

**BROMSGROVE DISTRICT COUNCIL**

**MEETING OF THE PERFORMANCE MANAGEMENT BOARD**

**MONDAY, 20TH SEPTEMBER 2010 AT 6.00 P.M.**

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

Officers: Mr. H. Bennett and Ms. A. Scarce

21/10 **APOLOGIES**

There were no apologies for absence.

22/10 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

23/10 **MINUTES**

The Minutes of the Performance Management Board held on 19th July 2010 were submitted.

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

24/10 **QUARTER 1 2010/11 INTEGRATED FINANCE AND PERFORMANCE REPORT**

The Board considered the Integrated Finance and Performance Report for Quarter 1 and discussed the format of the report. The Director of Policy, Performance and Partnerships commented that in order to work towards "excellence" the shift should now be more towards looking at outcomes, customer service and value for money.

It was noted by the Board that the planned shared services was having an effect on staff morale and the Director of Policy, Performance and Partnerships advised Members that through the regular staff forums achievements were now being included to remind staff of the positive work that continued to be carried out.

The Board considered Section 4.2 of the report, Sundry Debtors, and expressed concern at the amount of debt outstanding for over 6 months. After discussion it was agreed that a detailed report on this would be requested from the Director of Finance and Resources.

The Board discussed the following items in detail:

- Environmental Services - NVQ training for the refuse and recycling crews. Officers advised Members that full details of this would be provided at the Scrutiny Board meeting to be held on 28th September 2010 and that the Head of Environmental Services would be in attendance to answer Members' questions.
- Environmental Services - Long-term and short-term sickness. Overall the Council was still on track to meet its target, but should continue to be monitored.
- An increase in homelessness, particularly in young people.
- Regulatory Services – performance measuring.
- Legal, Equalities and Democratic Services – inquorate Board meetings.
- National Indicator (NI) 185 CO<sub>2</sub> Emissions. The areas which had caused the Council to not be on target were discussed.
- Business Transformation – sickness levels higher than expected.
- Customer Service – the average speed of answering calls.

The Director of Policy, Performance and Partnerships undertook to seek clarification/further information on the following items:

- Environmental Services - Rollout of paper and cardboard recycling collection. Members asked for clarification on the target figure and the cost, if any, to the Council for this service.
- Planning & Environment Services – allocation of funds regarding Houndsfield Lane Caravan Site.
- Leisure and Cultural Services – downturn in sponsorship and promotions figures.
- Number of Lifeline calls – there appeared to be a discrepancy in the figures and the Director of Policy, Performance and Partnership confirmed that he would ensure this was corrected.
- Finance and Resources – shortage of internal audit resource. Members were concerned about the impact of this following the transfer to Worcester City Council under the WETT programme.
- Finance and Resources – benefit service performance and overpaid benefit cases.
- Business Transformation – explanation in respect of overspend.
- Inclusion of a performance indicator for Disabled Facilities Grants (DFGs).
- The number of violent crimes and a breakdown of the areas to which they refer.

**RECOMMENDED:**

- (a) that the Cabinet's attention be drawn to the issues arising from the vacancies which remain on various Boards/Committees;
- (b) that the Director of Policy, Performance and Partnerships and Head of Regulatory Services, in conjunction with the Portfolio Holder and other partners develop a suitable performance report format; and

- (c) that the Licensing Committee be made aware of the potential problems with violent crime relating to the Love 2 Love Nightclub in Bromsgrove Town Centre.

**RESOLVED:**

- (a) that it be noted that 60% of performance indicators are stable or improving;
- (b) that it be noted that 45% of performance indicators that have a target have met their targets as at the month end and 80% are projected to meet their target at the year end;
- (c) that the performance figures for June 2010 as set out in Appendix 2 be noted;
- (d) that the achievements and issues as set out in 'Council Summary' in 4.1.1 be noted;
- (e) that the current financial position on Revenue and Capital as detailed in the report be noted;
- (f) that the release of previously approved earmarked reserves of £68k, as set out in Appendix 5 be noted;
- (g) that the budget virements between £15k and £100k, listed in Appendix 6 be noted;
- (h) that complaints increased by 7% compared to the final quarter of last year and increased 13% compared to quarter 1 last year as detailed in Appendix 7 be noted;
- (i) that the performance of the Council's Treasury Management function, as detailed in Appendix 8 be noted;
- (j) that the Head of Strategic Housing be asked to provide a detailed report on homelessness for the meeting of the Board to be held on 18th October 2010 and that the Portfolio Holder for Regulation, Strategic Housing and Climate Change be asked to attend that meeting; and
- (k) that a separate report on sundry debtors be provided for the Board meeting to be held on 18th October 2010.

25/10 **SHARED SERVICES REPORT**

The Board considered the Shared Services report. Members were concerned that this report was becoming a list of bullet points and very in depth and after discussion it was agreed that in future an Executive summary would be included at the beginning of the report, detailing progress made in the last month.

Members discussed the following items in more detail:

- The development of flood plans for each parish – the Director of Policy, Performance and Partnership agreed to investigate how this would be funded.
- The impact of Shared Services on staff.
- Abandoned Vehicles Joint Contract – the Director of Policy, Performance and Partnership agreed to provide Members with further details on this item.

The Board discussed the recommendation from the recent Audit Commission report on Shared Services, which said that “the Councils should develop a performance management process for shared services.” The Director of Policy, Performance and Partnerships confirmed that he had been asked by the Chief Executive to develop such a process.

**RESOLVED** that the Shared Services Report be noted, subject to the above comments.

26/10 **WORK PROGRAMME**

The Board considered the Work Programme and were advised by the Director of Policy, Performance and Partnerships that in future the performance report would be received by the Board quarterly and the Improvement Plan would be a joint report with Redditch Borough Council and would only be received by the Corporate Management Team. He would therefore up date the Work Programme accordingly. The Director of Policy, Performance and Partnerships also confirmed that the Place Survey had been abolished.

The Board confirmed that they wished to receive the following, additional, reports at the meeting to be held on 18th October 2010:

- Report on Debtors
- Report on Housing and Homelessness

And at the meeting to be held on 15th November 2010:

- Report on the Employee Survey

After further discussion it was

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

The meeting closed at 7.45 p.m.

Chairman