

**BROMSGROVE DISTRICT COUNCIL**

**19 JUNE 2007**

**PERFORMANCE MANAGEMENT BOARD**

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

|                              |  |
|------------------------------|--|
| Responsible Portfolio Holder | Councillor Roger Hollingworth<br>Leader of the Council |
| Responsible Officer          | Hugh Bennett<br>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 April 2007.

**2. RECOMMENDATION**

- 2.1 That the Performance Management Board considers and approves the revisions to the Improvement Plan Exception Reports, and the corrective action being taken.
- 2.2 That the Performance Management Board notes that for the 61 actions highlighted for April 64.percent of the Improvement Plan is on target [green], 1.6 percent is one month behind [amber] and 4.9 percent is over one month behind [red]. 29.50 percent of actions have been re scheduled [or suspended] with approval as shown on a separate report.

**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. with a hard copy placed in the Members Room

#### 4. PROGRESS IN April 2007




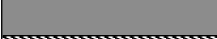

4.1 Overall performance as at the end of April 2007 is as follows: -

**April 2007**

**March**

|              |           |               |              |           |              |
|--------------|-----------|---------------|--------------|-----------|--------------|
| <b>RED</b>   | <b>3</b>  | <b>4.9%</b>   | <b>RED</b>   | <b>12</b> | <b>13.3%</b> |
| <b>AMBER</b> | <b>1</b>  | <b>1.6%</b>   | <b>AMBER</b> | <b>2</b>  | <b>2.2%</b>  |
| <b>GREEN</b> | <b>40</b> | <b>65.57%</b> | <b>GREEN</b> | <b>52</b> | <b>58%</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 61 actions for the month of April , 18 actions have been deleted, suspended or the timescales have been extended this amounts to 29.50 percent of the plan.

4.3 An Exception Report detailing corrective actions being under taken for red and amber tasks is attached at **Appendix 1** the additional attached Exception Report as **Appendix 2** report highlights re-scheduled or suspended actions.

#### 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

07/06/2007

|  |
|--|
| 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.                                     |

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

## 11 APPENDICES

Appendix 1 Improvement Plan Exception Report April 2007

07/06/2007

## 12 BACKGROUND PAPERS:


Full Improvement Plan for April 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.





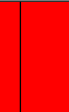




### CONTACT OFFICER


Name: Christine Sanders  
E Mail: [c.sanders@bromsgrove.gov.uk](mailto:c.sanders@bromsgrove.gov.uk)  
Tel: (01527) 881668

## Exception Report for APRIL 2007 Improvement Plan

## Appendix 1

| Public perception |                   |   |  |     |                   |              |
|-------------------|-------------------|---|--|-----|-------------------|--------------|
| Ref               | APRIL 2007 Action | Colour  | Corrective Action  | Who | Original Date     | Revised Date |
| 1.1.5             | Undertake survey  |  | Currently with SNAP and will be sent out to the public in late May or early June | HB  | October 31 Oct 06 | 30 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> |      |      |      |      |  |   |   |   |   |   |   |   |   |  |
| 1.1.5      | Undertake survey         | HB   |      |      |      |  |  |  |  |  |  |  |  |  | Currently with SNAP and will be sent out to the public in late May or early June |

| Public perception |                   |   |   |     |                   |              |
|-------------------|-------------------|---|---|-----|-------------------|--------------|
| Ref               | APRIL 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 | 31 July 2007 |

## Exception Report for APRIL 2007 Improvement Plan

## Appendix 1

| Ref.       | Action                   | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action |
|------------|--------------------------|------|------|------|------|------|------|------|------|------|------|------|-----|------|-------------------|
|            |                          |      |      |      |      |      |      |      |      |      |      |      |     |      |                   |
| <b>1.1</b> | <b>Public perception</b> |      |      |      |      |      |      |      |      |      |      |      |     |      |                   |
| 1.1.6      | Feedback results.        | HB   |      |      |      |      |      |      |      |      |      |      |     |      | 31 July 2007      |

| <b>7</b> |   |        |   |  |  |     |                   |              |
|----------|---|--------|---|--|--|-----|-------------------|--------------|
| Ref      | APRIL 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 | 30 June 2007 |

| Ref.     | Action  | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action   |
|----------|---|------|------|------|------|------|------|------|------|------|------|------|-----|------|---|
|          |   |      |      |      |      |      |      |      |      |      |      |      |     |      |   |
| <b>7</b> | <b>Performance Plus</b>                       |      |      |      |      |      |      |      |      |      |      |      |     |      |   |
| 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 APRIL 2007 Improvement Plan

## Appendix 1

| <b>17</b> |                                       |        |   |     |                   |  |
|-----------|---------------------------------------|--------|---|-----|-------------------|--|
| Ref       | APRIL 2007 Action                     | Colour | Corrective Action   | Who | Original Date     | Revised Date                                   |
| 17.3.1    | Introduce letter answering guidelines |        | Guidelines have been included in the Customer Feedback Policy. They will be rolled out as part of the Customer Complaint System | HB  | October 31 Oct 06 | Dependant on the roll out of Complaints System |

| Ref.     | Action                                | Lead |      |      |      |      |      |      |      |      |      |      |     |      | Corrective Action |  |
|----------|---------------------------------------|------|------|------|------|------|------|------|------|------|------|------|-----|------|-------------------|--|
|          |                                       |      | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June |                   |  |
| <b>7</b> | <b>Performance Plus</b>               |      |      |      |      |      |      |      |      |      |      |      |     |      |                   |  |
| 17.3.1   | Introduce letter answering guidelines | HB   |      |      |      |      |      |      |      |      |      |      |     |      |                   | Guidelines have been included in the Customer Feedback. They will be rolled out as part of the Customer Complaint System |

## Exception Report for APRIL 2007 Improvement Plan

Highlighting rescheduled or suspended actions

## Appendix 2

| Ref.        | Action   | Lead  | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action  |
|-------------|--|-------|------|------|------|------|------|------|------|------|------|------|-----|------|--|
| <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.   |
| 1.1.7       | Repeat survey.   | HB    |      |      |      |      |      |      |      |      |      |      |     |      | Re-programmed into next years Improvement Plan.  |
|             | <b>Staff communication</b>                                   |       |      |      |      |      |      |      |      |      |      |      |     |      |  |
| 2.2.4       | Undertake Employee Survey to check whether message received. | HB/JP |      |      |      |      |      |      |      |      |      |      |     |      | HR decision to move to May conformed Current timing did not fit in with PDR process.   |
|             | <b>Council Chat</b>  |       |      |      |      |      |      |      |      |      |      |      |     |      |  |
| 2.3.5       | Third new edition in draft                                   |       |      |      |      |      |      |      |      |      |      |      |     |      | This will now be the third edition.  |
|             | <b>BME representation</b>                                    |       |      |      |      |      |      |      |      |      |      |      |     |      |  |
| 3.3.3       | Undertake first survey                                       |       |      |      |      |      |      |      |      |      |      |      |     |      | Now scheduled for completion in June   |
|             | <b>Service Business plans</b>                                |       |      |      |      |      |      |      |      |      |      |      |     |      |  |
| 7.1.6       | Publish agreed plans after budget finalised.                 | HB    |      |      |      |      |      |      |      |      |      |      |     |      | Plans basically complete, but some tidying up before being published on the Intranet. The Council plan will be published externally. |



## Exception Report for APRIL 2007 Improvement Plan

Highlighting rescheduled or suspended actions

## Appendix 2

| Ref.        | Action  | Lead           | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action   |   |
|-------------|---|----------------|------|------|------|------|------|------|------|------|------|------|-----|------|---|---|
| <b>8.1</b>  | <b>Town Centre</b>  |                |      |      |      |      |      |      |      |      |      |      |     |      |   |   |
| 8.1.2       | Carry out issues and options development                          | PS<br>DH<br>MD |      |      |      |      |      |      |      |      |      |      |     |      | The LDF capital for the Core Strategy needs to be agreed before work on the new area Action Plan can commence. It is now anticipated this will start in August 2007.<br>Will need to be re vamped into the new Improvement Plan |   |
| 8.1.3       | Consult on issues and options                                     | PS<br>DH<br>MD |      |      |      |      |      |      |      |      |      |      |     |      | As above  |   |
| 8.1.4       | Respond to representations  | PS<br>DH<br>MD |      |      |      |      |      |      |      |      |      |      |     |      | As above  |   |
| 8.1.5       | Submit to inspectorate  | PS<br>DH<br>MD |      |      |      |      |      |      |      |      |      |      |     |      | As above  |   |
| <b>9.1</b>  | <b>Longbridge</b>   |                |      |      |      |      |      |      |      |      |      |      |     |      |   |   |
| 9.1.7       | Await date for public examination                                 | PS<br>DH<br>MD |      |      |      |      |      |      |      |      |      |      |     |      |   |   |
| <b>12.1</b> | <b>Leisure Inspection</b>   |                |      |      |      |      |      |      |      |      |      |      |     |      |   |   |
| 12.1.5      | Draft position statement produced to self assessment against KLOE |                |      |      |      |      |      |      |      |      |      |      |     |      |   | These have been deleted in accordance with the agreement at Cabinet on the 3 January. |
| 12.1.6      | Gap Analysis carried out related to KLOE to find out needs        |                |      |      |      |      |      |      |      |      |      |      |     |      |   | This action has been suspended pending the results of the corporate CPA.              |

## Exception Report for APRIL 2007 Improvement Plan

Highlighting rescheduled or suspended actions

## Appendix 2

| Ref.        | Action   | Lead  | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action   |
|-------------|--|-------|------|------|------|------|------|------|------|------|------|------|-----|------|---|
| 12.1.7      | Improvement/Action Plan produced   |       |      |      |      |      |      |      |      |      |      |      |     |      | This action actions have been suspended pending the results of the corporate CPA  |
| 12.1.8      | Organise a peer inspection.  |       |      |      |      |      |      |      |      |      |      |      |     |      | This action have been suspended pending the results of the corporate CPA.   |
| 12.1.9      | Improvement/Action Plan reviewed and updated because of the findings of the Peer Assessment. |       |      |      |      |      |      |      |      |      |      |      |     |      | Relates to 12.1.4   |
| <b>18.1</b> | <b>Improved Relations</b>  |       |      |      |      |      |      |      |      |      |      |      |     |      |   |
| 18.1.2      | Group leaders to undertake 1:1 interviews with Councillors for training needs analysis.      | JP/CA |      |      |      |      |      |      |      |      |      |      |     |      | In light of the impending local elections a comprehensive. Training Needs Analysis will be undertaken as part of the induction programme once the new Member intake is in place. Action suspended |
| <b>18.2</b> | <b>Improved Strategic Management</b>   |       |      |      |      |      |      |      |      |      |      |      |     |      |   |
| 18.2.1      | Top Team Development programme.  |       |      |      |      |      |      |      |      |      |      |      |     |      | This final date of this programme has been put back in order to ensure that CMT is able to address other immediate organisational priorities. Methodology for evaluation yet to be determined.    |

**Exception Report for APRIL 2007 Improvement Plan**  
 Highlighting rescheduled or suspended actions

**Appendix 2**

| Ref.        | Action                              | Lead | July | Aug. | Sep. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | Corrective Action  |
|-------------|-------------------------------------|------|------|------|------|------|------|------|------|------|------|------|-----|------|--|
| <b>19.3</b> | <b>Capacity</b>                     |      |      |      |      |      |      |      |      |      |      |      |     |      |  |
| 19.1.5      | Develop succession planning policy. | JP   |      |      |      |      |      |      |      |      |      |      |     |      | Re-programmed due to capacity issues. Work force planning project to commence April 2007 with a completion date of October 2007                              |
| 19.3.2      | Develop workforce plan.             | JP   |      |      |      |      |      |      |      |      |      |      |     |      | Re programmed to create capacity for managers. Now due for completion in September 2007. This action will be transferred to the new 2008/08 Improvement Plan |