

BROMSGROVE DISTRICT COUNCIL

17th May 2010

PERFORMANCE MANAGEMENT BOARD

IMPROVEMENT PLAN EXCEPTION REPORT [March 2010]

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

1. SUMMARY

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

2. RECOMMENDATION

- 2.1 That PMB considers and approves the revisions to the Improvement Plan Exception Report attached as Appendix 1, and the corrective action being taken.
- 2.2 That PMB notes that for the 85 actions highlighted for March within the plan 67.1% of the Improvement Plan is on target [green], 4.7% is one month behind [amber] and 3.5% is over one month behind [red]. 24.7% of actions have been reprogrammed or suspended with approval¹; 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 3 red activities this month for the following areas of the Improvement Plan:-

¹ 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
FP2	Governing the Business	1
PR3	Joint CEO with Redditch Borough Council	1
PR5	Planning	3

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

Ref.	Action	Reason
1.1.3	Town Centre AAP	Suspended
1.2.4	Design for High Street	Suspended
1.6.2	Transport multi-modal study	Suspended due to delays with preferred option consultation
3.3.6	Equalities monitoring	Suspended
5.4.7, 5.4.9	Budget Jury	Suspended
7.3.3	Climate Change Matrix	Suspended due to changed approach
9.1.3	CSC Performance reports	Suspended due to suspension of Customer First Board
9.2.1	Action Plan monthly review	Suspended due to suspension of Customer First Board
10.2.2	Code of Conduct for Members	Suspended due to Government delays
12.3.2	Grants Policy	Suspended due to capacity issues
13.2.4	RSS Phase 3	Suspended as this phase has been abolished
14.1.5	Bromsgrove Way training	Suspended due to revised approach
14.2.7	Investors in People	Suspended due to revised approach
15.2.1	Harmonisation	Suspended until 10/11
15.3.4	Workforce Plan	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
16.4.1	Employee health & wellbeing programme	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 objectives and priorities.

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, PROCUREMENT AND ASSET MANAGEMENT

10.1 See sections FP1-FP3 of the Improvement Plan

11. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

11.1 See section FP3 of the Improvement Plan

12. HUMAN RESOURCES IMPLICATIONS

12.1 See sections HR&OD1-HR7OD3 of the Improvement Plan

13. GOVERNANCE/PREFORMANCE MANAGEMENT IMPLICATIONS

13.1 See sections FP4 and PR2 of the Improvement Plan

14. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF THE CRIME AND DISORDER ACT 1998

14.1 See section CP3 of the Improvement Plan

15. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	At CMT
Executive Director (S151 Officer)	At CMT
Executive Director – Leisure, Cultural, Environmental and Community Services	At CMT
Executive Director – Planning & Regeneration, Regulatory and Housing Services	At CMT
Director of Policy, Performance and Partnerships	Yes
Head of Service	At CMT

Head of Resources	At CMT
Head of Legal, Equalities & Democratic Services	At CMT
Corporate Procurement Team	No

16. WARDS AFFECTED

16.1 All wards.

17. APPENDICES

17.1 Appendix 1 Improvement Plan Exception Report March 2010.

15. BACKGROUND PAPERS:

15.1 The full Improvement Plan for March can be found at www.bromsgrove.gov.uk under meetings Minutes and Agendas. A hard copy is also left in the Members' Room each month.

AUTHOR OF REPORT

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Exception Report for March 2010 Improvement Plan

Appendix 1

PROGRESS IN 2009/10

Overall performance as at the end of March 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	3	3.5%	RED			RED			RED		
AMBER	3	3.6%	AMBER	4	5.2%	AMBER	4	4.7%	AMBER			AMBER			AMBER		
GREEN	64	77.1%	GREEN	51	66.2%	GREEN	57	67.1%	GREEN			GREEN			GREEN		
REPRO	0	0%	REPRO	0	0%	REPRO	0	0%	REPRO			REPRO			REPRO		
SUSP	10	12.1%	SUSP	18	23.4%	SUSP	21	24.7%	SUSP			SUSP			SUSP		

Exception Report for March 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:

Exception Report for March 2010 Improvement Plan

Appendix 1

CP1: Town Centre																	
Ref	March 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	Mar 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 March 2010 Improvement Plan

Appendix 1

CP1: Town Centre																	
Ref	March 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. Executive Director Planning and Regeneration attended a meeting with Network Rail on 24 March where a funding gap has reappeared.												JS	Mar 10	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
1.5	Train Station																
1.5.4	Work on site commences	JS														Work cannot start until the design and funding issues can be resolved. Executive Director Planning and Regeneration attended a meeting with Network Rail on 24 March where a funding gap has reappeared.	

FP2: Governing the Business (including Value for Money)																	
Ref	March 2010 Action	Colour	Corrective Action												Who	Original Date	Revised Date
6.3.9	Provide training to Audit Board on Internal Control and Risk Management Issues		Due to amount of areas to be considered as part of final accounts training was delayed- to be re-evaluated as part of WETT.												JLP	Mar 10	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
6.3	Effective risk management																
6.3.9	Provide training to Audit Board on Internal Control and Risk Management Issues	JLP														Due to amount of areas to be considered as part of final accounts training was delayed- to be re-evaluated as part of WETT.	

PR3: Joint CEO with Redditch Borough Council																			
Ref	March 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				
11.1.1	Business cases submitted to Full Council				Economic Development business case delivered in accordance with revised timeline of March – shared services proposals for Wyre Forest to host a Shared Service – to be considered by Shared Services Board in April.												KD	Mar 10	Apr 10
11.1	Medium wins																		
11.1.1	Business cases submitted to Full Council	KD															Business cases agreed for IT and CCTV / Lifeline. Economic Development business case delayed due to issues of capacity at Wyre Forest – delivered in accordance with revised timeline of March – shared services proposals for Wyre Forest to host a Shared Service – to be considered by Shared Services Board in April.		

Exception Report for March 2010 Improvement Plan

Appendix 1

PR5: Planning																		
Ref	March 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			
13.1.1	Attend Project Delivery Board Meetings		Board meetings have been suspended whilst planning appeal was taking place. Due to St Modwen's conduct in applying for costs through the planning appeal all strategic meeting between BCC BDC WCC and St Modwen have been cancelled whilst the city takes legal advice.														Mar 10	TBC
13.1	Longbridge																	
13.1.1	Attend Project Delivery Board Meetings															Board meetings have been suspended whilst planning appeal was taking place. Due to St Modwen's conduct in applying for costs through the planning appeal all strategic meeting between BCC BDC WCC and St Modwen have been cancelled whilst the city takes legal advice.		

Exception Report for March 2010 Improvement Plan

Appendix 1

PR5: Planning																	
Ref	March 2010 Action	Colour	Corrective Action												Who	Original Date	Revised Date
13.2.3	Receive and respond to RSS2 Proposed Changes		Phase 2 proposed changes still being delayed as CLG take legal advice, GOWM have confirmed they hope to publish the changes before the end of July; this is obviously subject to the outcome of the election.												MD	Mar 10	Jul 10
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
13.2	Regional Spatial Strategy																
13.2.3	Receive and respond to RSS2 Proposed Changes	MD														Phase 2 proposed changes still being delayed as CLG take legal advice, GOWM have confirmed they hope to publish the changes before the end of July; this is obviously subject to the outcome of the election.	

PR5: Planning																	
Ref	March 2010 Action	Colour	Corrective Action												Who	Original Date	Revised Date
13.4.3	Quarterly Member Planning training		A number of training exercises took place in December; trying to arrange potential heritage update training for Members.													Mar 10	TBC
Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action		
13.4	Effective Development Control Service																
13.4.3	Quarterly Member Planning training															A number of training exercises took place in December; trying to arrange potential heritage update training for Members.	