
Chief Executive's Office

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Date: 19 March 2007

Chief Executive: Donna Hall

Chorley
Council

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Dear Councillor

CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 20TH MARCH 2007

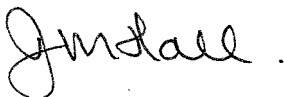
I am now able to enclose, for consideration at the above meeting of the Corporate and Customer Overview and Scrutiny Panel, the following reports that were unavailable when the agenda was printed.

Agenda No Item

4. **Business Plan Monitoring Statements (Pages 59 - 68)**

Business Plan and Performance Monitoring Reports are enclosed for the period October 2006 to December 2006 for the Finance Directorate and Customer, Democratic and Legal.

Yours sincerely



Chief Executive

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Distribution

1. Agenda and reports to all Members of the Corporate and Customer Overview and Scrutiny Panel for attendance (Councillor Geoffrey Russell (Chair) and Councillors Peter Baker, Andrew Birchall, Alan Cain, Henry Counce, Magda Cullens, David Dickinson, Doreen Dickinson, Catherine Hoyle, Hasina Khan, Keith Iddon, Margaret Lees, Thomas McGowan, Miss June Molyneaux, Edward Smith, Mrs Joyce Snape and Mrs Stella Walsh)
2. Agenda and reports to Paul Morris (Executive Director Corporate and Customer), Gary Hall (Director of Finance), Tim Murphy (Director of Information and Communication Technology), Lorraine Charlesworth (Director of Human Resources), Andrew Docherty (Director of

Customer, Democratic and Legal Services), Asim Khan (Assistant Head of Customer Services) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.

3. Agenda and reports to Councillor John Walker (Executive Member for Customer, Democratic and Legal) for attendance.

This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپکی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

01257 515823 کیجئے:

**BUSINESS PLAN MONITORING STATEMENT FOR THE FINANCE DIRECTORATE
FOR THE PERIOD OCTOBER TO 31 DECEMBER 2006**

1. KEY MESSAGES

In this quarter of the year, the emphasis of the Directorates work has been:

- Preparation for the 2007/08 Budget.
- Tendering the Council's insurance covers and contributing towards the stock transfer process.
- Finalising the arrangements in relation to the outsourcing of Property Services.
- Making progress on the Financial Shared Services feasibility study with South Ribble Borough Council.
- Releasing the new self service and mobile working technology solutions.

The above list represents a significant programme of work, but I am pleased to report that all the projects listed above have been or are on track to be delivered.

Summary of KPI performance as follows:

	CURRENT POSITION	FORECAST OUTTURN
Number of green KPI's	8	11
Number of blue KPI's	4	1
Number of red KPI's	0	0
Number of KPI's not yet measured	0	0

The table shows that good progress is being made on all targets with no KPI's having unsatisfactory performance in terms of a red triangle and more details are provided in paragraph 4. Since the last report one BVPI has moved categories into a blue circle, in relation to the number of fraud investigations.

2. BUDGET UPDATE

	£'000
Cash budget	1,366
Forecast Outturn	1,366
Forecast overspend/(underspend)	0

The table shows that it is anticipated that the Directorates current cash budget will be met by the end of the financial year.

3. SERVICE DEVELOPMENTS

The key service development are listed in paragraph 1, in relation to those items the current position is as follows:

- Draft budget approved December 2006.
- Specification to tenderer sent out prior to Christmas in line with expected timetable, responses awaited.
- Property outsourcing awaiting confirmation of pensions admission agencies for staff.
- For the shared services project, data/services gathering still in progress.
- Mobile technology and self service solutions launched and working well, takeup campaign now being planned.

4. PERFORMANCE VARIATION

Indicator Description	Target	Performance 31/12/06	Comments
% invoices processed on time	96.5	92.1	Blue Circle
% finance budget spend – year end forecast	100	100	Green Star This figure relates to the Finance Directorate only.
Ave time to process new benefit claims	25	19.3	Green Star
% benefit calculations correct	99.0	99.5	Green Star
% Council Tax collected	86.9	86.85	Blue Circle
% NNDR collected	74.25	87.9	Green Star
Finance Sickness Absence	6.75	5.27	Green Star
Number of claimants visited	200	265	Green Star
Number of fraud investigations	40	50	Blue Circle
Number of prosecutions/sanctions	9	11.5	Green Star

5. **CONCLUSION**

The quarter again has proven to be a good one, with performance in the main continuing to be on track. The draft budget was issued earlier than ever, benefits performance continue to be good and a number of key corporate projects has been successfully supported.

In areas where performance is slightly below target, positive action will be taken to try and bring performance back to target level. As previously stated however, the target for corporate invoice processing will not be met. However, to put this into context, performance compared with last year has improved by 10%, but clearly there is more work still to be done in this area.

Signature: _____

GARY HALL
DIRECTOR OF FINANCE

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**BUSINESS PLAN MONITORING STATEMENT FOR THE
CUSTOMER, DEMOCRATIC AND LEGAL SERVICES
FOR THE PERIOD 1ST OCTOBER 2006 TO 31ST DECEMBER 2006**

1. KEY MESSAGES

SERVICE PERFORMANCE INDICATORS	CURRENT POSITION	FORECAST OUTTURN
Number of green PI's	3	3
Number of blue PI's	3	3
Number of red PI's	3	3
Number of PI's not yet measured		

2. BUDGET UPDATE

SERVICE LEVEL BUDGET MONITORING 2006/2007

CUSTOMER, DEMOCRATIC & LEGAL SERVICES

JANUARY 2007	£'000	£'000
ORIGINAL CASH BUDGET		2,106
Add Adjustments for In year cash movements		
Slippage from 2005/2006		
Temporary Staffing		17
Charter Mark application		4
Virements to/from other Services:		
- Paris maintenance responsibility transferred to Finance		(4)
- Asset Maintenance		27
- 2*Sc2/5 posts transferred from finance		19
- Mayors secretary post to Chief Execs Office		(25)
- Mayoral budgets transferred to Chief Execs Office		(27)
ADJUSTED CASH BUDGET		2,117
Less Corporate Savings -		
Hospitality - Members		(5)
Senior Management Review		(1)
CURRENT CASH BUDGET		2,111
FORECAST		
EXPENDITURE		

Director of CUDL - Staffing costs		(9)	
Customer Svs - Staffing costs		(47)	
Central Emergency Service - Standby Duty Allowance	3		
Democratic Rep & Man - Members Allowance Scheme		(12)	
Democratic Rep & Man - Christmas Lights		(9)	
Elections	3		
Electoral Registration Computer - Software-Maintenance	6		
Electoral Registration - Canvass Payments	3		
Electoral Registration - Printing	4		
Civic Services Buildings - Staffing	17		
Civic Services Buildings - NNDR		(3)	
Civic Services Buildings - Water	3		
Civic Services Buildings - Refuse Collection	5		
Civic Services Buildings - Office moves	11		
King St - NNDR	8		
Land Charges - LCC Search Fees	8		
Legal Services - Staffing costs	36		
Legal Services - Publications	8		
Legal Services - Practicing Certificates	3		
Other	4		
	<hr/>		
Expenditure under(-) or over (+) current cash budget			42
 INCOME			
Licensing Services		(24)	
Land Charges - LCC Search Fees	3		
Legal Services - Other Legal Fees		(3)	
Lancastrian Hire		(3)	
	<hr/>		
Income under (+)/ over (-) achieved			(27)
 FORECAST CASH OUTTURN 2006/2007			<hr/> <hr/> 2,126

Key Assumptions

Key Issues/Variables

- Building Maintenance to be reported corporately
- Director of CUDL not starting till Sept
- Customer Services vacant posts not yet filled from start of year
- Civic Services 3*p/t staff working f/t + o/t
- King St building not yet sold
- Land Charges LCC search fees payment increase
- Legal Services 2 * vacant posts
- Members allowances special responsibilities reduced by 3 posts, 2 vacant
- Christmas Lights saving subject to confirmation
- Agency staff covering vacant posts in Legal Services
- Licensing Services increase in licence income
- Lancastrian hire charges to be raised

3. SERVICE DEVELOPMENTS

During this period:

The Elections team undertook a successful annual canvass. Their hard work paid off with a 3% increase in the level of returns based on the previous register.

The Council adopted a Gambling Act policy and the Licensing team are now on track to handle this new area of work.

Almost 250 staff attended a training session on Data Protection organized by the Council's Information Officer

The contact centre opened for telephone calls between the 27th and 29th of December and received more than 1000 calls during that period. Thanks are due to the staff who volunteered to man the phones.

4. PERFORMANCE VARIATION

Indicator Description	Target at 31 Dec 2006	Performance at 31 Dec2006	Comments
Satisfaction – Contact Centre	95	97.62	Green Star
% of reports and agendas published on the internet	100	100	Blue Circle
% Committee Minutes published within Five working days	75	80	Blue Circle
% of Customer seen within 10 Minutes in the One Stop Shop	80	68.51	Red Triangle
Average Number of days to process personal license applications	12	0.33	Green Star
Average number of days to process premises/club licences	17	1	Green Star
Customer, Democratic and Legal Services Budget Spend – Year End Forecast	100	101.82	Blue Circle
Customer, Democratic and Legal % Invoices Processed within 30 Working Days	96.5	84.69	Red Triangle
Customer, Democratic and Legal Services Sickness Absence Days	6.75	7.94	Red Triangle

Andy Docherty

DIRECTOR OF CUSTOMER DEMOCRATIC AND LEGAL SERVICES

Action Plans

Action Plan One. Indicator Number: CD 007

Indicator Short Name: % of Customers seen within 10 minutes in the One Stop Shop

Q3		End of Year Target
Performance	Target	
68.51	80	80

Please explain the reasons why progress has not reached expectations: A combination of leave, long-term sickness, a significant increase in customers to the one stop shop and diversion of resources to call centre have all contributed to a drop in performance.

Please detail corrective action to be undertaken: The need for additional resources has been recognised.

Action planned through financial year: Six new advisors have been appointed and have undergone undergoing training. Three vacant posts still exist (2 fixed term 12month contracts, one permanent) and recruitment will not take place until the recruitment freeze no longer applies. Initially extra resource will be targeted at dealing with high volume straightforward queries to the Call Centre. Extra advisors will help resource the Call Centre freeing up staff to the One Stop Shop which will hopefully reduce the wait times. There are also plans in place to look at changes to technology to enable service owners to answer overflow calls in their units. This is now in place but only used when very high volume calls are anticipated. Other technical changes to improve call handling will take longer to develop and embed.

Please give an objective assessment as to whether the year end target will be met: We are now monitoring the abandonment rate of customers in the One Stop Shop. This allows us to monitor the impact of longer waiting times on those customers who are not seen within the target time of 10 minutes. Performance for December 2006 showed a 2.2% abandonment rate. This information will be used as a baseline in 2006/07 and we will develop targets and specific actions to drive up performance in this area. Furthermore it is currently unclear what level of impact the of annual billing of council tax will have upon the service as this is the first year these call have been delay with by customer services. It is possible that a high volume of call will be experienced due to customers expecting a 0% increase with out understanding that this applies to the Chorley Council element of their Council Tax only. All possible to mitigate the impact of these factors will be put in place but it is likely that at year end the target will not be met.

Action Plan Owner: A. Khan
Unit: CLDS
Contact Number: 5102
Date: 8th March 2007

Action Plan Two Indicator Number: BV012

Indicator Short Name: Sickness Absence – Customer, Democratic and Legal

Services

Q3		End of Year Target
Performanc	Targe	
7.94	6.75	9.00

Please explain the reasons why progress has not reached expectations:

The target for sickness absence is set Corporately. All possible action to address absenteeism and support affecting staff members is being taken.

Please detail corrective action to be undertaken:

A new Corporate policy has been developed which has challenging targets for both long and short-term absence. The provisions and requirements set out in this policy are being adhered to in the Directorate. These include regular welfare visits and the utilisation of our occupational health facilities and it's services. As a result of the application of the policy and with the support of HR our main long-term sickness has returned to work, which should reduce levels of sickness absence in the later part of 2006/07.

Action planned across the financial year:

Corporately the management of sickness absence will take a more proactive approach, with HR and the relevant Directorates working closely to proactively foresee problem areas. These will be managed in line with the Absence Policy.

Please give an objective assessment as to whether the end target will be met:

Although performance is improving it is unlikely that inline with the target.

Action Plan Owner: A. Docherty

Unit: CLDS

Contact Number: 5102

Date:

Action Plan Three Indicator Number: BVPI 008 Invoices Processed within 30 Days

Q3		End of Year
Performanc	Targe	
84.69	96.50	96.50

Please explain the reasons why progress has not reached expectations:

A number of factors have contributed to the failure to meet the performance target:

- Staff becoming familiar with new systems
- A number of suppliers failing to quote purchase order numbers (some repeatedly) leading to delays in processing
- Some invoices being misdirected as a result of restructures
- Some delays resolving issues relating to invoices for work commissioned by the Department on behalf of the Highways Partnership which became due for payment after the Partnership ended.

Please detail corrective action to be undertaken:

The performance of this indicator is now monitored personally by the Director on a weekly basis. Staff have been reminded of the importance of processing invoices promptly and using purchase orders. New arrangements for processing invoices have been agreed with Finance and are being trialled in parts of the Directorate.

Action planned across the financial year:

Monitoring to continue.

Please give an objective assessment as to whether the end target will be met:

It is unlikely that the target will be met

Action Plan Owner: A. Docherty
Unit: CLDS
Contact Number: 5102
Date: