

**BROMSGROVE DISTRICT COUNCIL**

**MEETING OF THE PERFORMANCE MANAGEMENT BOARD**

**MONDAY, 19TH JULY 2010 AT 6.00 P.M.**

PRESENT: Councillors C. B. Taylor (Chairman), S. R. Colella, Mrs. A. E. Doyle,  
Mrs. J. M. L. A. Griffiths and Ms. H. J. Jones

Observers: Councillor M. Webb

Officers: Mr. K. Dicks, Mr. G. Revans, Mr. J. Godwin, Mr. K. Hirons and  
Ms. A. Scarce

11/10 **APOLOGIES**

An apology for absence was received from Councillor Mrs. M. Bunker.

Members asked for clarification as to when the vacant seat on the Board would be filled. The Chairman confirmed that he would be meeting the Leader on 28th July 2010, when this matter would be discussed.

12/10 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

13/10 **MINUTES**

The Minutes of the Performance Management Board held on 17th May 2010 were submitted.

**RESOLVED** that the minutes be approved as a correct record.

14/10 **RECYCLING AND GARDEN WASTE SERVICE - LESSONS LEARNED REPORT**

The Chairman welcomed the Portfolio Holder for Community Services, Head of Environmental Services and Street Scene and Community Manager to the meeting and invited the Portfolio Holder to introduce the report.

The Portfolio Holder for Community Services explained that neither he nor the Head of Environmental Services had been involved in the implementation of the changes to the Recycling and Garden Waste Collection Services. He summarised the Lessons Learned Report, drawing Members' attention to the following points in particular:

- The early launch of the service changes and involvement of Members, Parish Councils and the public.
- The development of back office systems to assist implementation.
- The adverse weather conditions which had delayed delivery of some bins, adding additional pressure to the workload.
- The lack of a mechanism which “pinpointed” a bin to a particular property.
- The underestimate of the number of additional green bins required.
- The funding for purchase of new brown bins, which had been insufficient for 2010 applications, and required a further order to be submitted at a later date.

Members discussed how it might have been more appropriate for this report to have been submitted to the Scrutiny Board in order for them to carry out a more in depth investigation, as they were concerned that it was often the small things which could build up and lead to adverse publicity and be detrimental to residents’ perception of the Council and its services. However, it was agreed that overall the implementation of the new service had gone well and that a larger number of homes than expected had taken up the service.

The Board discussed in detail how the charge for the service was collected and how this would work in the future. Currently this was done by either cheque or cash and the Street Scene and Community Manager confirmed that a direct debit system was being considered, although this may prove to be difficult. It was anticipated that households would be sent a letter/invoice 2-3 months before the service would resume, allowing them an opportunity to take up the service again.

Members discussed the calendar which had been provided to residents and it was confirmed that this had caused some difficulties and had been misleading. The Head of Environmental Services confirmed that the format would be revised and that a survey of residents would be carried out shortly, covering the service as a whole. A question and answer session at the Council House was also planned. Members asked if this session could be taken out to other areas of the district and the Head of Environmental Services confirmed that this would be possible where appropriate.

The Board was informed that the Council had the highest level of uptake of the garden waste service in the County. The charge made was in line with that of other councils in the area, although it was understood that Malvern charged around £60. The service had expanded by 8% this year, which it was felt, showed that residents were happy to pay for a good service.

**RECOMMENDED** that the Cabinet ensure that positive publicity is taken from the success of the garden waste service.

**RESOLVED** that the Lessons Learned – Recycling & Garden Waste Service Report be noted.

15/10 **DOLPHIN CENTRE SERVICE LEVEL AGREEMENT**

The Chairman invited the Head of Leisure and Cultural Services to introduce the report. The Head of Leisure and Cultural Services advised Members that the Grant Fund Agreement at Appendix 1 of the report set out the key aims, service standards, objectives and performance targets, funding arrangements and associated management requirements, between Bromsgrove District Council and Wychavon Leisure Community Association Limited.

The key performance issues and targets contained within this document and discussed by Members, were:

- Quest (UK quality scheme for sports and leisure facilities) scores in 2011/12 and 2013/14.
- Increased user satisfaction for the service within a 2 year period.
- Development of user feedback process.
- Health and Safety and related management tools.
- Development of an effective staff training process to ensure delivery of high quality services.
- Usage information and increased participation rates.
- A Partnership Board to oversee the delivery of service.
- Climate Change and utility management.

The Board was concerned that the Dolphin Leisure Centre usage, as detailed in the Performance Report (Item No. 6 on the Agenda) was below target and the Head of Leisure and Cultural Services gave information on how the usage was likely to even out over the municipal year, together with the likely reason for the target not being met for May 2010. It was agreed that the Head of Leisure and Cultural Services would, however, pass on the Board's concerns to the Chief Executive of the Trust at his next meeting with him.

16/10 **PERFORMANCE REPORT (MAY 2010)**

The Board considered the Performance Report for May 2010. Members were particularly concerned about item 4.3 of the report and the number of performance indicators not meeting their targets. After discussion it was agreed that as it was only the second month of the year then there was sufficient time for performance to improve and be brought up to target, but that Members would keep a close check on those areas affected.

Members discussed the following areas in more detail:

- The number of violent crimes and robberies.
- The average speed of answer at the Customer Contact Centre. It was confirmed that this was created by a high demand due to Council Tax billing and brown bin delivery problems.
- Finance and Resource Department - National Indicator (NI) 181 (Time taken to process housing and council tax benefit new claims or change

events). Members were advised that this has now been addressed and that the small backlog had been worked through.

- Planning and Regeneration - NI 157. This was a good example of the balance between meeting a target and taking more time in order to reach the correct decision on a planning application.

**RESOLVED:**

- (a) that it be noted that 61% of performance indicators are stable or improving;
- (b) that it be noted that 45% of performance indicators that have a target have met their target as at the month end and that 85% are projected to meet their target at the year end;
- (c) that the performance figures for May 2010 as set out in Appendix 2 be noted;
- (d) that the particular areas of improvement as summarised in section 4.2 of the report are noted; and
- (e) that the performance indicators of particular concern as set out in section 4.3 of the report be noted.

17/10 **IMPROVEMENT PLAN - NEW TEMPLATE**

The Board considered the Improvement Plan 2010-2011 and the new template. Members agreed that the new template was clearer and much easier to read. Members agreed that it would be useful to receive a report on the impact of the recent political and financial changes at the next Performance Management Board meeting.

Members discussed in more detail the following areas:

- The Railway Station and the availability of funding for this.
- The Hanover Street Car Parking extension – Officers to advise Members if this was on target to be operational by the end of July as originally expected.
- CP4 One Community – Members were concerned at possible funding cuts and how these would affect such projects as ‘U Decide’. It had not been made clear whether funding that had been allocated this year would also be jeopardised. The Chief Executive agreed to investigate this further and report back to the Board.

A Member of the Board had recently visited Sanders Park with her grandchildren. Members asked that it be noted how impressed the Member had been with the facilities, including the excellent activities available and quality of the refreshments available at the café.

**RESOLVED** that a report on the impact of political and financial changes be submitted to the Performance Management Board meeting on 20th September 2010.

18/10 **SHARED SERVICES REPORT**

The Board considered the Shared Services report. The Chief Executive explained that there were primarily two reports, the project update and the shared service transformation programme; which had been launched to staff recently. Feedback generally had been positive; a concern has been about the availability of Heads of Service, which was being addressed. The Chief Executive also informed Members that other councils were now looking at shared services as a result of the pending financial cutbacks, which could range from 25 to 40%.

After further discussion it was

**RESOLVED** that the Shared Services Report be noted.

19/10 **WORK PROGRAMME**

The Board considered the Work Programme and agreed that the following amendments should be made:

- That an Improvement Plan report be included in the September 2010 agenda.
- That the Place Survey be moved to the October 2010 agenda and that verbal feedback be provided following the recent political changes and the expected demise of the Place Survey in its current form.

**RESOLVED** that the Work Programme be noted, subject to the above amendments.

The meeting closed at 7.40 p.m.

Chairman