

**BROMSGROVE DISTRICT COUNCIL**

**18 MAY 2007**

**PERFORMANCE MANAGEMENT BOARD**

**IMPROVEMENT PLAN EXCEPTION REPORT [MARCH 2007]**

Responsible Portfolio Holder	Councillor Roger Hollingworth Leader of the Council
Responsible Officer	Hugh Bennett Assistant Chief Executive

**1. SUMMARY**

- 1.1 To report to the Performance Management Board to ask them to consider the attached updated Improvement Plan Exception Report for March 2007.

**2. RECOMMENDATION**

- 2.1 That the Performance Management Board considers and approves the revisions to the Improvement Plan Exception Report, and the corrective action being taken.
- 2.2 That the Performance Management Board notes that for the 90 actions highlighted for March within the plan 58 percent of the Improvement Plan is on target [green], 2 percent is one month behind [amber] and 13.3% percent is over one month behind [red]. 26 percent of actions have been re scheduled [or suspended] with approval.

**3 BACKGROUND**

- 3.1 The Council overhauled its Recovery Plan in July 2006 in order to give the plan a more outward focus e.g. performance indicators, customer issues, strategic priorities etc. The new plan, renamed the Improvement Plan, was agreed by Cabinet on 2<sup>nd</sup> August 2006.
- 3.2 The full Improvement Plan will provide background information only and will be emailed to Members of the Performance Management Board. The Improvement Plan will also be posted onto the Council website at the address at the end of this report.

**4. PROGRESS IN March 2007**






- 4.1 Overall performance as at the end of March 2007 is as follows: -

**March 2007**

**February**

<b>RED</b>	<b>12</b>	<b>13.3%</b>	<b>RED</b>	<b>13</b>	<b>14.4%</b>
<b>AMBER</b>	<b>2</b>	<b>2.2%</b>	<b>AMBER</b>	<b>0</b>	<b>0.0%</b>
<b>GREEN</b>	<b>52</b>	<b>58%</b>	<b>GREEN</b>	<b>63</b>	<b>70.00%</b>

Where: -

	<b>On Target or completed</b>
	<b>Less than one month behind target</b>
	<b>Over one month behind target</b>
	<b>Original date of planned action</b>
	<b>Re-programmed date.</b>

- 4.2 Out of the total of 90 actions for the month, 24 actions have been Deleted, suspended or the timescales have been extended this amounts to 26% of the plan.
- 4.3 An Exception Report detailing corrective actions being under taken for red and amber tasks is attached at **Appendix 1**

## **5. FINANCIAL IMPLICATIONS**

- 5.1 No financial implications.

## **6 LEGAL IMPLICATIONS**

- 6.1 No Legal Implications.

## **7. CORPORATE OBJECTIVES**

- 7.1 The Improvement Plan relates to all of the Council's four objectives and ten priorities as approved on the 19<sup>th</sup> September Full Council.

## **8. RISK MANAGEMENT**

- 8.1 The risks associated with the Improvement Plan are covered in the corporate and departmental risk registers.

## **9. CUSTOMER IMPLICATIONS**

The Improvement Plan is concerned with strategic and operational issues that will affect the customer.

## **10 OTHER IMPLICATIONS**

Procurement Issues: Delivery of the Improvement Plan involves various procurement exercises.
Personnel Implications: See Section 18 of the Improvement Plan.
Governance/Performance Management: See Section 4 of the Improvement Plan.
Community Safety including Section 17 of Crime and Disorder Act 1998: See sections 12.2 and 12.3
Policy: See Section 4 of the Improvement Plan.
Environmental: See Section 8 of the Improvement Plan.
Equalities and Diversity: See Section 3 of Improvement Plan.

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## 10 **OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	<b>Yes</b>
Chief Executive	<b>Yes</b>
Corporate Director (Services)	<b>Yes</b>
Assistant Chief Executive	<b>Yes</b>
Head of Service <i>(i.e. your own HoS)</i>	<b>Yes</b>
Head of Financial Services <i>(<u>must</u> approve Financial Implications before report submitted to Leader's Group)</i>	<b>Yes</b>
Head of Legal & Democratic Services <i>(for approval of any significant Legal Implications)</i>	<b>Yes</b>
Head of Organisational Development & HR <i>(for approval of any significant HR Implications)</i>	<b>Yes</b>
Corporate Procurement Team <i>(for approval of any procurement implications)</i>	<b>No</b>

## 11 **APPENDICES**

Appendix 1 Improvement Plan Exception Report March 2007

## 12 **BACKGROUND PAPERS:**

Full Improvement Plan for March will be e- mailed to all Members of the Performance Management Board and can be found at [www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk) under meetings Minutes and Agendas where there is a direct link to the Improvement Plan.

### **CONTACT OFFICER**

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# Exception Report for MARCH 2007 Improvement Plan

# Appendix 1

<b>1.1</b>	<b>Public Perception</b>					
<b>Ref</b>	<b>MARCH 2007 Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
1.1.4	Develop questions for first Customer Panel survey		Questions with SNAP awaiting formatting	HB	October 31 Oct 06	31 March 07

Ref.	Action	Lead													Corrective Action
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
<b>1.1</b>	<b>Public perception</b>														
1.1.4	Develop questions for first Customer Panel survey	HB													Questions with SNAP awaiting formatting

# Exception Report for MARCH 2007 Improvement Plan

# Appendix 1

Public perception						
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.1.5	Undertake survey		Survey now planned for May 2007	HB	October 31 Oct 06	May 2007

Ref.	Action	Lead													Corrective Action
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
<b>1.1</b>	<b>Public perception</b>														
1.1.5	Undertake survey	HB													Survey now planned for May 2007.

Public perception						
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.1.6	Feed back results		This will depend on the contractor, but within 4-6 weeks.	HB	October 31 Oct 06	June 2007

Ref.	Action	Lead													Corrective Action
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
<b>1.1</b>	<b>Public perception</b>														
1.1.6	Feedback results.	HB													This will depend on the contractor but within 4-6 weeks.

# Exception Report for MARCH 2007 Improvement Plan

# Appendix 1

<b>1.5</b>	<b>Modernise Council Brand</b>					
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.5.2	Draft brand style guide and review completed	[Red Hatched Box]	Mini style guide review tabled at CMT on 27 March 2007. Any further work will depend on the corporate ability to fund graphics support to finalise and implement it. A further report is going to CMT on 01 May 2007.	HB	October 31 Oct 06	1 May 07

Ref.	Action	Lead													Corrective Action
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
<b>1.5</b>	<b>Public perception</b>														
1.5.2	Draft brand style guide and review completed	HB				[Brown Hatched Box]	[Brown Hatched Box]	[Brown Hatched Box]	[Red Box]	[Red Box]	[Red Hatched Box]	[Grey Hatched Box]	[Grey Hatched Box]	[Grey Hatched Box]	Mini style guide tabled at CMT on 27 March 2007. Any further work will depend on the corporate ability to fund graphics support to finalise and implement it A further report is going to CMT on 01 May 2007.

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# Appendix 1

<b>1</b>	<b>Modernise Council Brand</b>					
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.5.3	Agree actions with CMT		See above	HB	October 31 Oct 06	1 May 07

Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>1.5</b>	<b>Modernise Council Brand</b>														
1.5.3	Agree actions with CMT	HB													See above

<b>1.5</b>	<b>Modernise Council Brand</b>					
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.5.4	Agree style guide with the Leader.		See 1.5.2	HB	October 31 Oct 06	31 May 07

Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>1.5</b>	<b>Public perception</b>														
1.5.4	Agree style guide with the Leader.	HB													See 1.5.2

# Exception Report for MARCH 2007 Improvement Plan

# Appendix 1

<b>1</b>	<b>Modern Council Brand</b>					
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.5.5	Further actions are dependant on the outcomes of the review.	[Red Hatched Box]	See 1.5.2	HB	October 31 Oct 06	31 May 2007

Ref.	Action	Lead													Corrective Action	
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June		
<b>1.5</b>	<b>Modernise Council Brand .</b>															
1.5.5	Further outcomes are dependant on the review.	HB				[Brown Hatched Box]	[Brown Hatched Box]	[Brown Hatched Box]	[Brown Hatched Box]	[Brown Hatched Box]	[Red Box]	[Red Hatched Box]	[Grey Hatched Box]	[Grey Hatched Box]	[Grey Hatched Box]	See 1.5.2



## Exception Report for MARCH 2007 Improvement Plan

## Appendix 1

3 Service Plans						
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
3.3.3	Undertake first Customer Panel Survey.		Survey will now take place in w/c 14 May 2007.	HB	October 31 Oct 06	w/c 14 May 2007

Ref.	Action	Lead													Corrective Action
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
3 Service Plans															
3.3.3	Undertake first Customer Panel Survey.	HB													Survey will now take place w/c 14 May 2007.

7						
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
7.1.6	Publish agreed business plans after budget finalised .		Plans complete but some tidying up required before being put on the Intranet. The Council plan will be published externally	HB	October 31 Oct 06	31.May 2007

Ref.	Action	Lead													Corrective Action
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
7 Performance Plus															
7.1.6	Publish agreed plans after budget finalised .	HB													Plans complete but some tidying up required before being put on the Intranet. The Council plan will be published externally

# Exception Report for MARCH 2007 Improvement Plan

# Appendix 1

<b>7</b>						
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
7.3.5	Establish Project Team to review Performance Plus		Project team established with Cabinet report on forward plan	HB	October 31 Oct 06	July 2007

Ref.	Action	Lead													Corrective Action	
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June		
<b>7</b>																
7.3.5	Establish Project Team to review Performance Plus.	HB														Project team established with Cabinet report on forward plan

# Exception Report for MARCH 2007 Improvement Plan

# Appendix 1

<b>10</b>	<b>Hostel Accommodation.</b>					
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
10.3.3	Draw up plans for re modelling remaining hostels at Sidemoor and Rubery and submit planning application.		Awaiting submission of plans by BDHT. Delay created by revision to method of approach. A meeting took place on the 21 Feb.07 to agree procedure at officer level. Report to Cabinet 4 April 2007 to clear revised approach.	PS DH MD	30 Nov 06	04.April 2007

Ref.	Action	Lead													Corrective Action
			July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
<b>10.</b>	<b>Hostel Accommodation</b>														
10.3.3	Draw up plans for re modelling remaining hostels at Sidemoor and Rubery and submit planning application.														Awaiting submission of plans by BDHT. Delay created by revision to method of approach. A meeting took place on the 21 Feb.07 to agree procedure at officer level. Report to Cabinet 4 April 2007 to clear revised approach.

# Exception Report for MARCH 2007 Improvement Plan

# Appendix 1

10 Hostel Accommodation .						
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
10.3.5.	Provide Council with a financial analysis of re modelling of 2 hostels.		See 10.3.3. Will be incorporated in report to Cabinet April 4 2007	PS DH MD	30 Nov 06	4 April 07

Ref.	Action	Lead	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
10.	<b>Hostel Accommodation.</b>														
10.3.5	Draw up plans for re modelling and submit planning application														See 10.3.3 above comments. Will be incorporated in report to Cabinet April 4 2007

Improved Financial Management and Improved Services						
21.2 DWP Performance Standard / Performance Measures						
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.5	Percentage of cases for which the calculation of the amount of benefit due is correct PM6 – 98%-99%.		Accuracy as reported by the DWP at 92 % for Oct -Dec This is a 3.2% decrease on July-Sept. The decline is disappointing to the team and the errors vary and do not reflect a specific training need. The teams have completed training competency forms and we have a trainer on site 3 days per week to address any issues. Although the performance in accuracy remains at the lowest standard, it represents a low rating in the DWP standard [6%] and in this quarter, the 8% incorrect consisted of 10 errors with a weekly value of £48.76 paid incorrectly. The Benefits Manager continues to stress the importance of accuracy within the team and will be increasing the management checks again after the year-end.	JLP	31 Oct 06	30 April 07

# Exception Report for MARCH 2007 Improvement Plan

# Appendix 1

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>21.2</b>	<b>DWP Performance Standard / Performance Measures</b>														
21.2.5	Percentage of cases for which the calculation of the amount of benefit due is correct PM6 – 98%-99%.	AB/ HL													Accuracy as reported by the DWP at 92 % for Oct –Dec. This is a 3.2% decrease on July-Sept. The decline is disappointing to the team and the errors vary and do not reflect a specific training need. The teams have completed training competency forms and we have a trainer on site 3 days per week to address any issues. Although the performance in accuracy remains at the lowest standard, it represents a low rating in the DWP standard [6%] and in this quarter, the 8% incorrect consisted of 10 errors with a weekly value of £48. 76 paid incorrectly. The Benefits Manager continues to stress the importance of accuracy within the team and will be increasing the management checks again after the year-end.

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## Appendix 1

21.2 DWP Performance Standard / Performance Measures						
Ref	MARCH 2007 Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.19	PM19 % of appeals submitted to the tribunal service within 3 months 90%-95%		A number of appeals were outstanding outside the three-month period. This has now been cleared, but because the appeals were outside the deadline this has not influenced the figures: however now the backlog has been cleared, we can expect to see an improvement in April 2007.	JLP	31 Oct 06	30 April 07

Ref.	Action	Lead													Corrective Action	
			July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June		
21.2	DWP Performance Standard / Performance Measures															
21.2.19	PM19 % of appeals submitted to the tribunal service within 3 months 90%-95%															A number of appeals were outstanding outside the three-month period. This has now been cleared, but because the appeals were outside the deadline this has not influenced the figures: however now the backlog has been cleared, we can expect to see an improvement in April 2007.