

# **BROMSGROVE DISTRICT COUNCIL**

**07 APRIL 2010**

## **CABINET**

### **IMPROVEMENT PLAN EXCEPTION REPORT [February 2010]**

Responsible Portfolio Holder	Cllr. Roger Hollingworth, Leader of the Council
Responsible Officer	Hugh Bennett Assistant Chief Executive

#### **1. SUMMARY**

- 1.1 To ask Cabinet to consider the Improvement Plan Exception Report for February 2010 (Appendix 1).

#### **2. RECOMMENDATION**

- 2.1 That Cabinet considers and approves the revisions to the Improvement Plan Exception Report attached as Appendix 1, and the corrective action being taken.
- 2.2 That Cabinet notes that for the 77 actions highlighted for February within the plan 66.2% of the Improvement Plan is on target [green], 5.2% is one month behind [amber] and 5.2% is over one month behind [red]. 23.4% of actions have been reprogrammed or suspended with approval<sup>1</sup>; these include some of the Town Centre actions (due to delays with the AAP) and the working practices review (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 2008/09. 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 4 amber and 4 red 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	2
CP3	Sense of Community	1
FP4	Managing Performance	1
PR1	Customer Processes	1
PR5	Planning	3

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

Ref.	Action	Reason
1.1.3	Town Centre AAP	Suspended
1.2.3	Design for High Street	Suspended
1.6.1, 1.6.3	Transport multi-modal study	Suspended due to delays with preferred option consultation
7.3.3	Climate Change Matrix	Suspended due to changed approach
10.2.2	Code of Conduct for Members	Suspended due to Government delays
12.3.1, 12.3.2	Grants Policy	Suspended due to capacity issues
13.2.4	RSS Phase 3	Suspended as this phase has been abolished
13.3.3	LDF consultation	Suspended due to changes to the Draft Core Strategy
14.1.5	Bromsgrove Way training	Suspended due to revised approach
14.2.7, 14.2.10	Investors in People	Suspended due to revised approach
15.2.1	Harmonisation	Suspended until 10/11
16.1.1, 16.1.2, 16.1.3, 16.1.5	Working practices review	Suspended due to prioritisation of harmonisation

#### **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 four priorities as per the 2009/2012 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 FP2 – Governing the Business FP3 – Managing Resources

	FP4 – Managing Performance PR2 –Political Governance
KO3: Effective Member / Officer relations	PR2 –Political Governance HROD1 – Learning & Development
KO4: Effective Member / Member relations	PR2 –Political Governance 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 FP4 – Managing Performance
KO10: Appropriate investment in employee development and training	HROD1 – Learning & Development HROD2 – Modernisation HROD3- Positive Employee Climate
KO11: Effective employee recruitment and retention	HROD1 – Learning & Development HROD2 – Modernisation 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 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 FP4 – Managing Performance
KO16: The Council no longer in recovery	FP1 – Managing Finances FP2 – Governing the Business FP3 – Managing Resources FP4 – Managing Performance 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 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>No</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 February 2010.

**15. BACKGROUND PAPERS:**

15.1 The full Improvement Plan for February 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.

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# Exception Report for February 2010 Improvement Plan

# Appendix 1

## PROGRESS IN 2009/10

Overall performance as at the end of February 2010, 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	0	0%	RED	4	3.8%	RED	2	2.1%	RED	2	2.1%	RED	4	4.3%
AMBER	11	13.3%	AMBER	6	8.5%	AMBER	9	8.7%	AMBER	9	9.6%	AMBER	5	5.3%	AMBER	5	5.4%
GREEN	67	80.7%	GREEN	60	84.5%	GREEN	79	76%	GREEN	70	74.5%	GREEN	71	74.7%	GREEN	70	75.3%
REPRO	0	0%	REPRO	0	0%	REPRO	0	0%	REPRO	0	0%	REPRO	3	3.2%	REPRO	1	1.1%
SUSP	5	6%	SUSP	5	7%	SUSP	12	11.5%	SUSP	13	13.8%	SUSP	14	14.7%	SUSP	13	13.9%

January 2010			February 2010			March 2010			April 2010			May 2010			June 2010		
RED	6	7.2%	RED	4	5.2%	RED			RED			RED			RED		
AMBER	3	3.6%	AMBER	4	5.2%	AMBER			AMBER			AMBER			AMBER		
GREEN	64	77.1%	GREEN	51	66.2%	GREEN			GREEN			GREEN			GREEN		
REPRO	0	0%	REPRO	0	0%	REPRO			REPRO			REPRO			REPRO		
SUSP	10	12.1%	SUSP	18	23.4%	SUSP			SUSP			SUSP			SUSP		

## Exception Report for February 2010 Improvement Plan

## Appendix 1

Where: -

	On Target or completed		One month behind target or less		Over one month behind target		Original date of planned action		Re- programmed date.*		Suspended**
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\* 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 once they have received approval.

\*\*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:

CP1: Town Centre																	
Ref	February 2010 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		
1.1.1	Engage specialist organisation to complete unified vision		Work will recommence on the AAP early 2010.												JS	Feb 10	Apr 10
1.1	Agreement on preferred option of Area Action Plan																
1.1.1	Engage specialist organisation to complete unified vision	JS														<p>The listing of Parkside has delayed the resumption of the work on the AAP and the preferred option. However, it would appear that the police and fire service have now secured an alternative site and are awaiting the outcome of a HMIC report and a final decision from the Police Committee before commencing work on the building although there is sufficient money to secure the site. It is anticipated that work will recommence on the AAP early 2010. The unified vision will be completed by April with the AAP itself being completed by June 2010. However, it is not likely to receive official approval until April 2011.</p>	



## Exception Report for February 2010 Improvement Plan

## Appendix 1

<b>CP1: Town Centre</b>																	
Ref	February 2010 Action		Colour		Corrective Action										Who	Original Date	Revised Date
1.5.4	Work on site commences				Work cannot start until the design and funding issues can be resolved. Meeting with Network Rail 24 <sup>th</sup> March 2010.										JS	Feb 10	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
<b>1.5</b>	<b>Train Station</b>																
1.5.4	Work on site commences	JS														Work cannot start until the design and funding issues can be resolved. Meeting with Network Rail 24 <sup>th</sup> March 2010.	

<b>CP3: Sense of Community</b>																	
Ref	February 2010 Action		Colour		Corrective Action										Who	Original Date	Revised Date
3.3.6	Develop and roll out Equality data monitoring process				Suspend?										HB	Feb 10	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
<b>3.3</b>	<b>Community engagement</b>																
3.3.6	Develop and roll out Equality data monitoring process	HB														EXTENDED: Project group established. Project plan developed. Est. completion based on project plan May 2010. Pilot completed. This has identified the potential scale of this project. Mapping exercise to now be completed across departments. SUSPEND?	

<b>FP4: Managing Performance (including Value for Money)</b>																	
Ref	February 2010 Action		Colour		Corrective Action										Who	Original Date	Revised Date
8.4.7	Deliver the LGBT training and awareness week				Training delivered to members and officers. Drop in sessions delivered to residents through HUB. A cabinet specific session is yet to be delivered. This has had to be postponed due to member availability.										CF	Feb 10	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
<b>8.4 Tackle inequality and improve outcomes for people in vulnerable circumstances</b>																	
8.4.7	Deliver the LGBT training and awareness week	CF													Training delivered to members and officers. Drop in sessions delivered to residents through HUB. A cabinet specific session is yet to be delivered. This has had to be postponed due to member availability.		

<b>PR1: Customer Processes</b>																	
Ref	February 2010 Action		Colour		Corrective Action										Who	Original Date	Revised Date
9.2.1	Monthly review of action plan at Customer First Board.				Meeting due in January went ahead. Suspended pending new arrival of Head of Customer Service?										HB	Feb 10	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
<b>9.2 Customer satisfaction (delivery of customer access strategy)</b>																	
9.2.1	Monthly review of action plan at Customer First Board.	HB													Meeting due in January went ahead. Suspended pending new arrival of Head of Customer Service?		

## Exception Report for February 2010 Improvement Plan

## Appendix 1

<b>PR5: Planning</b>																	
Ref	February 2010 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		
13.1.3	Regular meeting with developers landowners dependent on progress with the Applications		Current appeal by St Modwen over BCC refusing planning permission at Longbridge has delayed progress on applications in Bromsgrove												MD	Feb 10	TBC
<b>13.1</b>	<b>Longbridge</b>																
13.1.3	Regular meeting with developers landowners dependent on progress with the Applications	MD														Current appeal by St Modwen over BCC refusing planning permission at Longbridge has delayed progress on applications in Bromsgrove	

<b>PR5: Planning</b>																	
Ref	February 2010 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		
13.2.3	Receive and respond to RSS2 Proposed Changes		Phase 2 proposed changes still being delayed as CLG take legal advice, no indication yet as to when they will be published												MD	Feb 10	TBC
<b>13.2</b>	<b>Regional Spatial Strategy</b>																
13.2.3	Receive and respond to RSS2 Proposed Changes	MD														Phase 2 proposed changes still being delayed as CLG take legal advice, no indication yet as to when they will be published	

# Exception Report for February 2010 Improvement Plan

# Appendix 1

<b>PR5: Planning</b>																	
Ref	February 2010 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		
13.4.6	Consider results at Customer First Board and CMT, including action plan.		EXTENDED: Meeting held early February to check through document. Further meeting scheduled for later in Feb with peer review team to comment on draft. Awaiting receipt of final document.												HB	Feb 10	TBC
<b>13.4</b>	<b>Effective Development Control Service</b>																
13.4.6	Consider results at Customer First Board and CMT, including action plan.	HB														EXTENDED: Meeting held in January between internal parties to decide on progress forward and preparation of action plan. Meeting held early February to check through document. Further meeting scheduled for later in Feb with peer review team to comment on draft. Awaiting receipt of final document.	