%;
- (v) that the Head of Organisational Development and Human Resources be requested to submit a report to the next meeting on progress on PDR's (Performance Development Reviews);
- (vi) that, with regard to LPI Corporate -% of full responses sent within 10 days – the Assistant Chief Executive be requested to assess whether there is a need to increase the current target figure of 75%;

### **27/05 PROCEDURE RULES OF PERFORMANCE MANAGEMENT BOARD**

#### **RESOLVED**

- (i) that the Standards Committee be informed that in the opinion of the Board, the first paragraph of

Section 3 of the Procedure Rules (Relationship between the Board and Officers), should be deleted;

**April 2006**

**31/05 RECOVERY PLAN - UPDATE**

**RESOLVED**

- (i) that the Committee's appreciation and congratulations be extended to the staff on the news that 96% of the Recovery Plan was "on target";
- (ii) the Chairman, referring to paragraph 2.3.6 ( Research External Funding Opportunities) expressed his concern over the "as and when appropriate" commentary. In this regard he was advised of the practice within other, neighbouring authorities of employing funding co-ordinators, and was assured that this whole issue would be addressed during the next round of budget talks;
- (iii) referring to paragraph 2.6.2 (Joint Attendance at Conferences/Seminars), it was suggested that there should be a mechanism in place to ensure that Group Leaders were aware of what was available; and
- (iv) it was further agreed that, whilst it was acknowledged that the Recovery Plan was well on target, it was nevertheless in need of an "overhaul", and, following initial discussions with the new Lead Government Official (John Edwards), this would be referred to the Senior Management Team for due consideration.

**32/05 AUDIT COMMISSION - USE OF RESOURCES**

**RESOLVED** that it be formally recorded that this Board expressed their concern over the use of the word "ethical" under paragraph 4.3 of KPMG's report (Internal Control - The Council has arrangements in place that are designed to promote and ensure probity in the conduct of its business).

**33/05 HUMAN RESOURCES STRATEGY**

**RESOLVED**

- (i) that the People Strategy Document be extended to embrace Personal Development Reviews (possible amendment to Paragraph 3.9?);
- (ii) that any vacancies should be reviewed by Senior Management Team to ensure that the post was still valid;
- (iii) that the Document be further extended to embrace Continuous Professional Development (possible amendment to Paragraph 4.2);
- (iv) that progress reports on the People Management Action Plan for 2006-2008 be submitted to the Board every six months

**34/05 UPDATE ON PERFORMANCE DEVELOPMENT REVIEWS**

**RESOLVED**

- (i) that the Senior Management Team be requested to consider the merit of holding two "full" reviews per year rather than an annual PDR with a six month review

**36/05 TRANSFER OF HIGHWAYS PARTNERSHIP ENQUIRIES TO CUSTOMER SERVICE CENTRE**

**RESOLVED**

- (i) that the successful migration of HPU services in other areas be noted; and
- (ii) that the transfer of the HPU and its subsequent impact on the future use of the Burcot Room be referred to the Scrutiny Steering Board as a possible Task and Finish exercise.

**37/05 SPOTLIGHT MEETINGS**

**RESOLVED** that further talks be held with the local Police in this regard and that a Report on the outcome be submitted to the June meeting of the Group.

**39/05 REVENUES & BENEFITS FRAUD AND INVESTIGATION TEAM BUSINESS PLAN**

**RESOLVED** that the Report be re-submitted to the Board at its June meeting, with the necessary information included.

**May 2006**

**7/06 CORPORATE HEALTH INDICATORS - QUARTER 4, 2005-2006**

**RESOLVED:**

- (i) That it be recommended that the Executive Cabinet be requested to indicate to the Board which (if any) issues they would like us to prioritise on;
- (ii) that the Executive Cabinet be advised of the Board's concern over the worsening situation this quarter on BVPI 8 (Percentages of Invoices paid on time) in view of the fact that there was legislation in place which may involve the Council in paying settlement figures of 3% over base Bank rate;
- (iii) that the costs of added years awarded as part of the recent staff restructuring exercise be notified

to members of the Board;  
(iv) that, following the recent expansion of the Legal Section of the Council, Members be provided with a list of the names of the new members of staff, together with a brief resume of their duties and responsibilities;  
(v) that the officers be requested to carry out a review of the current arrangements set down for staff exit interviews

#### **8/06 TOP 45 INDICATORS - QUARTER 4, 2005-2006**

##### **RESOLVED:**

(i) that it be recommended that the Executive Cabinet be requested to indicate to the Board which (if any) issues they would like us to prioritise on;  
(ii) that the Executive Cabinet be requested to include BVPI 199 (Local Street and Environmental Cleanliness) amongst their priorities during consideration of next year's budget

#### **June 2006**

#### **14/06 PROJECT MANAGEMENT FRAMEWORK**

##### **RESOLVED:**

(1) that Internal Audit be requested to include a short piece of work in next year's Audit Plan exploring Compliance within the framework.

#### **15/06 LEGAL SERVICES DEPARTMENT**

**RESOLVED** that consideration of the Report be deferred until the next meeting of the Board, and that the Head of Legal Services be invited to attend such meeting to answer any questions from Members with an updated report that details targets and outcomes to be achieved through the appointments.

#### **16/06 REVIEW OF BUSINESS/SERVICE PLANNING PROCESS**

**RESOLVED** that the Board endorse the proposed changes to the 2006/2007 business planning process and ask the Assistant Chief Executive and Heads of Service to develop the 2007/2008 process along the lines outlined in the report.

#### **18/06 FUTURE SPOTLIGHT MEETINGS**

**RESOLVED** that the following recommendations be commended to the Executive Cabinet:-

- (1) that future scheduled Spotlight meetings be suspended;
- (2) that the Council lends its support for a sustainable PACT process;
- (3) that one stakeholder meeting per annum, under the umbrella of the Local Strategic Partnership, should be established; and
- (4) that, in an effort to support a sustainable Parish planning process, when Parish issues are considered, a Parish Council representative should be invited to sit on the Panel.

#### **July 2006**

#### **26/06 COUNCIL RESULTS 2005/2006**

##### **RESOLVED**

(i) that, notwithstanding the assurance given that the Council's new Head of Organisational Development and Human Resources was putting in measures to address the increase in the average number of working days lost due to sickness (Indicator BV12 refers), this matter be the subject of a report be submitted to the next meeting of the Board

#### **August 2006**

#### **32/06 TOP 45 INDICATORS – QUARTER 1, 2006/07**

##### **RESOLVED:**

- (a) that the relevant Heads of Service be requested to submit further information to members on the following issues:
- (i) BVPI 64 – Vacant dwellings returned to occupation or demolished .In particular budgetary implications of returning dwellings which are not owned by the Local Authority into occupation;
  - (ii) BVPI 166a – Environmental Health standards checklist. An explanation was requested as to why the target had been reduced and details of the target for 2006/07;
  - (iii) BVPI 202 – Number of rough sleepers. In particular details of how the count of people sleeping rough is undertaken;
  - (iv) BVPI 203 – Change in the number of families in temporary accommodation. It was requested that when clarification was received from the DCLG on the mechanism used to report this indicator, this be reported to members together with any further initiatives to reduce the housing waiting list;
  - (v) LPI Sports Services – Dolphin Centre Usage. It was requested that in future reports the usage

figures for the Dolphin Centre be broken down into individual activities;  
(vi) LPI Transport Services – Percentage of responses to Excess Charge appeals within 3 days. It was requested that information be submitted on the latest position.  
(b) that in relation to BVPI 218 regarding the removal of Abandoned Vehicles, the target for removal within 24 hours from the point at which the Authority is legally entitled to remove the vehicle be restored to 100% in view of the need to strive for improvement;

**33/06 CORPORATE HEALTH PERFORMANCE INDICATORS – QUARTER 1 2006/07**

**RESOLVED:**

(a) that Corporate LPI 12 relating to the percentage of reply cards sent in agreed time be deleted to facilitate staff resources being concentrated on Corporate LPI 13 relating to the percentage of full replies sent within 10 days;  
(b) that it be noted that in relation to LPI 18 the “Actual” figure should read 7.6% rather than 30%;

**34/06 BUSINESS PLANS 2006/07 – QUARTER 1 REVIEW**

**RESOLVED:**

(a) that the reviews of the service business plans as set out in the appendix to the report be noted; and  
(b) that members be given further information relating to the cost of provision of a free collection of bulky refuse, particularly in view of the cost of dealing with fly tipping.

**37/06 OUTTURN OF THE REVENUE AND CAPITAL BUDGET 2005/06**

**RESOLVED:**

(a) that the net revenue outturn position of £9.747 million against the budget of £9.561 million be noted;  
(b) that the use of reserves and balances be noted and Cabinet be requested to approve this use;  
(c) that the capital underspend of £2.065 million against the estimated outturn Capital Programme for the year 2005/06 be noted;  
(d) that the progress made on capital schemes in the year 2005/06 be noted and Cabinet be requested to approve the carry forward of a total of £1.655 million;  
(e) that the total expenditure of £1.571 million made available under the capitalisation direction be noted;  
(f) that as there were a number of issues relating to areas of overspend within Street Scene and Waste Management, particularly regarding vehicles, the Head of Street Scene and Waste Management be requested to provide additional information and to be in attendance at the next meeting of the Board.

**38/06 INTEGRATED FINANCIAL AND PERFORMANCE REPORT- QUARTER 1, 2006/07**

**RESOLVED:**

(a) that the report and appendices be noted;  
(b) that the current underspend to budget of £10,000 be noted;  
(c) that the predicted overspend be noted and that Heads of Service be requested to review the services provided to reduce the overspends where appropriate;  
(d) that the use of balances be noted;  
(e) that the capital underspend of £549,000 against the probable Revised Capital Programme at June 2006 be noted;  
(f) that the progress made on capital schemes to date be noted;  
(g) that in view of the predicted underspend in relation to Mandatory Disabled Facilities Grants and Discretionary Home Repair Assistance, additional information be provided, including the possibility of Performance Indicators being incorporated in respect of the Care and Repair agency.

September

**42.06 BROMSGROVE DISTRICT HOUSING TRUST - ANNUAL MONITORING REPORT**

**RECOMMENDED:**

(a) that, in order to help facilitate the provision of more affordable housing throughout the District, the Executive Cabinet, through the Planning Department, be called upon to work more closely with the various Housing Associations when discussing possible housing sites which are classified as Areas of Development Restraint

**43/06 IMPROVEMENT PLAN**

**RECOMMENDED:**

(a) that the Executive Cabinet be requested to provide the Board with a resumé of what happened on this occasion and why, together with any lessons which may have been learned which might avoid this

situation happening again in the future

**44/06 CLOSED CIRCUIT TELEVISION COVERAGE IN THE DISTRICT - EFFICIENCY**

**RECOMMENDED** that, in an attempt to clarify matters, the Executive Cabinet request the Head of Culture and Community Services to explore the possible introduction of a protocol for officers to report incidents directly to the CCTV Operations Room.

**October**

**48/06 IMPROVEMENT PLAN**

**RECOMMENDED:**

(a) that, with regard to the issue relating to the new letterheads, the Executive Cabinet be requested to issue a directive that no supplies of the new letterheads (when available) should be introduced until all of the old stationery stock has been exhausted;

(b) that the dates of future PACT meetings be circulated to all Members of the Council for information;

(c) that details of "The Bromsgrove Way" be circulated electronically to all Members of the Council for information

**November**

**53/06 IMPROVEMENT PLAN**

**RESOLVED**

(a) that, on future versions of the Exception Report, an additional column be added, i.e. "Original Date" to complement the existing column shown (Revised Date) ;

(b) that, insofar as item 8.1.2 was concerned (Re-development of Bromsgrove Town Centre – Procurement rules: Issues and Options analysis), the Assistant Chief Executive be requested to circulate details of the latest position to members of the Board at the earliest opportunity; and

(c) that, insofar as item 10.2.1 was concerned (Work with Registered Social Landlords to identify sites and development), the Corporate Director (Services) be requested to liaise with the Head of Strategic Housing to ascertain how many such sites were under way, and circulate the information to members of the Board in due course.

**54/06 PERFORMANCE INDICATORS – QUARTER 2, 2006**

**RESOLVED:** that details of the number of abandoned cars repossessed within 24 hours of the legal entitlement to do so (BV218b refers) be submitted to the next meeting for members' information.

**55/06 INTEGRATED PERFORMANCE AND FINANCIAL MONITORING REPORT - QUARTER 2, 2006/7**

**RESOLVED:**

(a) that the current underspend to budget of £310k be noted;

(b) that the predicted overspend of £77k be noted, and that Heads of Service be requested to review the services provided to reduce the overspends where appropriate;

(c) that the use of balances be noted;

(d) that the capital underspend of £535k against the revised Capital Programme as at September 2006 be noted;

(e) that the progress made on capital schemes to date be noted

**December**

**60/06 IMPROVEMENT PLAN**

**RECOMMENDED**

(a) that, on future reports, the actual amount(s) of the total overpayment(s) made be included, and that, where necessary, any element of "sensitivity" should be built in to the commentary;

(b) that, on a general note, the Executive Cabinet be advised that it is the view of this Board that, whenever Shared Services are the subject of discussion with any of our colleagues within the County in the future, a suitable risk assessment should be included in any review

**61/06 BROMSGROVE COMMUNITY PLAN – DRAFT ANNUAL REPORT 2005-06**

**RECOMMENDED:**

(a) that the figure of 75 units of affordable housing per annum for the next five years under the Council's Housing Strategy (page 6) be amended to read 80;

**January 2007**

**64/06 PERFORMANCE INDICATORS - NOVEMBER UPDATE**

**RECOMMENDED**

(1) that the Board notes the corrective action being taken;

(2) that the Board notes that 49% of indicators were improving or stable as at 30 November 2006 (72% if those indicators which cannot be reported on were omitted), which was a small decrease on last month's figures;

(3) that the Board notes that 45% of indicators were achieving their targets at October 2006 (66% if those indicators which cannot be reported on were omitted), which was the same as last month;

(4) that the Board note that the projected outturn position in relation to other authorities (by comparing projected outturn to the quartile positions) is an improvement over last year;

(5) the Board notes and celebrates the successes as outlined in Sections 4.4 to 4.6 of the Report, sharing examples of good practice between Portfolio Holders and Heads of Service as appropriate;

and (6) the Board notes the potential areas of concern as set out in Section 4.7 of the Report, and that Portfolio Holders work with Heads of Service to identify any significant issues and develop corrective action plans as necessary, insofar as is practical.

## **February**

### **68/06 INTEGRATED FINANCIAL/PERFORMANCE MANAGEMENT REPORT - QUARTER 3 2006-07**

#### **RECOMMENDED**

(1) that Cabinet consider including a target for the Customer Service Centre about the proportion of calls answered within a certain number of seconds;

(2) that the appropriate Portfolio Holder look into the question as to whether the Bromsgrove Museum was exempt from the Disability Discrimination Act;

(3) that the Cabinet consider developing a Corporate Social Responsibility Policy that covers procurement and all other activities of the Council;

(4) that Cabinet be requested to carry out a thorough investigation into the total costs associated with Faun refuse vehicles;

(5) that it be noted that 52% of indicators were improving or were stable as at 31 December 2006 (68% if remove those indicators which cannot be reported on), which was a small increase on last month's figures, and was the same as at Quarter 2;

(6) that Cabinet note that 47% of indicators were achieving their targets at December 2006 (61% if remove those indicators which cannot be reported on), which was an improvement of 2 percentage points over November and a considerable improvement over the figure of 39% at Quarter 2;

(7) that Cabinet note that 70% of indicators were projected to out-turn on or above target at the year-end (75% if remove those indicators which cannot be reported on), compared to 59% in November – this particular analysis was only introduced in October 2006, so comparison to Quarter 2 was not possible);

(8) that Cabinet note that the projected out-turn position in relation to other Authorities (by comparing projected out-turn to the quartile positions) was a considerable improvement over last year;

(9) that the potential areas for concern set out in 4.7 of the report be noted, together with the corrective action being taken;

(10) that the current revenue financial underspend to budget of £331k be noted;

(11) that the predicted revenue financial overspend of £65k be noted, and that, accordingly, Heads of Service be requested to reduce the overspends where appropriate;

(12) that the use of General Fund Revenue Balances and earmarked reserves be noted; and

(13) that the Capital underspend of £1.098m against the Profiled Capital Budget to December 2006 be noted, together with the progress made on Capital Schemes.

### **69/06 COMPREHENSIVE PERFORMANCE ASSESSMENT - SELF ASSESSMENT JANUARY 2007**

**RESOLVED:** that the Chairman and Vice-Chairman of the Board, working with the Assistant Chief Executive, consider the areas for improvement identified in the self-assessment for the proposed 2007-08 PMB Work Programme to be submitted to the Next meeting of the Board.