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## Chief Executive's Office

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Date: 23 June 2006

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**Chief Executive:** Donna Hall

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**Chorley**  
Borough Council

Town Hall  
Market Street  
Chorley  
Lancashire  
PR7 1DP

Dear Councillor

### **EXECUTIVE CABINET - THURSDAY, 29TH JUNE 2006**

I am enclosing the following additional pages for consideration with the report on the 2005/06 Performance Indicators at Item No.12 on the agenda for next Thursday's meeting of the Executive Cabinet:

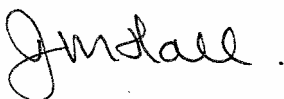
#### **Agenda No    Item**

12.    **Quarterly Performance Indicators, 2005/06 - End of Year Monitoring Report**  
**(Pages 313 - 318)**

Pages 313-314 – Action Plan for BVPI.3 (Satisfaction with the Council overall) – Please substitute these pages for pages 159-160 in the agenda document pack.

Pages 315-318 – Action Plan for preventing homelessness – These pages should be read in conjunction with the Action Plan for BVPI.183b on page 171 of the agenda pack.

Yours sincerely



Chief Executive

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#### **Distribution**

1. To all Members of the Executive Cabinet and Chief Officers 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  
کیجئے: 01257 515823

**CHORLEY B.C. PERFORMANCE MANAGEMENT  
ACTION PLAN**

**FINANCIAL YEAR 2005 / 2006**

**Indicator Number: BV 3**

**Indicator Short Name: Satisfaction with the Council Overall**

2004/05		2005/06		End of Year Target
Performance	Target	Performance	Target	
58	72	53	72	72

**Please explain the reasons why progress has not reached expectations:**

The survey in 2005/06 was our own annual satisfaction survey rather than the BVPI survey, which we conduct every three years. Consequently there is no national data against which to compare and put our results in context. There are a number of possible reasons for the lower than expected results. Locally the new refuse/recycling collection arrangements (a service which everyone uses) had some initial problems and nationally there was an extensive national campaign against rising council tax levels. Individual service results performed better.

**Please detail corrective action to be undertaken:**

This indicator is critical to the Council going forward. Customer satisfaction will form a major element of the revised Comprehensive Performance Assessment (CPA) in the future. A full action plan setting out our strategy for improving this score will be prepared as a matter of urgency. The next customer satisfaction survey will commence in September this year.

**Action planned in next financial year:**

The time period from September to November is critical in rising levels of customer satisfaction as this is when the national satisfaction surveys will be carried out. The Council will undertake the following key measures to ensure an improvement in levels of overall satisfaction with the Council both in the short and longer term:

- Ensure 0% Council Tax increase in 2007/8.
- Ensure the delivery of the efficiency measures set out in the Council's Annual Efficiency Statement.
- Freeze car parking charges to attract more visitors and shoppers to Chorley.
- Continue to further improve the frontline services within the Streetscene, Neighbourhoods and Environment Directorate.
- Introduce the weighted recycling sack borough-wide as piloted earlier in the year.
- Continue to work closely with Cleanaway to ensure the streets are left clean and tidy after collections.
- Improve the reputation of the Council by ensuring residents are aware of the full range of services we provide and explaining our service performance.

**CHORLEY B.C. PERFORMANCE MANAGEMENT  
ACTION PLAN**

- Continue to work on developing the Council's image in the community through membership of the Local Government Association's "Reputation" campaign.
- Continue to develop our "excellent" rated customer services, ensuring customers receive a first class service through a range of access channels, eg the website, one stop shop and contact centre.
- Continue to develop the "You said - We did" approach. This aims to demonstrate the fact that we are a listening Council.
- Installing banners on the lampposts the length of Market Street from the Town Hall to QS Fashions. These will create interest and vibrancy in the Town Centre.
- Rolling out the neighbourhood area forum pilot areas, focusing on the issues raised at inaugural area forum tings and what we have done to tackle the issues in the community.
- Recreating the perfect website – this will be done in full consultation with groups across the borough in July and August when we will be asking residents what they want from the Council online and ensuring it is reflecting in the final design/creation. Although the end result will not be until the end of the year – the consultation enables us an opportunity to raise our profile and establish the council as an organisation that listens and cares about what residents think – then acts. We'll be feeding back how their views have been taken into account as soon as possible.
- Ensure we have excellent internal communications as many of our staff live in the Borough and should be ambassadors for the Council.

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

The measures set out above will move us closer to the achievement of our target.

**Action Plan Owner: Donna Hall**  
**Contact Number: 01257 515104**

**Date: 30/5/06**

**Proposed sections in the strategy:**

Action Plan 1:

**Preventing homelessness / Tackling the wider causes and symptoms of homelessness<sup>1</sup>**

Target	Resource	Responsible Officer/Organisation	Key PI/Monitoring Tool	Priority	Client Group	Benefit
Produce a procedure for dealing with illegal evictions	Officer Time	Dave Cartwright (CBC)		1	Private Sector	Reduce no of illegal evictions
Establish a joint protocol with mediation services	Officer Time	Ian Aldred (CBC)		1	16-25 yo (Living with parents)	Enable more applicants to carry on living at current address
Homeless Education Project in Schools	Funds	Ian Aldred (CBC) / S.L.E.A.P.		1	16-25 yo (Living with parents)	Reduction in 16-25 yo leaving home
Creation of a housing advice officer (preventative)	Funds	Homeless Service		1	All client groups	Less homelessness

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<sup>1</sup> Draft Action Plans for 2006-09 Prevention of Homelessness Strategy

Action Plan 2:

Providing support for vulnerable people

Target	Resource	Responsible Officer/Organisation	Key PI/Monitoring Tool	Priority	Client Group	Benefit
To continue to be involved with the Supporting People Program	Officer Time	Ian Aldred (CBC)		1	All client groups	To ensure that services in Chorley are represented
Work with Support Providers to ensure that current floating support capacity is kept	Officer Time	Ian Aldred (CBC)		1	All client groups	To ensure floating support levels in Chorley are kept
Work with existing support providers and provide help as necessary to help through the tendering process of floating support services	Officer Time	Ian Aldred (CBC)		1	All client groups	To ensure any provider that wishes to tender for SP contract is able to

Action Plan 3:

Providing more settled homes and helping people move away from rough sleeping

Target	Resource	Responsible Officer/Organisation	Key PI/Monitoring Tool	Priority	Client Group	Benefits
Bringing Empty Homes Back into Use ??		Dave Cartwright	LAA/BVPI	1	All groups	Reduction in empty homes/more affordable homes
Conduct a rough sleepers count	Officer Time	Ian Aldred/Charlie Woska (CBC)		1	Rough Sleepers	To establish an actual (on a night) number of rough sleepers
No of affordable homes brought on-line	Funds	RSL's/Housing Corporation/Ian Aldred (CBC)	Local PI	1	All client groups	Enable applicants to have Housing Options.

Action Plan 4:

**Improving access and quality of our services**

Target	Resource	Responsible Officer/Organisation	Key PI/Monitoring Tool	Priority	Client Group	Benefit
Ensure that CBC Homeless Assessment gains the CLS Quality Mark	Officer Time	Ian Aldred/Sue Davidson (CBC)		1	All client groups	Ensures that Housing Advice offered by CBC is of certain quality
Help and assist Smartmove to gain CLS Quality Mark		Ian Aldred(CBC) /Sandra Sobee		1	All client groups	Ensures that Housing Advice offered by Smartmove is of certain quality

**Please note:**

The proposed action plan is draft and responsible officer/organisation has not yet been agreed.

Priority 1 equates to 2006/07