

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

FRIDAY, 23RD MARCH, 2007, AT 2.00 P.M.

PRESENT: Councillor P. M. McDonald (Chairman), Councillor J. A. Ruck (Vice-Chairman) and Councillor A. N. Blagg

Observers: Councillors Mrs. J. Dyer M.B.E. and Mrs. M. M. T. Taylor

Officers: Mr. P. Street, Mr. H. Bennett, Mr. M. Bell, Mr. D. Hammond, Ms. J. Pickering, Miss J. Pitman, Ms. D. Poole, Mr. J. Outhwaite and Mr. A. Jessop.

72/06 **APOLOGIES**

Apologies for absence were received from Councillors Mrs. S. J. Baxter, Miss D. H. Campbell JP, C. B. Lanham and Mrs. J. D. Luck (Board Members) and Mrs. C. J. Spencer (Observer - Portfolio Holder).

73/06 **MINUTES**

The Minutes of the meeting of the Board held on 16th February 2007 were submitted.

RESOLVED:

that, subject to the following amendment, the Minutes be confirmed as a correct record:-

- (i) that the following words be substituted in Para. 5.4.5 (Refuse Collection Overspend) as set out in Minute No. 68/06, i.e. "as Members had previously been advised that all of the costs associated with the ongoing problems with the Faun refuse vehicles were being met by that Company, continued concern was expressed over extra costs now being reported."

Matters arising:

(1) Faun Refuse Vehicles

Arising out of Minute No. 73/06 (i) above, it was

RECOMMENDED:

that the **Executive Cabinet** be requested to carry out a thorough investigation into the total costs associated with these vehicles.

(2) BV226c – (Amount Spent on Housing, etc. Advice)

Having established that BDHT provided a separate housing advice service to the Citizens Advice Bureau, it was

RECOMMENDED: that the **Executive Cabinet** be requested to take this into account when making future grant allocations to both the Citizens Advice Bureau and the Bromsgrove District Housing Trust.

74/06 **CUSTOMER SERVICE CENTRE - TELEPHONE RESPONSE TIMES**

Further to the request made at the last meeting, a report on the performance of the Customer Service Centre was submitted.

RESOLVED:

- (1) that the Customer Service Centre Performance Report for January 2007 be noted; and
- (2) that an update on the savings now being made by the Council since the inception of the Hub be submitted to the next meeting of the Board.

75/06 **ANALYSIS OF 3-YEAR TARGETS**

A report setting out an analysis of 3-Year targets for BVPI's was submitted, and the following points were raised:-

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| BVPI 199a | (Standard of Cleanliness) | The Board noted the continued improvement over the last three years following the investment of funds in this area, and were pleased to note that, with additional equipment yet to be introduced, further improvements were anticipated. |
| Ref KDI | (Parking Services) | The Board noted an issue around the early daily closure of the Churchfields Multi-Storey Car Park due to repetitive bouts of anti-social behaviour, and expressed concern over the Police's apparent inability to control the situation given the wealth of CCTV cameras on that site. |
| BV202 | (Number of People Sleeping Rough) | Notwithstanding that the figures show that there is not a problem in this area, it was nevertheless noted that there may well be a "hidden problem" of people sleeping on the sofas of |

		friends or acquaintances, making them, in effect, homeless.
LPI	(% of Business Survival after 18 months)	The Board wished to formally place on record their pleasure in noting such a high business survival rate.

In all other respects, it was

RESOLVED:

- (1) that, regarding persons sleeping rough, further information be sought from the Bromsgrove Youth Homelessness Forum, such information to be submitted to a future meeting, and, at the same time, they be asked whether they would wish to make a presentation to the Board both on their work and on the allocation of funds;
- (2) that the Economic Development Officer be requested to provide a report to the Board on how many jobs have actually been created, and what the turnover is;
- (3) that the Board notes that some of the targets were improved from those as submitted in the Council Plan, and which had already been approved by Executive Cabinet;
- (4) that the Board note the full list of targets (for both national and local PI's) as set out in Appendix 6 of the report;
- (5) that the Board notes that the target of 75% of BVPI's to be above the median by the end of 2008/2009 would not be achieved given the current three year targets for BVPI's;
- (6) that the Board notes that there were some targets which were currently just below the median, some which were just above, and some which had not yet been set; and
- (7) the Board notes that it is the intention to review targets at the upcoming Improvement Days

RECOMMENDED:

That the **Executive Cabinet** be requested to approach the Police to seek an explanation as to why the Partnership working arrangements have failed to prove effective on the Churchfields Multi-Storey Car Park issue.

76/06 **COUNCIL PLAN**

A high level Action Plan for the Council's priorities for the period 2007-2010 was submitted.

RESOLVED:

- (1) that, on the occasions when the Risk Management Steering Group submits a report to the Audit Board, the Chairman of this Board be invited to attend in order to keep abreast of developments in this regard;

- (2) that, on future reports, the Lead Member be identified by Portfolio office only; and
- (3) that, subject to the following recommendation, the report be approved in all other respects.

RECOMMENDED: that it be recommended to the **Executive Cabinet** that the percentage target figure for affordable housing on the redeveloped Longbridge site be reduced from 50% to 35%

77/06 **PERFORMANCE REPORTING - JANUARY 2007 (PERIOD 10)**

A report on the Council's performance as at 31st January 2007 (Period 10) was submitted.

RESOLVED:

- (1) that the Board notes that 42% of indicators were improving or stable as at 31st January 2007 (58% if those indicators unable to be reported on were taken out);
- (2) that the Board notes that 48% of indicators are achieving their targets at January 2007 (65% if those indicators unable to be reported on were taken out);
- (3) that the Board notes that 68% of indicators were projected to out-turn on or above target at the year-end (72% if those indicators unable to be reported on were taken out);
- (4) that the Board notes and celebrates the successes as outlined in section 4.5 of the report (numerous examples of considerable or continued improvement over the period); and
- (5) that the Board notes the potential areas for concern set out in sections 4.6 and 4.7 of the report and the corrective action being taken.

78/06 **IMPROVEMENT PLAN - JANUARY 2007 UPDATE**

Consideration was given to the report on the Improvement Plan for January 2007, together with the corrective action being taken, as set out in the appendix to the report.

RESOLVED:

- (1) that the revisions to the Improvement Plan Exception Report, together with the corrective action being taken, be noted, and
- (2) that it be noted that 67.8% of the Improvement Plan was on target (green), 7% was one month behind (amber), and 10.7% was over one month behind (red) - with 14.4% of actions having been re-scheduled or suspended, with approval.

79/06 **ANNUAL EXTERNAL AUDIT REPORT 2005-2006**

Consideration was given to the Annual External Audit Report for 2005-2006.

RESOLVED: that the report be noted.

80/06 **PROPOSED WORK PROGRAMME**

A report setting out a proposed Work Programme for the Board for 2007-2008 was submitted.

RESOLVED: that the report be approved and adopted.

The meeting closed at 3.30 p.m.

Chairman