

Corporate and Customer Overview and Scrutiny Panel

Agenda and Reports

For consideration on

**Tuesday, 25th September
2007**

In Committee Room 1, Town Hall, Chorley

At 6.30 pm



PROCEDURE FOR PUBLIC QUESTIONS/SPEAKING AT OVERVIEW AND SCRUTINY MEETINGS

- Questions must be submitted to the Democratic Services Section by no later than midday, two working days before the day of the meeting to allow time to prepare appropriate responses and investigate issues if necessary.
- A maximum period of 3 minutes will be allowed for a question from a member of the public on an item on the agenda. A maximum period of 30 minutes to be allocated for public questions if necessary at each meeting of the Panel. This will provide an opportunity for members of the public to raise and ask questions on any issue falling within the remit of the Panel.

Chief Executive's Office

Please ask for: Ruth Hawes
Direct Dial: (01257) 515118
E-mail address: ruth.hawes@chorley.gov.uk
Date: 14 September 2007

Chief Executive: Donna Hall

Chorley
Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Dear Councillor

CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 25TH SEPTEMBER 2007

You are invited to attend a meeting of the Corporate and Customer Overview and Scrutiny Panel to be held in Committee Room 1, Town Hall, Chorley on Tuesday, 25th September 2007 commencing at 6.30 pm.

AGENDA

1. **Apologies for Absence**
2. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda. If the interest arises **only** as result of your membership of another public body or one to which you have been appointed by the Council then you only need to declare it if you intend to speak.

If the personal interest is a prejudicial interest, you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

3. **Minutes (Pages 1 - 2)**

To confirm as a correct record the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 24th July 2007 (enclosed).

4. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item(s) on the agenda will be asked to put their question(s) to the Committee. Each member of the public will be allowed to ask one supplementary question within his or her allocated 3 minutes.

5. **Decriminalised Parking Enforcement - Monitoring of Inquiry Recommendations (Pages 3 - 10)**

Report of the Director of Streetscene, Neighbourhoods and Environment (enclosed).

Continued....

6. **Quarterly Business Plan Monitoring Statements**

Business Plan and Performance Monitoring Reports are enclosed for the period April 2007 to June 2007 for

- a) Human Resources (Pages 11 - 18)
- b) Information, Communication Technology Services (Pages 19 - 24)
- c) Customer, Democratic and Legal Services (Pages 25 - 30)
- d) Financial Services (Pages 31 - 38)

7. **Scrutiny Inquiries - Efficiency Gains and Absence Management**

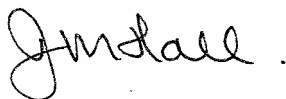
The two Sub-Group Chairs will give a verbal update to the Panel on the ongoing Scrutiny Inquiries.

8. **Overview and Scrutiny Work Programme (Pages 39 - 42)**

To consider the Overview and Scrutiny Work Programme for 2007 2008 (enclosed).

9. **Any other item(s) that the Chair decides is/are urgent**

Yours sincerely



Chief Executive

Distribution

- 1. Agenda and reports to all Members of the Corporate and Customer Overview and Scrutiny Panel (Councillor Geoffrey Russell (Chair) and Councillors Terry Brown, Henry Counce, Michael Davies, Mike Devaney, David Dickinson, Mrs Doreen Dickinson, Daniel Gee, Pat Haughton, Keith Iddon, Kevin Joyce, Hasina Khan, Thomas McGowan, June Molyneaux, Mick Muncaster, Joyce Snape and Mrs Stella Walsh) for attendance.
- 2. Agenda and reports to Paul Morris (Assistant Chief Executive), Gary Hall (Director of Finance), Lorraine Charlesworth (Director of Human Resources), Andrew Docherty (Director of Customer, Democratic and Legal Services), Tim Murphy (Director of Information and Communication Technology), Iain Price (Parking Manager) and Ruth Hawes (Assistant Democratic Services Officer) 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
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Corporate and Customer Overview and Scrutiny Panel

Tuesday, 24 July 2007

Present: Councillor Geoffrey Russell (Chair) and Councillors Terry Brown, Henry Caunce, Michael Davies, Mike Devaney, David Dickinson, Mrs Doreen Dickinson, Pat Haughton, Kevin Joyce, Hasina Khan, Mick Muncaster and Mrs Stella Walsh

07.CCS.29 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Danny Gee, Keith Iddon, Thomas McGowan, June Molyneaux and Joyce Snape.

07.CCS.30 DECLARATIONS OF ANY INTERESTS

There were no declarations of interest by Members relating to the items on the agenda.

07.CCS.31 MINUTES

RESOLVED – That the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 12 June 2007 be confirmed as a correct record and signed by the Chair.

07.CCS.32 PUBLIC QUESTIONS

No member of the public requested to speak at the meeting.

07.CCS.33 SCRUTINY INQUIRIES - GERSHON EFFICIENCIES AND ABSENCE MANAGEMENT

The Chair explained that the purpose of the item was to draft the scoping document for the Absence Management Inquiry and the Efficiency Inquiry.

It was proposed and seconded that Councillor Mike Devaney be the Chair of the Absence Management Sub-Group and proposed and seconded that Councillor Stella Walsh be the Chair of the Efficiency Sub-Group.

The two Sub-Groups broke off into different rooms to draft the scoping documents.

It was AGREED that the Democratic Services Officer contact members of the Sub-Groups to determine days and times that were not convenient for meetings. The date of the first meeting of the Sub-Groups would be confirmed with the relevant members.

07.CCS.34 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Panel received and noted the Overview and Scrutiny Work Programme for 2007 2008 and in particular the items relating to the Panel.

RESOLVED – That the Work Programme be noted.

Chair

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Report of	Meeting	Date
Director of Streetscene, Neighbourhoods and Environment	Corporate and Customer Overview and Scrutiny Panel	25 September 2007

DECLIMINALISED PARKING ENFORCEMENT – MONITORING OF INQUIRY RECOMMENDATIONS

PURPOSE OF REPORT

- To report to the Panel progress following their recommendations made to the Executive Cabinet on 29 June 2006.

RECOMMENDATION(S)

- It is recommended that the Panel notes progress on the various issues.

EXECUTIVE SUMMARY OF REPORT

- Reporting the progress of the recommendations made by the Scrutiny Panel.

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the central Lancashire sub region	✓	Improved access to public services	
Improving equality of opportunity and life chance		Develop the character and feel of Chorley as a good place to live	
Involving People in their Communities		Ensure Chorley is a performing Organisation	

BACKGROUND

- The Panel carried out an enquiry to investigate the effectiveness of decriminalised Parking Enforcement in Chorley, and assessed the impact the introduction of this had on residents, visitors, motorists, traders and business. A summary of the Panel's recommendations, annotated with up to date comments on the progress made on the implementation of the recommendations, is set out overleaf.



Objective/Key Issue 1 To investigate the effectiveness of Decriminalisation of Parking Enforcement in Chorley,

Recommendation	Comments
1. That it be noted that in the early stages there was some cause for concern that generated media interest. There have been improvements since the Inquiry has been ongoing. Recommendations 4, 5, 6, 11c have already begun.	Not applicable.
2. That the Director of Customer, Legal and Democratic Services be requested to resolve the outstanding issues in relation to the agency agreement as soon as possible.	The Director is current waiting for a response from LCC legal to the outstanding issues.

Objective/Key Issue 3 To compare with Best Practice elsewhere.

Recommendation	Comments
3. That the Parking Manager liaise with the contractor (National Car Parks) to ensure that Parking Attendants make a note of circumstances when a driver returned to their vehicle, had been issued with a Penalty Charge Notice and was encouraged by the Parking Attendant to follow the appeals procedure. 4. That the Parking Manager liaise with the contractor (National Car Parks) to ensure that Parking Attendants record verbal abuse on the hand held equipment and in the pocket book.	This has been implemented. This has been implemented.
14. That Lancashire County Council Social Services be requested to highlight which side of the Blue Badge should be displayed using a sticker. 5. That the Parking Manager liaise with the contractor (National Car Parks) to ensure that Parking Attendants use a leaflet showing additional information as to why a Penalty Charge Notice had been issued to Blue Badge holders, similar to that used in Bolton.	LCC Social Services will implement this initiative early this year. Delayed due to move to the Hub. Implemented – this is now done County wide.
6. That the Parking Manager meet the Parking Attendants on their first day of employment to highlight certain points, for example, the importance of customer services.	This has been implemented.
7. That the Director of Streetscene, Neighbourhoods and Environment initiate Traffic Regulation Orders on the zig zag lines in front of schools in Chorley in conjunction with the “safer routes to school” initiative with Lancashire County Council.	Implemented - LCC now carrying this forward. Six schools included in report to be considered by Lancashire Local Chorley Committee on 8 February 2007. However, there has been a long delay because of LCC legal working on a Consolidation order which has mean that no new Traffic Regulation Orders have been made for over twelve months.



<p>18. To support the following recommendations of the Childs report: That the British Parking Association invites the Department for Transport: To undertake urgent work to make more widely known the link between road safety, free flow of traffic and kerb space management and parking control (R1). To seek from Local Authorities a full and audited annual disclosure which identifies income, expenditure and those specific areas in which any Decriminalisation of Parking Enforcement surpluses have been spent and the benefit they bring to all stakeholders and Prescribe a national model for how this information should be provided and ensure that it was in a form that was easily understood (R2). To specifically encourage the adoption of an appropriately balanced Model Contract for use by Local Authorities and contractors (R4). To require Local Authorities to undertake regular and local public opinion surveys into parking controls and Decriminalisation of Parking Enforcement and identify key concerns the community have (R5). To develop a communication strategy around parking control and Decriminalisation of Parking Enforcement aimed at improving the public understanding and perception of them (R6). To consider how parking control and enforcement and the benefits they bring can be better represented in the Highway Code (R7). To require Local Authorities to undertake regular audits of traffic regulation orders and signs to ensure that they remain relevant and necessary and signs are accurate, understandable and visible and that changes needed in regulations be made within a published time frame (R12). To emphasise to Local Authorities the importance of regular reviews of traffic regulation orders and signage and seek the publication of a plan to achieve this (R13). To consider whether through legislation, the name "Parking Attendant" should be changed to better reflect the role of such staff on the street (R15). To consider ways in which it can be made obligatory to Parking Attendants to have undergone independently assessed training e.g. through the new City and Guilds qualification, either before appointment or within a set period of being appointed (R17). To support an approach to the Home Office to explore how the victimisation of Parking Attendants might be made a higher priority for the Police (R23). To urge Local Authorities to fully investigate and</p>	<p>Implemented - A copy of the Scrutiny recommendations was presented to the British Parking Association.</p>
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respond to requests to have a penalty charge notice withdrawn on receipt of the first communication from the driver (R32).

To urge Local Authorities to reinstate a full 14-day discount period if a road user can satisfy them that he/she did not receive the original Penalty Charge Notice (R33).

To encourage Local Authorities to publish annually the

- Number of Penalty Charge Notices issued each year
- Number of Penalty Charge Notices paid at the reduced rate
- Number of requests for Penalty Charge Notices to be withdrawn before the Notice to Owner was issued (R34)
- Number of formal representation made and allowed
- Time taken to respond to all requests

To collaborate with the British Parking Association in undertaking research to establish the most effective way of providing National good practice in parking control and the development of a good practice guide (R41).

That the British Parking Association Explores the way in which the status and recognition given to Parking Attendants can be improved (R14).

Engages with specialist training advisors and reviews whether the levels of interpersonal skills and conflict resolution training in the Parking Attendant training syllabus was sufficient for the role they perform (R18).

Encourage Local Authorities and contractors who employ Parking Attendants, to provide specific financial support for those who wish to undertake job related and externally validated training, if the employer does not provide suitable training (R19).

Approach the Association of Chief Police Officers and seek to develop an enhanced response in case of Parking Attendant victimisation (R22).

Considers the establishment of an appropriate qualification for parking managers as a development on its work on training for Parking Attendants (R28).

And

That there was no change in the level of discretion given to Parking Attendants "on the street" (R27).

19. That the Department for Transport be requested to develop a guide to parking to be sent to drivers with their drivers license and to consider parking issues in more detail in the driving test.

Objective/Key Issue 4 To identify future improvements for customer service.

Recommendation	Comments
<p>8. To undertake the following to address the negative perception of the public in relation to Decriminalisation of Parking Enforcement:</p> <p>a) To request Lancashire County Council to produce a marketing toolkit for use by the districts, for example posters, leaflets, bus or radio advertising.</p> <p>b) That the Director of Policy and Performance include a question relating to Decriminalisation of Parking Enforcement on any suitable surveys with the citizens’ panel to identify any concerns that the community have.</p> <p>c) That the Parking Manager distribute of publicity leaflets to local businesses and market traders such as, “pavements are for people” and “parking tips” to educate drivers that they can return to the vehicle and purchase additional time.</p> <p>d) That the Parking Manager arrange for a sign to be erected on site where revenue from Decriminalisation of Parking Enforcement had funded projects, for example, road safety schemes.</p> <p>e) That the Parking Manager place a helpline number on all of the car park tariff boards to enable the public to report faults or problems to the contractor (National Car Parks)</p> <p>f) That a leaflet be produced showing where the Car parks were in Chorley. The leaflet to be produced by an external company but co-designed with the Council with sponsored adverts in from local businesses. The leaflets to be distributed to local businesses, Market Traders and the One Stop Shop.</p> <p>g) That if a commercial or a new corporate video, was produced references should be made to Decriminalisation of Parking Enforcement.</p>	<p>Lancashire have appointed a dedicated Communications Officer and she is producing the material.</p> <p>Implemented - LCC now dealing with this, sending out questionnaires to all customers and spending £25,000 on market research.</p> <p>Will happen when appropriate.</p> <p>Will happen when appropriate.</p> <p>Now in place with information on the tariff boards.</p> <p>This has been completed, map attached.</p> <p>No current plans to produce a new video.</p>
<p>9. That the Parking Manager trial the use of mystery shoppers with Internal Audit. The Panel would monitor the results and regularity of mystery shoppers. A dispensation could be given to allow a vehicle to park in contravention on a car park allowing the mystery shopper to assess:</p> <ul style="list-style-type: none"> • Whether a vehicle parked in contravention was issued with a Penalty Charge Notice, • How the customer was dealt with, • The quality of information given by the Parking Attendant and <p>How the appeal was dealt with by Parkwise.</p>	<p>Implemented - Officers from Internal Audit carried out “Mystery Shopper” exercises on four separate dates, using four different vehicles. On each occasion a Pay and Display ticket was purchased and displayed face down on the vehicles dashboard.</p> <p>Penalty Charge Notices (PCN’s) were issued to three of the vehicles, all for the correct code of “Parked in a Pay and Display car park without clearly displaying a valid pay and display ticket.”</p>

Following the issue of the PCN's the Attendant who issued the ticket was approached by the officer and engaged in discussion regarding why the ticket had been issued. A summary of the findings is shown below.

Telephone calls were then made the following day to Parkwise to enquire about what to do next regarding the PCN and the findings are detailed below

	Attendant Parkwise	
Appearance	Good	N/A
Explanation for Issue	Good	Good
Explanation of Appeals Process	Good	Good
Courtesy	Good	Good

The exercise is considered to have been of value and should be continued. However, it is felt inappropriate that officers from Internal Audit continue to be involved, due the small numbers of staff and the limited number of vehicles available to carry out the process.



	Following discussions with the Contractor, it is proposed that as part of a Parking Enforcement Quality Management Initiative, that they carry out a Mystery Parker exercise, using staff from their Management Team and to serve as a check on the performance of their staff and to report their findings to the Council. The advantage to this proposal is the wide number of people available to take part and a much wider range of vehicles.
16. That the contractor (National Car Parks), in conjunction with Lancashire County Council be requested to review the Parking Attendant uniform	This will be raised via the Management Board at Parkwise to gauge reaction from the other Districts. If considered desirable, cost to be obtained from the Contractor.
15. That Lancashire County Council be requested to create a recognised permit for registered carers within Chorley and South Ribble Primary Care Trust area.	This request is still being processed by LCC.
10. That the Director of Streetscene, Neighbourhoods and Environment write to all Chorley Borough Councillors and Parish Councillors requesting that any requests for parking enforcement be made to the Parking Manager. 11. That the Parking Manager organise spot checks by Parking Attendants in residents parking areas out of hours, especially in the summer months. 12. To support the recent trial of a Parking Attendant using a scooter in the rural areas.	Implemented - This has now been carried out twice, and has resulted in parish Clerks contacting the Parking Manager directly. Implemented - Early morning and evening enforcement is being carried out on an irregular basis. Implemented - The scooter is now deployed daily, weather permitting.
13. That the Parking Manager, in conjunction with the Director of Human Resources, create a welcome pack for new Parking Attendants, including the Customer Charter and useful numbers including the Parkwise helpline, Borough Council Contact Centre and Police.	Information from Chorley's induction pack now given to new starters.
17. To support the use of technology to enhance service provision, for example, the use of electronic hand held devices.	Implemented - The Contractor reviews available technology regularly.

IMPLICATIONS OF REPORT

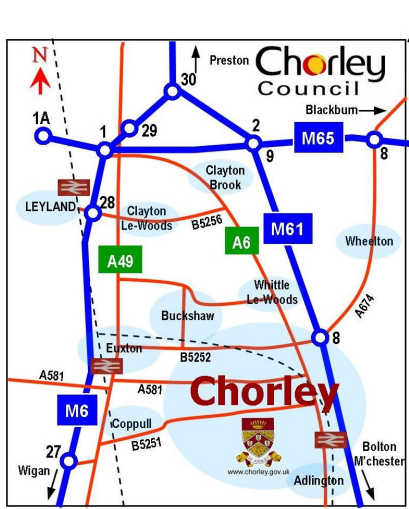
6. This report has no implications for other Directorates

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal			

JOHN LECHMERE
DIRECTOR OF STREETSCENE, NEIGHBOURHOODS AND ENVIRONMENT

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Iain Price	5251	28 August 2007	



ASTLEY HALL

ASTLEY PARK

QUEEN'S ROAD LONG STAY 84 SPACES

FARRINGTON STREET 53 SPACES SHORT STAY

FARRINGTON STREET Police

ST THOMAS'S ROAD

PETER STREET

ST MARY'S SHORT STAY 44 SPACES

WEST STREET SHORT STAY 167 SPACES

GILLIBRAND STREET

FLEET STREET SHORT STAY 59 SPACES

LONG STAY 156 SPACES

PALL MALL

DUKE STREET

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Preston A6
Euxton Lane B5252
CHORLEY HOSPITAL NHS

M61
Junction 8

B&Q

ALDI

Currys

ALL SEASONS LEISURE CENTRE



halfords

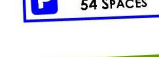
BENGAL STREET OFFICE



WATER STREET LONG STAY 71 SPACES



HOLLINSHEAD STREET SHORT STAY 54 SPACES



UNION STREET

POST OFFICE

FLAT IRON SHORT STAY 387 SPACES



FLAT IRON PARADE

MARKET PLACE

CHAPEL STREET

ST GEORGE'S STREET

HALLIWELL STREET

ANDERTON STREET

CUNLIFFE STREET

GEORGE STREET LONG STAY 28 SPACES



W Wickes Home Improvement Centre

STANDISH STREET

BURLINGTON STREET

LEIGH STREET

LEIGH ROW

DUKE STREET

DUKE STREET

DUKE STREET

DUKE STREET

DUKE STREET



PORTLAND STREET 90 SPACES SHORT STAY

FRIDAY STREET LONG STAY 156 SPACES

CHORLEY RAILWAY STATION

STEELEY LANE

PARK & RIDE

LYONS LANE

BROOKE STREET

CHORLEY MOSQUE

Adlington Bolton A6

Chorley Football Club

Chorley Football Club

Chorley Football Club

Chorley Football Club

Chorley Football Club

Chorley Football Club



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Report of	Meeting	Date
Corporate Director (Human Resources)	Corporate and Customer Panel	25 September 2007

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – HUMAN RESOURCES DIRECTORATE

PURPOSE OF REPORT

- To report progress against the key actions and performance indicators included in the Human Resources Business Improvement Plan for the first quarter of 2007/08.

RECOMMENDATION(S)

- To note the report and actions included in it.

EXECUTIVE SUMMARY OF REPORT

- The first quarter of the year has seen the Human Resources Directorate making good progress against the actions outlined in the business improvement plan, in addition to providing general HR advice and supporting Directorates in recruitment campaigns following major restructures in April this year.

Progress has been made in the following areas:

- Job Evaluation
- Policy Framework with a number of new policies adopted
- Significant Improvement in BVPI 12 Sickness Absence

- The Directorate is still subject to its own restructure which will be presented to Cabinet in October for approval, therefore temporary appointments have been extended to maintain current service levels.

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the central Lancashire sub region		Improved access to public services	
Improving equality of opportunity and life chance		Develop the character and feel of Chorley as a good place to live	
Involving People in their Communities		Ensure Chorley is a performing Organisation	✓



BACKGROUND

6. The Business Plan monitoring reports progress against the key actions and performance indicators included in the 2007/08 Business Improvement Plan for the Human Resources Directorate. The report covers the period of 1 April to 30 June 2007.

BUDGET UPDATE**SERVICE LEVEL BUDGET MONITORING 2007/2008****HUMAN RESOURCES****JUNE 2007**

	£'000	£'000
ORIGINAL CASH BUDGET		483
Add Adjustments for In year cash movements		
Transfer from Earmarked Reserve		17
Slippage from 2006/2007		36
Virements for other Services		
- Transfer of Health & Safety from H.R. to Finance		(34)
ADJUSTED CASH BUDGET		502
Less Corporate Savings:		
CURRENT CASH BUDGET		502
FORECAST		
EXPENDITURE		
- Young Persons Development costs		(2)
- Consultants fees	3	
- Agency staff		(4)
- Legal fees	3	
Expenditure under (-) or over (+) current cash budget		-
INCOME		
- Staff secondment		(8)
Income under (+)/ over (-) achieved		(8)
FORECAST CASH OUTTURN 2007/2008		494

ORIGINAL CASH BUDGET**ADJUSTED CASH BUDGET****CURRENT CASH BUDGET****FORECAST****EXPENDITURE****INCOME****FORECAST CASH OUTTURN 2007/2008****Key Assumptions**

- Young Persons Development 1.5 FTE, £5K costs per person per year

- Job Evaluation pay modelling additional costs to be funded from a combination of savings already achieved (JE Reserve £17,477) and virement to be identified from within Human Resources.

Key Issues/Variables

The income from staff secondment has risen to match agreed increased salary costs.
 A 6 months contract extension for temporary/agency staff has been included, to maintain current levels of service, pending the restructuring of the Human Resources Directorate.

Key Actions

Closely monitor activity against JE and Training budgets.

SERVICE DEVELOPMENTS

7. During the first quarter the following key actions were due to be completed, progress against these actions is summarised in the table below:

Milestone	Progress
Job Evaluation - Negotiate job ranking/pay line and pay system with the Trade Unions. Undertake an equal pay audit Seek Council approval to the recommended pay and grading structure.	Actions Completed
Establish a Middle Managers Forum	Action Completed - Top 50 Middle Managers Forum established. Two forums have already been held with regular forums scheduled throughout the year.
Establish policy framework timetable and action plan	Action plan produced, joint work is underway on policy development with a neighbouring Authority. A number of policies following consultation with the Trade Unions have been equality impact assessed and adopted.
Review and set challenging BVPI targets for 2007/08 in relation to race, gender and disability. Appoint a HR Champion on Equalities Establish a cross directorate Equality and Diversity Steering Group.	Challenging targets have been set and a HR Champion has been appointed. Work is currently underway with Policy and Performance on establishing a Steering Group and identifying appropriate diversity training.

8. The Job Evaluation project is almost complete with only a handful of posts still requiring moderation following recent changes as a result of restructures. It is envisaged that all employees will be notified individually of their JE score and how it may affect their pay and grade in early October. The JE project has taken a lot of the Directorates time and resources and will continue to do so until any appeals as a result of JE are completed.

9. In addition to the actions identified and completed in the first quarter, significant work has already been carried out on the key task of 'Promoting a Healthy Workforce'. An in depth analysis on trends and reasons for absence has been completed and the planned review of the Councils Occupational Health Contract is almost complete. Sickness absence has seen a significant reduction on last years figure. Although the winter period historically sees an increase in sickness absence it is envisaged that with the current stringent management of absence together with future actions planned, that the BVPI12 target of 9.22 days for the year will be achievable.

PERFORMANCE INDICATORS

10. Set out in the table below is a summary of the key performance indicator data for the first quarter

Indicator Description	Target at 31 July 2006	Performance at 31 July 2006	Comments
BVPI 11a % Of Women in Top % of Earners	35	32 Blue Circle	
BVPI 11b Black and Ethnic Minority Employees in top 5% of earners	0.5	0 Red Triangle	
BVPI11c Disabled employees in top 5% of earners	9.57	11.11 Green Star	
BV012 Days/ Shifts Lost to sickness (Corporate)	2.3	1.73 Green Star	
BV14 Early Retirements	0.43	0.31 Green Star	
BV15 Ill Health Retirements	0	0 Blue Circle	
16a % Disabled employees	4.02	3.44 Red Triangle	
BV17a % Ethnic Minority Employees	1.95	2.01 Blue Circle	
Human Resources- Sickness Absence	2.3	0 Green Star	
Human Resources - Invoices Processed within 30 working days	96.7	84.92 Red Triangle	

11. In summary the position is as follows:

Status	Number
Green Star	4
Blue Circle	3
Red Triangle	3

12. Overall performance is positive, but the following indicators have not reached their targets in the first quarter:

1. Black and Ethnic Minority Employees in top 5% of earners.

The % of Black and Ethnic Minority Employees in total in the workforce reflects the community profile of approximately 2%. However, a target of 5% has been set for the top 5% of earners as anything less than this equates to less than 1 employee. Although this % was not achieved in the first quarter, it has now been achieved and should be reported as a green star in the next quarter monitoring statement.

2. % of Disabled Employees.

The % of employees who consider themselves to have a disability has not achieved the target of 4.02 despite positive action continuing on recruitment advertising etc. Further actions are planned to encourage applicants who are disabled to apply for positions within the Council. A refresh of current employees personal data is scheduled this year to capture any employee who now considers themselves to have a disability who may have not previously declared this.

3. Human Resources – Invoices processed within 30 working days.

As a result of some problems early in the first quarter that have now been rectified, the BVPI is well below the Directorates target. Actions and processes have now been adopted that has seen an improvement in the latest figures. Every effort is now being made within the Directorate to continually improve this figure.

RISK MANAGEMENT UPDATE

13. A major risk to the performance and achievement of not only the Human Resources Business Improvement Plan is the Council wide Job Evaluation that is currently underway and the subsequent pay and rewards scheme that the Council will adopt in the future. Management and Trade Unions officials have worked together on the job evaluation project, with constructive and meaningful negotiations taking place between the two sides. This has resulted in we believe to be an appropriate equality proof pay and grading structure, that will enable the Council to continue to deliver on its priorities within all its Business Improvement Plans. All employees have been regularly updated on JE progress via road shows, core brief, and updates on the Loop to alleviate any concerns.

14. The Directorate is subject to a restructure with effect from the 1st January 2008. A structure that is fit for purpose aligned to the needs of the service will be proposed at the Executive Cabinet in October. At present there are 2 Senior HR Advisors on maternity leave and a further 1 seconded to the NWIN project. Service has been maintained at this time by extending temporary contracts within the team to cover these absences.

VALUE FOR MONEY AND EFFICIENCIES UPDATE

15. Set out in the table below is a summary of the progress against the expected efficiency gains for 2007/08.

	ESTIMATED VALUE OF GAIN £	VALUE OF GAIN ACHIEVED IN FIRST QUARTER £
Procurement of Occupational Health Service	5,000	0
Restructure of the HR Directorate	67,940	0
Total	72,940	0

16. Although considerable work has already taken place on both these actions, the savings are expected to materialise later in the year.

EQUALITY AND DIVERSITY UPDATE

17. During this quarter as planned the BVPI targets for 2007/08 in relation to race, gender and disability has been reviewed and challenging targets set.
18. All members of the Directorate have attended Equality and Diversity training briefing sessions. This included assessing the new policies that have been adopted in accordance with the Councils Equality Impact Assessments.
19. The HR Champion on Equalities has been appointed within the Directorate and has worked closely with the Policy and Performance Directorate to revise the induction programme for new starters to ensure they are made aware of the Council's Equality Scheme.

IMPLICATIONS OF REPORT

20. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	✓
Legal			

COMMENTS OF THE DIRECTOR OF POLICY AND PERFORMANCE

21. The actions outlined above will support the delivery of the Council's Equality Scheme approved by Cabinet in December 2006.

LORRAINE CHARLESWORTH
CORPORATE DIRECTOR (HUMAN RESOURCES)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Lorraine Charlesworth	5159	14/09/07	

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Report of	Meeting	Date
Director of ICT Services	Overview and Scrutiny Committee	25th September 2007

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – ICT SERVICES DIRECTORATE

PURPOSE OF REPORT

- To report progress against the key actions and performance indicators included in the ICT Services Business Improvement Plan.

RECOMMENDATION(S)

- That the Committee note the report

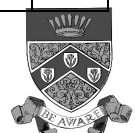
EXECUTIVE SUMMARY OF REPORT

- This quarter was significant in that it saw the launch of the Council’s new web-site and new e-Planning facilities that enable the self-service submission of planning applications. The new system also results in the integration of a number of back-office processes and systems to deliver a more efficient and effective means of dealing with Planning applications. Visitor statistics to the planning pages have increased by over 60% since its introduction.
- The disengagement of Chorley Community Housing from the Council’s technology infrastructure and systems was completed on schedule and with no effect on tenants.
- Meetings are being held with South Ribble Borough Council to produce a specification of requirements for the new Telephone system. This will be a joint procurement to a single specification.
- Members of the Directorate have received annual appraisals as part of the corporate programme.
- Performance indicators are on-target with the exception of invoice payment for which an action plan is attached.

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the central Lancashire sub region		Improved access to public services	√
Improving equality of opportunity and life chance	√	Develop the character and feel of Chorley as a good place to live	
Involving People in their Communities		Ensure Chorley is a performing Organisation	√



BACKGROUND

9. The Business Plan Monitoring Statement reports progress against the key actions and performance indicators included in the 2007/08 Business Improvement Plan for the ICT Services Directorate. The report covers the period 1st April 2007 to 30th June 2007.

KEY MESSAGES

10. In line with the Council's strategic commitment to improving access to services, April was a key month for the continued development of the Council's eServices portfolio. The new web-site was launched with a bright, modern look and feel and a more feature rich content management system. In addition, the range of services available on the web-site was broadened with the launch of new ePlanning facilities. Members will be interested to learn that visitors to the Planning section of the web-site increased by over 60% in the month following the launch and this level has been maintained since.
11. Through the early part of this period the Council continued to support the effective disengagement of CCH from the Council by tidying up loose ends. In ICT terms, the disengagement process has been very successful with no significant problems and the required deadlines being met with no effect on tenants.
12. All staff within the ICT Directorate received an annual appraisal during the period of this report and one to one sessions will be carried out throughout the remainder of the year.
13. The Director of ICT Services was a member of the Council's Emergency Planning team that took part in a joint training event with South Ribble Borough Council and other stakeholders.
14. A project launch meeting for the Telephony specification and procurement project was held. The scope of the project and members of the team have been defined and information will now be gathered to define our current position and future requirements.
15. A programme to increase information security awareness began with a session included as part of the induction day for new starters. This will go some way to meeting audit recommendations to improve awareness and the session is to be included in future induction sessions. Sessions for existing staff will be held following the launch of the new Information Security Policy.

BUDGET UPDATE**SERVICE LEVEL BUDGET MONITORING 2007/2008****INFORMATION & COMMUNICATION TECHNOLOGY SERVICES****JUNE 2007**

£'000

£'000

ORIGINAL CASH BUDGET**998**

Add Adjustments for In year cash movements

Slippage from 2006/2007

- | | |
|------------------------------|----|
| - Telephony Consultancy | 15 |
| - Caps Solutions * 2 modules | 14 |

- GPS Device	4	
- Consultancy to upgrade Anite	<u>1</u>	34

ADJUSTED CASH BUDGET		<u>1,032</u>
-----------------------------	--	---------------------

Less Corporate Savings:
 - Staffing

CURRENT CASH BUDGET		<u>1,032</u>
----------------------------	--	---------------------

FORECAST

EXPENDITURE

Salaries	2	
Tel rental/calls	<u>9</u>	

Expenditure under(-) or over (+) current cash budget		11
---	--	-----------

INCOME

Income under (+)/ over (-) achieved		-
--	--	---

FORECAST CASH OUTTURN 2007/2008		<u><u>1,043</u></u>
--	--	----------------------------

Key Assumptions

New telephony contract not likely to be in place till end of Dec

Key Issues/Variables

Telephone rental budget cut by £20k re new telephony contract

Key Actions

SERVICE DEVELOPMENTS

16. April saw the launch of the Council's new web-site featuring a bright new design. In addition to the significant visual changes than can be seen, the project entailed the replacement of the software that enables the publishing of information on the site. The new software is a more cost effective product, offering more facilities such as 'mail to web' which allows the update of the web-site from an email message. This will provide the opportunities to offer a web presence to organisations such as parish councils.

17. April also saw the launch of the Council's ePlanning service. Applicants are now able to submit planning applications on-line through the web-site and have them automatically transferred to the back-office application and indexed. Any paper applications received are immediately scanned into the Councils document management system and destroyed. The implementation of the system has delivered significant efficiencies and had a positive effect on accommodation issues posed by the storage of plans. The Planning pages on the web-site have been a real success with the number of visitors rising from 495 in April to over 800 in June. The system also offers consultee access, replacing the largely manual consultation process.

PERFORMANCE INDICATORS

Indicator Description	Annual Perf. 06/07	1 st Qtr Target 07/08	1 st Qtr Perf. 07/08	Comments
Sickness absence	11.69 fte Days	2.31 fte Days	0.24 fte Days Green Star	On track
% of undisputed invoices processed within 30 days	94.13%	96.71%	87.01% Red Triangle	Action plan appended
Server Availability	99.5	99.5%	99.97%	On track
Network Availability	99.7	99.5%	99.98%	On track

18. Members may be interested in the following statistics for the period of this report;

We sent 44,000 emails to external organisations
 We received 139,000 emails from external organisations
 We intercepted 248 viruses and 28,900 items of spam.

Please note that these figures do not include emails internal to the organisation.

EQUALITY AND DIVERSITY UPDATE

19. The Directorates Management Team has met with Shenaz Matadar as set out in the relevance review. Work has begun on developing Impact Assessments for key projects and the resulting information will inform consultation, monitoring and action planning for next year.

RISK MANAGEMENT UPDATE

20. The weak processes that exist around the administration of new starters and leavers have been identified as a serious information security issue. The Directorate are working closely with Human Resources and the Efficiency and Procurement Team to develop a computerised means of entering the relevant details associated with new staff or leavers and automatically emailing them to interested parties. The process will also introduce the arrangement that the email boxes and personal storage of leavers will be deleted after an agreed period of time. This will result in more effective data storage and information management. It is expected that the software will be introduced in the next quarter.
21. The Directorate has introduced a formal Change Management Group to ensure changes to the computing environment are effectively communicated and managed. Implementation of the change procedures will be phased over coming months to ensure they do not adversely affect operational flexibility.

- 22. Information Security awareness raising is now part of the induction process for new starters. A new Information Security Policy is in the final stages of development and, as part of its introduction, it is proposed to extend the awareness raising work across the organisation.
- 23. The Systems & Web Integration Manager has attended formal training on the testing and release of software. Formal acceptance procedures have been introduced and a testing framework is currently under consideration.

VALUE FOR MONEY/EFFICIENCIES UPDATE

- 24. The efficiency savings identified and agreed during the process of setting the current budget were absorbed in the Directorates base budget. The Directorate continues to operate within budget and is on target to achieve the savings. Work continues to identify any further savings.

IMPLICATIONS OF REPORT

- 25. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	√
Legal			

COMMENTS OF THE DIRECTOR OF POLICY & PERFORMANCE

- 26. The actions outlined above will support the delivery of the Council's Equality Scheme approved by cabinet in December 2006.

TIM MURPHY
DIRECTOR OF ICT SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Tim Murphy	5455	31 st August 2007	ICT 2007 Qtr1 BIP MS.doc

% Invoices Processed within 30 days**FINANCIAL YEAR 2007 / 2008***Indicator Short Name: Invoices processed*

Q1		End of Year Target
Performance	Target	
87.01%	96.71%	96.71

Please explain the reasons why progress has not reached expectations:

This indicator is the joint responsibility of the Finance Directorate and ICT Services.

Recent process changes have required procedural changes within the Directorate that are still become established. In addition, a number of our established suppliers such as BT and Telewest will not quote order numbers on their invoices. This results in a more complicated approval process that takes longer to achieve.

Please detail corrective action to be undertaken:

We continue to meet with the Finance Directorate to work towards procedures that offer the most efficient approval process. We have installed a scanner in the Finance Directorate to allow images of invoices to be emailed to us allowing us to create orders where necessary and meet the payment target. The importance of this indicator is recognised and meetings with officers in the Finance Department will continue throughout the year.

Action planned through financial year:

See above

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

The target is still achievable and the Directorate will continue to work towards meeting it.

Action Plan Owner: Tim Murphy, Director of ICT Services
 Contact Number: 01257 515455

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT FOR THE CUSTOMER, DEMOCRATIC AND LEGAL SERVICES DIRECTORATE

FOR THE PERIOD TO 30TH June 2007

1. KEY MESSAGES

This was an exceptionally busy quarter for the Directorate. A particular focus was, of course, to deliver successful local and parish elections. Great credit is due to those staff who worked many evenings and at the weekend in the weeks preceding polling day to ensure that this happened.

Following the election the focus moved firstly to arrangements for Annual Council and induction for new Members and then to finalising arrangements for the Freedom of the Borough event which took place in June.

The legal team continued to have a very high level of input into the negotiations and contractual arrangements relating to the outsourcing of the Property Services team to Liberata.

A joint emergency planning exercise took place in June with South Ribble Council. This exercise was organised by the two Districts but supported by a range of partners including all three Emergency Services, Volunteer organisations, the Environment Agency and three Lancashire County Council Departments. The exercise enabled Directors to assess their preparedness for dealing with an emergency. Emergency Plans have been updated and further updates are planned once the lessons learned from the exercise have been assessed.

Other key pieces of work undertaken during this period are considered under the service development section.

2. BUDGET UPDATE

ORIGINAL CASH BUDGET **2,092**

Add Adjustments for In year cash movements

Slippage from 2006/2007

- Customer profiling esd toolkit

20

Cabinet approved decisions

- Transfer Land Charges Staff to Development and Regeneration

- Transfer Land Charges to Development and Regeneration

- Move Mayoral budgets to Civic Services

- Transfer Christmas Lights budget to SNED.

(48)

140

52

(20)

ADJUSTED CASH BUDGET

2,236

Less Corporate Savings -

- staffing

(37)

CURRENT CASH BUDGET

2,199

FORECAST

EXPENDITURE

Staffing

Mayoral Hospitality

Elections

Processional Routes

NNDR

Members Allowances

Hospitality

Other

	-
	2
	8
	3
	2
	(2)
	(1)
	<u>1</u>

Expenditure under(-) or over (+) current cash budget 13

INCOME

Increase on Customer Services SLA income (2)
 Legal Services RTB SLA (10)

Income under (+)/ over (-) achieved (12)

FORECAST CASH OUTTURN 2007/2008
2,200

Key Assumptions

Staffing vacant posts - Legal, Licensing, Customer Services , Emergency Planning
 Mayoral Hospitality - No provision for civic dinner
 Elections - Halarose software maintenance, increased printing costs
 Members Allowances - effect of recommendations of remuneration panel
 NNDR - King St sold July 2, 3 mths rate at 50% paid
 Processional routes - Freedom of the Borough event
 Hospitality - No longer using bottled water

3. SERVICE DEVELOPMENTS

There has been good progress in implementing the business improvement plan. A key appointment was made in Customer Services when Kris Boardman joined us as the Customer Access Officer. The work that Kris is undertaking will be a key element in the Council delivering efficiencies through encouraging use of the most effective channels for accessing Council services. The information which will be provided through the Council implementing a Customer Relationship Management solution will be of great importance in this work and the Shared Services Contact Centre Partnership with Lancashire County Council approved a revised arrangement for the provision of a CRM solution for the partnership. The Customer Services team played a significant role in the evaluation of the product and, together with Pendle Borough Council, Chorley provided the district council legal input into that arrangement.

The Cabinet approved a new Directorate Structure in April and work began during this period to implement that structure.

The new Code of Conduct was adopted at the Annual Council meeting and training took place in respect of that new Code.

The Licensing team finalised arrangements for handling Gambling Act licenses during this period, arranged training for staff and Members And started top received the first applications.

4. PERFORMANCE INDICATORS

Indicator Description	Target at 30 June 2007	Performance at 30 th June 2007	Comments
Satisfaction – Contact Centre	95	98.88%	Blue Circle
% committee minutes published within 7 days -	85%	65%	Red Triangle
% decision notices published within 2 days	90%	New indicator from July 07	Not Applicable
% of Customer seen within 10 Minutes in the One Stop Shop	80	78.66%	Blue Circle
Average Number of days to process personal license applications	12	2.46 days	Green Star
Average number of days to process premises/club licences	17	3.33 days	Green Star
Customer, Democratic and Legal % Invoices Processed within 30 Working Days	96.71	91.04	Red Triangle
Customer, Democratic and Legal Services Sickness Absence Days	2.3	1.69	Green Star

Equality and Diversity Update

The Directorate intends to review its equality action plans and external support is being brought in which will facilitate this. Meetings have been arranged for September.

Risk Management Update

The key Directorate risks remain as set out in the business improvement plan.

Value for Money/ Efficiencies Update

The key role for the Directorate in relation to VFM centres on the Customer Access Strategy and on the CRM system. Updates on these projects appear earlier in the report.

5. **CONCLUSION**

Signature: _____
DIRECTOR OF _____

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Report of	Meeting	Date
Director of Finance (Introduced by the Executive Member for Resource)	Corporate and Customer Panel	25 September 2007

**BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT –
FINANCE DIRECTORATE**

PURPOSE OF REPORT

1. To report progress against the key actions and performance indicators included in the Finance Business Improvement Plan for the first quarter of 2007/08.

RECOMMENDATION(S)

2. To note the report and actions included in it.

EXECUTIVE SUMMARY OF REPORT

3. The first quarter is always a challenging one for the Finance Directorate as a number of year end processes absorb a significant amount of resource. However, that said I believe the first quarter to have been a successful one, for the following reasons:
 - Progress on service development is as expected.
 - The year end processes and timetables have been achieved.
 - Performance in the main is on target with the exception of 2 indicators for which there are valid reasons for the variances.
 - The budget at the end of the first quarter is on track but there is further work to do on achieving efficiency savings at a corporate level.

CORPORATE PRIORITIES

4. This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the central Lancashire sub region		Improved access to public services	
Improving equality of opportunity and life chance		Develop the character and feel of Chorley as a good place to live	
Involving People in their Communities		Ensure Chorley is a performing Organisation	✓

BACKGROUND

5. The Business Plan monitoring reports progress against the key actions and performance indicators included in the 2007/08 Business Improvement Plan for the Finance Directorate. The report covers the period of 1 April to 30 June 2007.



BUDGET UPDATE

6. Set out in the table below is a summary of the Directorates first quarter performance in relation to its budget.

SERVICE LEVEL BUDGET MONITORING 2007/2008		
FINANCE		
JUNE 2007	£'000	£'000
ORIGINAL CASH BUDGET		1,616
Add Adjustments for In year cash movements		
Virements to/from other Services		
- Transfer Office Support Officer post to Finance		20
- Transfer of Health & Safety from H.R. to Finance		34
ADJUSTED CASH BUDGET		1,670
Less Corporate Savings:		
- Staffing		(5)
CURRENT CASH BUDGET		1,665
FORECAST		
EXPENDITURE		
Staffing Costs	(25)	
Documents on Line	(2)	
Payroll Service	(1)	
Computer Equipment - Maintenance	6	
General Subscriptions	(1)	
Bailiffs Commission	30	
Other	-	
Expenditure under (-) or over (+) current cash budget		7
INCOME		
NWCE - Shared Services Funding	(7)	
Other Income	-	
Income under (+)/ over (-) achieved		(7)
FORECAST CASH OUTTURN 2007/2008		1,665
Key Assumptions		
Key Issues/Variables		
Key Actions		

The budget update shows that the Directorate is on track to achieve its cash target for 2007/08.

SERVICE DEVELOPMENTS












7. During the first quarter the following key actions were due to be completed, progress against these actions is summarised in the table below:




Milestone	Progress
Procedures set up to monitor take up in relation to equal access to services.	Draft equality impact assessment completed, monitoring arrangements/ procedures reviewed and amended.
Complete and update the Council's medium term financial strategy.	Deferred until later in 2007
Update the Council's Treasury Management Strategy	Updated in March 2007 but to be updated further later in 2007.
Ensure corporate ownership in the preparation of the Council's Governance Statement.	Directorate Assurance Statement produced which formed part of the Council's annual Governance Statement – action complete.

8. The bulk of the Directorates improvement activities are scheduled to take place in the next three quarters. This is planned deliberately as the first quarter of the year is very much concentrated on completing "business as usual" rather than improvement work. The Directorates focus in the first quarter is on the production of the Annual Statement of Accounts, closing down financial systems and a significant emphasis on processing and recovery actions in Benefits and Council Tax. This is done to ensure a good start to the year. However, that said, during the first quarter good progress was made on the actions that were planned, apart from the production of Council's medium term financial strategy. I have the view that given the significant number of unknowns in relation to key financial aspects of the Council's business, it would be more appropriate to refresh the MTFS at the same time as the refreshed Corporate Strategy in the outturn of this year, so that firstly the strategy was based on the latest information with regard to the effect of Job Evaluation and the Gillibrand Link Road arbitration. More importantly the key corporate planning document would be aligned with the Council's resource position.

PERFORMANCE INDICATORS

9. Set out in the table below is a summary of the key performance indicator data for the first quarter

		30/06/07
3V008	Actual	92.9
% Invoices paid	Target	96.71
	Perf vs Target	
3V009	Actual	30.2
% Council Tax	Target	24.69
	Perf vs Target	
3V010	Actual	30.7
% NNDR collected (Percent)	Target	24.78
	Perf vs Target	
3V076b	Actual	n/a
Number of fraud investigations	Target	n/a
	Perf vs Target	n/a
3V076c	Actual	11.79
Number of fraud investigations	Target	57.54
	Perf vs Target	
3V076d	Actual	3.47
Number prosecutions &	Target	3.25
	Perf vs Target	
3V079a	Actual	99.2
% Benefit calculations	Target	99.5
	Perf vs Target	
3V156	Actual	83
% LA public buildings	Target	88
	Perf vs Target	
3V078a	Actual	16.3
Ave time new claims	Target	18.5
	Perf vs Target	
3V078b	Actual	6.06
Ave time for changes	Target	6.3
	Perf vs Target	
FN	Actual	93.61
BV008 % of invoices	Target	96.71
	Perf vs Target	
FN	Actual	0.6
BV12 sickness absence	Target	2.31
	Perf vs Target	

	5% above target
	within 5% of target
	Outside 5% tolerance

10. In summary the position is as follows:

Status	Number
Green Star	5
Blue Circle	4
Red Triangle	2

11. Overall performance is positive, but off track in relation to the two following indicators:

1. Number of fraud investigations.
2. % of public buildings accessible to disabled people.

The explanations of why these have occurred and the actions planned to correct the positions are set out below:

BVPI 76c

The number of fraud investigations per '000 caseload

Qtr 1 Performance	Target	Previous performance
11.79	14.4	16.55

12. Annual leave in the team in June has impacted upon performance for a short period of time. This meant that out of 42 'man days' (2x21 working days in June) 21 were lost in annual leave. Consequently, investigators weren't in work to:

- a) complete and close investigation cases; and
- b) move current cases along

The figures for April and May extrapolated over the 12 months would have put performance ahead of the target demonstrating that it was June's performance which impacted upon Q1 performance.

13. The closed cases for July have been examined and from 1.7.07 to 19.7.07 we have closed 24 cases which extrapolated for the month puts performance at about 37 investigations. This will bring the number to 18.31 (April - July) which extrapolates to 54.93 at year end putting performance of this indicator back on track for 2007/08.

BVPI56 % LA BUILDINGS

Quarter 1 Performance	Target	Previous Performance
83	88	83

14. The delay in meeting the target is purely a result works at both Clayton Green and Brinscall baths not yet being completed. These are scheduled to be done in the coming months, with Brinscall being completed by Christmas and Clayton Green completed by March 2008.

RISK MANAGEMENT UPDATE

15. The major risk to performance and achievement of the Business Improvement Plan were the impact of the numerous restructurings to achieve the 2007/2008 efficiencies and the possible effect of Job Evaluation on morale. In addition there was a significant risk regarding the Liberata contract for Property Services as this would be the first year of operation. Therefore robust management processes would be required.
16. To date all the key risks are being managed effectively. All of the restructurings are complete and to date performance, as measured by BVPI's and expected outputs ie Statement of Accounts has been achieved and in many areas cases exceeded. The effect of Job Evaluation was still unknown in the first quarter but morale has been high and sickness levels low along the period.
17. The Liberata contract remained unsigned for the first quarter of the year but commenced on the 1st July. I shall report on the performance of the service in my September update.

VALUE FOR MONEY AND EFFICIENCIES UPDATE

18. Set out in the table below is a summary of the progress against the expected efficiency gains for 2007/08.

	ESTIMATED VALUE OF GAIN £	VALUE OF GAIN ACHIEVED IN FIRST QUARTER £
Shared Services Contact Centre	43,000	43,000
Saving from better procurement negotiation	30,000	0
Invoice consolidation	3,000	3,000
Property Services Outsourcing	65,570	65,570
Directorate Restructuring	102,429	102,429
Total	243,819	213,819

19. The table shows that the Directorate is on track to make its efficiency savings included in the 2007/08 budget. Further work is required on corporate procurement savings, but these are expected to materialise later in the year as more procurement activity is undertaken and completed, for example the telephony contract.

EQUALITY AND DIVERSITY UPDATE

20. The aim for 2007/08 was to complete the actions included in the Council's Equality and Diversity Policy. The key task being the completion of Equality Impact Assessments on all of the services in Finance. During the first quarter good progress was made with draft impact assessments being produced for all the services. These are currently being quality assessed with the intention to complete in September 07 as per the timetable in the Business Improvement Plan. Some actions have already been completed pending the completion of the assessment, mainly in the area of recording activity to monitor the usage of our services by the equality strands to gauge if we are reaching those groups.

IMPLICATIONS OF REPORT

21. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	✓
Legal			

COMMENTS OF THE DIRECTOR OF POLICY AND PERFORMANCE

22. The actions outlined above will support the delivery of the Council's Equality Scheme approved by Cabinet in December 2006.

GARY HALL
DIRECTOR OF FINANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Gary Hall	5480	13/09/07	DOF/REPORTS/BIP Monitoring Statement

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OVERVIEW AND SCRUTINY WORK PROGRAMME – 2007/08

Function/topic	Assigned to	Scoping completed by	Evidence Sessions (detail)	Recommendations by	Executive Response	Feedback to Executive Repose
1. Scrutiny Inquiries						
Neighbourhood Working	ECOSP	Version 1 Sept 06 Version 2 Nov 06	December 2006 to August 2007	September 2007		
The Council's current performance against the key lines of inquiry to be assessed by the Audit Commission during the CPA and Direction of Travel	O&S	October 2006	October 2006 to present (Capacity & Achievement element) October 2006 to March 2007 (Equality & Diversity element)	March 2007	24 May 2007	2 August 2007
Gershon Efficiencies Attendance Management	CCOSP	July 2007	Sept 07 to Dec 07 Sept 07 to Dec 07	February 2008 February 2008	March 2008	
2. Scrutiny Overview Subjects						
To investigate the Council's environmental footprint and what the Council is currently doing to reduce its carbon emissions.	ECOSP					
To examine the poor public attendance at the Chorley Community Forums providing an analysis of the attendance across each meeting..	ECOSP					
Town Centre issues and management.	ECOSP					

Function/topic	Assigned to	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
1. Holding the Executive to Account														
Annual Budget Consultation	OSC										12			
Budget Scrutiny	OSC CCOSP ECOSP									22 24	12			
Provisional full year Performance Indicator	OSC	21												
Quarterly Business Plan Monitoring Statements	ECOSP		7			13		22				13		
	CCOSP		12			25		20				11		
	OSC	21			2			12			12			
Quarterly Performance Report (Corporate Strategy and Best Value Performance Indicators)	OSC	21			2			12			12			
2. Policy Development and Review														
Overview and Scrutiny Improvement Plan	OSC		25											
Corporate Strategy	OSC							12	3					
OSC – Overview and Scrutiny Committee														
ECOSP – Environment and Community Overview and Scrutiny Panel														
CCOSP – Corporate and Customer Overview and Scrutiny Panel														

MONITORING OF PREVIOUS SCRUTINY RECOMMENDATIONS – 2007/08

Scrutiny Inquiry	Assigned to	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
Chorley Markets	CCOSP					23					11		
Decriminalised Parking Enforcement	CCOSP				25						11		
Contact Centre	CCOSP						20						

Monitoring of Budget Scrutiny Recommendations	Assigned to	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
Environmental Services	ECOSP						22		24				
Planning Services	ECOSP						22		24				
Revenues and Benefits	CCOSP						20		22				

Rolling Programme of Scrutiny Inquiries to be Implemented

Priority Order	Topic/Issue Title	Date Included	Priority Score	Source
<p><u>Full Scrutiny Inquiries</u></p>				
<p>Overview and Scrutiny Committee</p>				
1.	Job Evaluation	June 2006	All within the Corporate Strategy	Corporate Strategy
2.	The effectiveness of the Community Safety Partnership in the delivery of reduced levels of crime in the Borough.			
<p>Environment and Community Panel</p>				
1.	Inequalities in the Borough			
2.	Town Centre Strategy			