

Report of	Meeting	Date
Assistant Chief Executive (Policy & Performance)	Overview and Scrutiny	9 November 2009

## **BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – POLICY & PERFORMANCE DIRECTORATE**

### **PURPOSE OF REPORT**

1. To report progress against the key actions and performance indicators in the Policy & Performance Business Improvement Plan for the second quarter of 2009/2010

### **RECOMMENDATION(S)**

2. To note the report.

### **REASONS FOR RECOMMENDATION(S)**

**(If the recommendations are accepted)**

3. Business Plan Monitoring Statements form an important part of the Council Performance Management Framework and Business Planning Process. The statement gives the Overview and Scrutiny Committee the opportunity to monitor the successful implementation of Business Improvement Plans.

### **ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

4. N/A

### **CORPORATE PRIORITIES**

5. This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the Central Lancashire sub-region		Develop local solutions to climate change.	
Improving equality of opportunity and life chances	√	Develop the Character and feel of Chorley as a good place to live	
Involving people in their communities		Ensure Chorley Borough Council is a performing organisation	√

### **BACKGROUND**

6. The Business Plan Monitoring Statement reports progress against the key actions and performance indicators included in the 2009/10 Business Improvement Plan for the directorate. The report covers the period 1<sup>st</sup> July to 30<sup>th</sup> September 2009.

## KEY MESSAGES

7. During this quarter, the directorate supported the annual refresh of the Council's Corporate Strategy, facilitating away-days with Strategy Group and the Executive Cabinet to identify key projects and revise key measures and targets as appropriate. The Corporate Plan will be debated and agreed at the Special Policy Council on Tuesday 3<sup>rd</sup> November 2009.
8. During this quarter the third edition of the Chorley Smile magazine for residents was drafted, designed and produced. The magazine provides a guide to what's happening in Chorley up to the end of December including the "Get Up and Go" activities taking place during half term. In addition, we also commissioned and produced the first on-line version of the Chorley Smile magazine which is available through the Council's website. In the first two weeks of October there had been 1500 hits on the magazine page and 150 people have downloaded the magazine.
9. Following on from the Picnic in the Park event last quarter, there has been focused activity across the council led by the Directorate in developing and implementing the Council's major winter event – Chorley's 'Christmas Lights Switch On' which will take place on Saturday, November 28<sup>th</sup>.
10. During this period, the Directorate worked with Active Nation (formerly CLS) and the People Directorate and secured £45,000 from Foundation (NWDA funds) towards a £126,00 project to purchase and install a Combined Heat and Power system at All Season's Leisure Centre. This will result in 88-99 tonnes of carbon saved per year, plus approximately £27,000 savings per year.
11. During the second quarter we also completed the following actions and milestones contained within our Business Improvement Plan:
  - Training programmes for volunteers and officers covering Grass Roots Grants and the new Awards for All Lottery programme were delivered in July and September and was particularly well received by the public. Grant offers to the Borough continue to rise and the latest position is shown in the performance indicators table later in the report.
  - Since the transfer back to the Council Chorley Council has secured £45,000 over three years from 'Supporting People' to improve services at Cotswold House. In addition the Directorate has worked with staff and residents to establish a constituted residents group, which will further the ethos of 'self help', and open access to funds unavailable to the council. The group's main ambition is to develop the garden space.
  - Working with LCC we finalised the 2<sup>nd</sup> Locality plan for Chorley which was approved by both the District Council and County Council Cabinets in September. Over the next 12 months the Directorate working with LCC's District Partnership Officer will monitor the delivery of the joint action plan supporting the "together we will" element of the Locality Plan. In addition, we have commenced work with the PCT and LCC to develop a Health Locality Plan with joint actions to improve health outcomes in Chorley (linked to the recently approved Health Inequalities Strategy) by identifying opportunities to work together to address key health issues such as alcohol related harm.
  - The Directorate is progressing the VFM review of Corporate Services. The initial reviews of HR & OD, the Chief Executive's Office, Civic Services and ICT have been completed and approved at the VFM Steering Group. Outcomes from the review of Policy & Performance, Democratic Services and Legal Services will be considered by the VFM Steering Group in the next quarter.
  - Project management training to LSP partners has been implemented this quarter and to further enhance our approach to project monitoring and delivery, work has been undertaken to appraise potential project management collaboration software systems.

- Following recognition of our Beacon success earlier in the year in improving outcomes for people and Places, the Directorate organised and facilitated learning visits from three council's including Sefton MBC, Herefordshire County Council and St Albans District Council. We also compiled a first quarter evaluation report for the IDeA and attended a theme update meeting and Beacon open day at Rotherham MBC, the other winners of the award. During the next quarter work will commence to plan Chorley's Beacon open day scheduled for February 2010.
  - The performance management system has now been developed and went live during this quarter. A link to the new system has been placed on the performance management section on the loop which also includes step by step instructions on how to use the system. Work will continue to develop the reporting modules and eliminate any final bugs before finalising the system.
  - In addition to handling media enquiries, producing press releases, issuing e news and views and producing and distributing the quarterly external documents and newsletters e.g Talk of the Town we also drafted, designed and produced the 2009 Chorley in Bloom brochure; designed and produced new signage for Cotswold Supported Housing and for Adlington and Chorley Cemeteries. The Directorate also supported the launch of the Council's new off-street parking scheme and supported and promoted the announcement of plans to develop a new Asda store in Chorley town centre.
  - The Directorate continued to co-ordinate Chorley's response to the emerging CAA judgement for Lancashire including on-going reporting against Chorley LSPs delivery against the LAA targets for Lancashire.
  - LSP projects for 2009/10 were finalised and a project management framework put in place to monitor progress of each project. In addition, following LSP support last year the Directorate supported the launch of the Chorley Community Network, which is an on-line resource found on the Chorley Partnership Website. The purpose of the network is to support and increase voluntary activity and to promote the benefits of volunteering to the wider community. The website provides information on the voluntary, community and faith organisations in the community and how to access the services and activities they offer.
  - Finally, as outlined in the last monitoring statement, following a slight delay, the Council's Climate Change Action Plan has now been reviewed and an update provided to Executive Cabinet In September. Work is on track to refresh the action plan and in particular undertake a comprehensive risk assessment for service vulnerability to weather and climate both now and in the future to ensure we achieve level 2 under NI 188 planning for climate change by March 2010.
14. There is one action within the plan which has been delayed this quarter. The involved preparing for an IDeA Peer Review of the LSP which was provisionally scheduled for November 2009. However, due to limited piloting of the new Peer review methodology and availability of suitable peers, the Peer Review has now been rescheduled for March 2010. Therefore the preparation for the review namely the drafting of the self-assessment will now take place during the third quarter of 2009/10.

## 15. SERVICE LEVEL BUDGET MONITORING 2008/2009

### SERVICE LEVEL BUDGET MONITORING 2009/2010

#### POLICY & PERFORMANCE

#### SEPTEMBER 2009

£'000      £'000

#### ORIGINAL CASH BUDGET

769

Add Adjustments for In year cash movements

Virements to/from other Services:

#### Approved Slippage from 2008/09:

Income generated for Chorley Big Picnic 12

CIPFA Corporate Services VFM Review 5

Printing of Chorley Visitor Guide 4

Tuition Fees - Warwick Business School 4

IDEA Inspection 3

LSP Groundwork Projects 3

Tuition Fees - Charity Resource Management 2

33

#### ADJUSTED CASH BUDGET

802

Less Corporate Savings:

#### Staffing:

2% saving on pay award (8)

Vacancy savings (35)

#### CURRENT CASH BUDGET

759

#### FORECAST

#### EXPENDITURE

Staffing (3)

Expenditure under (-) or over (+) current cash budget (3)

#### INCOME

Income under (+)/ over (-) achieved

-

#### FORECAST CASH OUTTURN 2009/2010

756

#### Key Assumptions

Assumed 1% pay award for 2009/10

#### Key Issues/Variables

Staffing Savings:

Performance Advisor on maternity leave.

Vacant Research Officer post for 2 months.

## PERFORMANCE INDICATORS

Indicator Description	Actual Perf 08/09	Target 09/10	Qtr2 Performance 09/10
Sickness absence (Lower better)	1.11 fte days	7.24 fte days	0 fte days
% of undisputed invoices processed within 30 days (Higher better)	99.46o%	97.5%	100%
Recorded value of grant offers (£s) in the borough.	£786,400	£750,000	£686,316

## EQUALITY AND DIVERSITY UPDATE

16. During this quarter the 12-month review of the Equality Forum was carried out with Forum members and actions for improvement commenced. Overall, the feedback on the Equality Forum was very positive. The few actions include limiting the number of consultation presentations at the start of the meeting to two; moving the valued network break from the middle of the meeting to the end of the meeting; developing a short action plan for the Forum arising mainly from the recommendations from the Task and Finish Groups and improving representation at the Forum from young people and the BME and faith communities.
17. The Directorate also supported the Equality Impact Assessments carried out on Cotswold House following transfer back to the Council in June and the revised Housing Allocations Policy approved by Executive Cabinet in early October.

## RISK MANAGEMENT UPDATE

17. All risks were managed in line with the planned actions and have not been an issue.

## VALUE FOR MONEY / EFFICIENCIES UPDATE

18. The replacement for Performance Plus is on track and will deliver planned savings of £6k.

## LESLEY-ANN FENTON ASSISTANT CHIEF EXECUTIVE (POLICY & PERFORMANCE)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Lesley-Ann Fenton	5323	26 <sup>th</sup> October 2009	***