

Overview and Scrutiny Committee

Agenda and Reports

For consideration on

Monday, 10th August 2009

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 Overview and Scrutiny Committee. This will provide an opportunity for members of the public to raise and ask questions on any issue falling within the remit of the Committee.

30 July 2009

Dear Councillor

OVERVIEW AND SCRUTINY COMMITTEE - MONDAY, 10TH AUGUST 2009

You are invited to attend a meeting of the Overview and Scrutiny Committee to be held in Committee Room 1, Town Hall, Chorley on Monday, 10th August 2009 commencing at 6.30 pm.

AGENDA

1. **Apologies for absence**

2. **Minutes (Pages 1 - 4)**

To confirm as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 22 June 2009 (enclosed).

3. **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.

4. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item 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/her allocated 3 minutes.

5. **Executive Cabinet - 13 August 2009**

To consider any reports on the agenda for the Executive Cabinet meeting to be held on 13 August 2009.

Members of the Committee are requested to notify the Democratic Services by Friday, 7 August 2009, to ensure the attendance of the appropriate Executive Member.

Please bring your copy of the Executive Cabinet agenda previously circulated.

6. **Executive's response to Overview and Scrutiny Inquiry into Chorley Community Housing (Pages 5 - 10)**

To note the Executive's response to Overview and Scrutiny Inquiry into Chorley Community Housing. The report and minute of the meeting when the report was considered are enclosed.

7. **Updated Attendance Policy (Pages 11 - 26)**

One of the outcomes of the Committee's 2008 inquiry into the authority's attendance management was to update the Council's attendance policy.

A copy of the updated Attendance Policy approved for adoption on 3 July 2009 by the Executive Member (Resources) under his delegated executive powers is enclosed for information.

8. **Future agenda items (Pages 27 - 32)**

To consider the enclosed Overview and Scrutiny Work Plan and the Council's Forward Plan for the four month period 1 August 2009 to 30 November 2009.

9. **Business Plan and Performance Monitoring Statements - First Quarter 2009 / 2010**

Members of the Committee are requested to notify the Democratic Services Section by 12 noon on Friday, 7 August 2009 if they have any questions on the reports to ensure a full answer from the relevant Director/Executive Member.

Whilst questions can still be raised at the meeting an answer cannot be guaranteed and a written response may have to be provided after the meeting.

To consider the Business Plan and Performance Monitoring Statements for the following Directorates:

- a) Business Directorate (enclosed) (Pages 33 - 36)
- b) Business Transformation Directorate (enclosed) (Pages 37 - 42)
- c) Neighbourhoods Directorate (enclosed) (Pages 43 - 46)
- d) People Directorate (enclosed) (Pages 47 - 52)
- e) Policy and Performance Directorate (enclosed) (Pages 53 - 58)

10. **Performance Monitoring Report - First Quarter 2009 / 2010**

To receive and consider the report of the Assistant Chief Executive (Policy and Performance) (to follow).

11. **Chorley Partnership's Performance Report - First Quarter 2009 / 2010**

To receive and consider the report of the Assistant Chief Executive (Policy and Performance) (to follow).

12. **Reports from the Task and Finish Groups**

Joint Scrutiny Inquiry with Preston and South Ribble on Affordable Housing

To receive a verbal update on the inquiry from the Chair, Councillor Dennis Edgerley.

Highways Issues Task and Finish Group

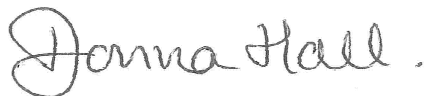
To receive a verbal update on the inquiry from the Chair, Councillor Mike Devaney and add Councillor Ken Ball to the membership of the Group.

Town Centre vitality Task and Finish Group

To receive a verbal update on the inquiry from the Chair, Councillor Peter Wilson and add Councillor Anthony Gee to the membership of the Group.

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

Yours sincerely



Donna Hall
Chief Executive

Ruth Rimmington
Democratic and Member Services Officer
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Distribution

1. Agenda and reports to all Members of the Overview and Scrutiny Committee (Councillor Dennis Edgerley (Chair), Councillor Alan Cullens (Vice-Chair) and Councillors Nora Ball, Mike Devaney, Marie Gray, Harold Heaton, Adrian Lowe, Rosie Russell, Edward Smith, Iris Smith, Joyce Snape and Peter Wilson for attendance.
2. Agenda and reports to Donna Hall (Chief Executive), Gary Hall (Assistant Chief Executive (Business Transformation)), Lesley-Ann Fenton (Assistant Chief Executive (Policy and Performance)), Jamie Carson (Corporate Director (People)), Jane Meek (Corporate Director (Business)), Ishbel Murray (Corporate Director (Neighbourhoods)), Carol Russell (Head of Democratic Services) and Ruth Rimmington (Democratic and Member 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
کیجئے: 01257 515823

Overview and Scrutiny Committee

Monday, 22 June 2009

Present: Councillor Dennis Edgerley (Chair), Councillor Alan Cullens (Vice-Chair) and Councillors Nora Ball, Mike Devaney, Marie Gray, Edward Smith, Iris Smith, Joyce Snape and Peter Wilson

Also in attendance: Councillor Peter Malpas (Executive Member (Business))

Officers in attendance: Lesley-Ann Fenton (Assistant Chief Executive (Policy and Performance)), Jane Meek (Corporate Director (Business)), Carol Russell (Head of Democratic Services) and Ruth Rimmington (Democratic and Member Services Officer)

09.OS.41 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Harold Heaton, Adrian Lowe and Rosie Russell.

09.OS.42 MINUTES

RESOLVED – That the minutes of the meeting of the Overview and Scrutiny Committee held on 21 May 2009 be confirmed as a correct record.

09.OS.43 DECLARATIONS OF ANY INTERESTS

No Members declared an interest in respect of items on the agenda.

09.OS.44 PUBLIC QUESTIONS

No members of the public requested to ask a question at the meeting.

09.OS.45 EXECUTIVE CABINET - 25 JUNE 2009

The Committee considered two reports from the Executive Cabinet agenda.

(a) Sustainable Communities Act, 2007 - Implications for Chorley

The Corporate Director (Business) outlined the report and advised that the Sustainable Communities Act does not limit the type of proposals that can be put forward however there are two main criteria for a valid proposal. The proposals must be ones that require action from the government and not be possible within the existing powers of the local authority; and the proposals must relate to actions that the local authority believe would better enable them to improve the social, economic or environmental well being of their area. Proposals were to be submitted by 31 July 2009.

The Executive Member (Business) explained that the three proposals selected were considered to bring the best outcomes for Chorley. It was noted that the consultation with the Citizens Panel would involve a meeting and discussion of the proposals in full.

A query was raised in relation to one of the alternative proposals within the report regarding the government giving local authorities the power to retain revenue from business rates to be spent on locally decided priorities. This would be clarified with the Assistant Chief Executive (Business Transformation).

The Committee noted that the process of making proposals would be repeated next year enabling other proposals to be considered.

RESOLVED – The report be noted.

(b) Exclusion of the Public and Press

RESOLVED – That the press and public be excluded from the meeting for the following item of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

(c) Affordable Housing Task Group - Service Improvement Plan

The Corporate Director (Business) outlined the report and answered several queries from Members.

RESOLVED – The report be noted.

09.OS.46 REINTRODUCTION OF THE PUBLIC AND PRESS

RESOLVED - That the meeting be reopened to the press and public.

09.OS.47 FORWARD PLAN

The Committee received the Forward Plan for the period 1 June to 30 September 2009.

RESOLVED – That the Forward Plan be noted.

09.OS.48 EXECUTIVE'S RESPONSE TO OVERVIEW AND SCRUTINY INQUIRY INTO STREETSCENE ISSUES

The Committee received a copy of the report considered by the Executive Cabinet at their meeting in June. The report endorsed all the recommendations made by the Streetscene inquiry and outlined how the actions would be delivered.

RESOLVED – The response of the Executive Cabinet to the Overview and Scrutiny Task Group inquiry report on Streetscene be noted with thanks.

09.OS.49 OVERVIEW AND SCRUTINY INQUIRY - LOCAL STRATEGIC PARTNERSHIP

Councillor Mike Devaney presented the report to the Committee and advised that the inquiry had increased Members' understanding of the Local Strategic Partnership.

RESOLVED – That the report be presented to the Executive Cabinet in August, subject to the deletion of the word “male” in paragraph 6 of objective 3 of the report.

09.OS.50 POTENTIAL REVIEW TOPICS FOR 2009/10

The Committee considered the report of the Corporate Director (Governance) outlining potential review topics for 2009/10 arising from the review session held on 23 March 2009. Topics were raised and grouped under three headings of Corporate Strategy, Public concerns/service issues and external scrutiny and within the report a potential way forward for the topics had been outlined.

The membership and objectives for the two reviews agreed at the last meeting of the Overview and Scrutiny Committee were also discussed.

RESOLVED

1. The report be noted.
2. The review topics be taken forward as suggested in the report (paragraphs 8, 9 and 10) with the exception of de-regulation of licensing which would be firstly considered by the Licensing and Public Safety Committee.
3. The membership of the Town Centre vitality task and finish group be Councillor Peter Wilson (Chair), Councillors Alistair Bradley, Marie Gray, Pat Haughton, June Molyneaux, Iris Smith and Stella Walsh. The key issues would be how to encourage people into the town, taking into account town centre health checks, best practice from other local authorities, events, marketing and parking issues.
4. The membership of the Highways issues task and finish group be Councillor Mike Devaney (Chair), Councillors Nora Ball, Alan Cullens, Doreen Dickinson, Roy Lees, Adrian Lowe, Marion Lowe and June Molyneaux. The key issues would be to consider the draft Streetscene Services agreement with Lancashire County Council, including pavements, speed restrictions, traffic regulation, pedestrian crossings gritting, and funding issues.
5. A third review topic potentially be selected later in the year.

09.OS.51 OVERVIEW AND SCRUTINY WORK PROGRAMME AND REPORTS FROM THE TASK AND FINISH GROUPS

Members considered the work programme and noted the revised format.

RESOLVED – That the work programme be noted.

(a) Joint Scrutiny Inquiry with Preston and South Ribble on Affordable Housing

Councillor Edgerley reported that the final report for the inquiry had been drafted. There were a number of recommendations within the report which would be signed off at a meeting of the joint Chairs in the next month or so. The report would then be presented to the Executive Cabinet of each Authority.

RESOLVED – That the update be noted.

09.OS.52 ANY OTHER ITEM(S) THE CHAIR DECIDES IS/ARE URGENT

Councillor Edgerley advised that Committee Members were invited to Bengal Street on Wednesday, 24 July at 11.45am to contribute to a self-assessment and peer review process is being promoted by Local Authorities Coordinators of Regulatory Services (LACORS), Local Authority Better Regulation Office (LABRO) and Improvement and Development Agency for local government (IDeA) as a means of producing evidence of robust self assessment for Comprehensive Area Assessment (CAA) purposes. Further information would be provided by email.

RESOLVED – That the invitation be noted.

Chair

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| Report of | Meeting | Date |
|-------------------------------------------------------------------------------------|-------------------|----------------------------|
| Corporate Director (Business) Introduced by the Executive Member for Business | Executive Cabinet | 25 th June 2009 |

RESPONSE TO OVERVIEW AND SCRUTINY TASK GROUP – CHORLEY COMMUNITY HOUSING

PURPOSE OF REPORT

1. To respond to the findings and recommendations of the Overview and Scrutiny inquiry report on Chorley Community Housing (CCH)

RECOMMENDATION(S)

2. That the Executive Cabinet endorses the response attached to be received by Overview and Scrutiny Committee.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

3. To inform Overview and Scrutiny Committee of the Executive's response to the recommendations made by the O&S Inquiry on Chorley Community Housing.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

4. None

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 organization | √ |

BACKGROUND

6. In the Autumn/Winter of 2008 an Overview and Scrutiny Task Group conducted a scrutiny inquiry to investigate whether the promises made by Chorley Council and provided under contract by Chorley Community Housing were being delivered to the tenants. Four of the six promises were investigated in detail:

- 1) Delivery of home improvements
- 2) Service improvement
- 3) Tenant involvement in decision making
- 4) Regeneration

7. The report containing a number of recommendations was presented to Executive Cabinet in January 2009. Outlined below are the responses to each of the 13 recommendations.

1. The format of the report monitoring progress on all six promises made to tenants should be amended to include the targets, achievement against the target, sufficiently detailed evidence to support this and actions to be taken where the target has not been met. Perhaps short, medium and long term targets could be identified. Any tenant perception and satisfaction surveys and tenant complaints should be included with this report.

The recommendation for more detailed performance information on delivery against targets is supported. CCH are aware of this request and have said they would provide performance management information where readily available provided it is not commercially sensitive. As part of the quarterly meeting with CCH, the Corporate Director (Business) will seek to ensure the information outlined is provided by CCH and if required invite the Operations Director to attend Overview & Scrutiny.

2. The Council don't accept that the amendments to the business plan, due to the recent restructuring, has no impact as it is linked to the promises made to tenants and financially to the eventual size of the VAT shelter. For these reasons the Council feel it is appropriate that Chorley Community Housing provide, not the detail, but updated information with regard to the business plan.

CCH are obliged under the contract to provide information on the scale and payment profile of the VAT shelter. The Assistant Chief Executive (Business Transformation) is currently pursuing this information with CCH's Finance Director.

3. It is noted that the provision of affordable homes is a key issue and progress on this should be monitored closely. Adactus are requested to produce a plan (by a date to be determined by the Executive Cabinet) on how the targets will be delivered and funded. An updated plan is to be received by the Council every six months.

As part of the Council's action plan to ensure affordable housing provision within the Borough, the Corporate Director (Business) is working in partnership with Adactus to deliver affordable housing including drawing up a delivery programme.

4. The report monitoring progress on all six promises made to tenants should be presented to the Executive Cabinet every six months by the Council's contract management officer in addition to the performance of key partnerships report.

A progress report on delivery of the six promises provided by CCH has historically been attached to the performance of key partnerships report presented to cabinet

every 6 months. The additional information outlined in recommendation 1 should further strengthen this report.

5. That an updated list of contact details for Chorley Community Housing staff be sent to Customer Services at the Council every six months. Other information relevant to Councillors be sent to Democratic Services at the Council, e.g. refurbishment projects being delayed or new initiatives.

Updated contact details re CCH staff has been included in the forward plan of items for 'in the know'. To date, CCH have provided updated contact details re their staff during the inquiry circulated via 'in the know' and a further update is expected shortly which can also be accessed via the link on 'in the know'. Re other relevant information of interest to members, Democratic Services contact all partners including CCH on a regular basis for such information for inclusion in 'in the know'.

6. The reporting and monitoring systems between Chorley Community Housing and Lancashire County Council should be strengthened, in particular requests for work on the highways.

A copy of the final O&S Inquiry report will be forwarded to Lancashire County Council for them to act upon.

6. Contractors undertaking work on behalf of Chorley Community Housing should carry an ID badge at all times in line with the approach taken by Chorley Community Housing staff and have an increased level of supervision.

CCH were informed of this recommendation and the CCH Director of Operations has confirmed that this recommendation has been implemented.

8. To support the Council's Neighbourhood Working arrangements by strengthening the reporting and monitoring systems between the Council and Chorley Community Housing.

This recommendation could have been supported more easily if the streetscene services were still provided through a contract arrangement between Chorley Council and CCH (see recommendation 10). However, CCH are members of the Neighbourhood Teams which operate across the borough and this mechanism will be maintained to ensure streetscene standards are achieved across Chorley.

9. Contractors should provide tenants with information to enable tenants to contact them throughout the course of work being undertaken on their property.

CCH were informed of this recommendation and the CCH Director of Operations has confirmed that this recommendation has been implemented.

10. To collect and monitor tenant satisfaction before, during and after work is undertaken on their property.

CCH were informed of this recommendation and the CCH Director of Operations has confirmed that this recommendation has been implemented.

11. To secure an updated service level agreement with Chorley Community Housing for the provision of streetscene services.

The Council submitted a tender earlier this year to continue to provide grounds maintenance and street scene services for CCH. Unfortunately the tender was unsuccessful and was awarded to Adactus with effect from 1st April 2009. However, we will notify CCH of any feedback, issues etc. we are made aware of re the Streetscene Service for them to act upon

- 12. It is recognised that strong residents associations supports a cohesive society and the Council and Chorley Community Housing need to work together towards this. Councillors with social housing in their ward are encouraged to participate in and support residents associations and be in contact with the social housing provider.

This view is supported and it is highly likely that councillors with social housing in their ward already contact the social housing provider and participate in and support residents associations. However, a reminder of this positive message will be included in the next edition of 'in the know'

- 13. The Development Control Committee focus Section 106 agreements on rented houses rather than shared ownership.

S106 agreements need to be flexible to reflect the needs of the community and the current market situation.

- 8. The Executive would like to thank the Task Group for their report and recommendations which will help guide the Council in their scrutiny of CCH and their delivery of the promises.

IMPLICATIONS OF REPORT

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

| | | | |
|-----------------|--|------------------------------------------|---|
| Finance | | Customer Services | |
| Human Resources | | Equality and Diversity | |
| Legal | | No significant implications in this area | X |

JANE MEEK
Corporate Director (BUSINESS)

There are no background papers to this report.

09.EC.45 EXECUTIVE'S RESPONSE TO OVERVIEW AND SCRUTINY INQUIRY INTO CHORLEY COMMUNITY HOUSING

The Executive Cabinet considered a report of the Corporate Director (Business) which set out suggested responses to each of the 13 recommendations contained in the report of the findings of the Overview and Scrutiny Task Group's inquiry into Chorley Community Housing (CCH).

The inquiry had examined whether the obligations made by CCH under the terms of its contract were being delivered to tenants. The Task Group's report and recommendations had been presented initially to the Executive Cabinet in January 2009.

The Executive Cabinet welcomed and accepted the report's commentary which clarified the actions and measures that had either already been instigated or were proposed for action in the future.

Decision made:

That the Executive's response to the recommendations contained in the report of the findings of the Overview and Scrutiny Task Group following its inquiry into Chorley Community Housing, as outlined in the submitted report of the Corporate Director (Business), be endorsed for implementation.

Reason for decision:

Implementation of the action and measures as set out in the Overview and Scrutiny Group's report on its findings of the review into Chorley Community Housing is aimed at improving the service to tenants.

Alternative option(s) considered and rejected:

None.

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POLICY STATEMENT

1. POLICY OBJECTIVE

Chorley Council values the contribution of its staff in the delivery and maintenance of quality services to the community. Whilst recognising that employees may be prevented from attending work through ill health, the Council has a duty to maintain service delivery and minimise disruption. The Council is therefore committed to managing attendance and sickness absence and believes that this is the responsibility of the Council's managers, trade union representatives and employees to work together to promote an attendance culture, the management of sickness absence and ill health.

2. CHORLEY BOROUGH COUNCIL'S RESPONSIBILITY

The following principles apply to the Council's procedures for dealing with sickness absence:

- Good attendance is valued and all opportunities should be taken to acknowledge and recognise such attendance.
- Matters raised relating to an employee's attendance do not imply any distrust of staff or concerns regarding their conduct
- Employees will be dealt with consistently and the sickness absence procedures will be fairly applied across the Council
- The Council will aim to promote a positive and preventative rather than punitive approach
- The Council will be sensitive and supportive to those suffering the effects of ill health
- Sickness and absence cases will be conducted with respect and confidentiality and in accordance with the Data Protection and Access to Medical Records Acts
- Open communication between managers and employees will be encouraged and promoted
- The Council will aim to distinguish between absences due to sickness and the abuse of the sickness absence system
- The Attendance Policy and Procedure will be monitored and reviewed to ensure that it continues to meet the Council's aims and complies with these principles. Staff and trade union representatives will be encouraged to be involved in this process
- The Council will not tolerate abuse of its good employment practices and unjustifiable poor levels of attendance will be viewed as inconsistent with the aims of the Council

In order to support this policy, the following services are available to managers and employees:

- Occupational Health – To provide advice and guidance on the impact of ill health on work and what steps the Council and/or employee can take
- Counselling Service –Via Occupational Health, providing a confidential service to employees in order to discuss concerns related to work or personal circumstances
- Physiotherapy Services – To provide treatment and advice to employees suffering from muscular or skeletal problems
- HR and OD Directorate – To provide support and guidance to managers and employees in dealing with sickness absence and ill health and in the use of the Council's related policies and procedures.

3. EMPLOYEE'S RESPONSIBILITIES

Employees will be expected to:

- Attend work unless unfit to do so
- Be aware that the management of attendance is the joint responsibility of the manager and employee.
- Take responsibility for their own health and wellbeing, which can be supported through the provisions and initiatives within the Health and Wellbeing Strategy.
- Raise concerns with their manager or Human Resources if they believe their job is making them ill or contributing to illness
- Report sickness absences promptly in accordance with the sickness absence procedures
- Ensure that the appropriate certifications are completed, in accordance with the procedure.
- Maintain contact with their manager during periods of sickness absence.
- Communicate effectively with their manager about their sickness absence
- Co-operate fully with Occupational Health (OH) and other organisations that provide support to the Council and its employees
- Ensure that medical advice and treatment, where appropriate, is received as quickly as possible in order to facilitate a return to work
- Not abuse the sickness absence procedures or sick pay scheme.

4. OUTCOMES

The Council will achieve this through:

- A healthy, well-motivated workforce
- A culture where the health, safety and well being of all employees is paramount.
- Accurate and timely production of statistics to meet government and the Council's targets.
- A consistent approach to manage absence, whilst dealing with unjustified and/or high levels of sickness absence

POLICY PROCEDURE

1. DEFINITION

Absence is defined as all non pre-authorized time off work including self certified absence, medically certified absence and unauthorised absence.

2. PROCEDURE FOR REPORTING ABSENCE

If an employee is absent from work for any reason without prior permission it is their responsibility to ensure the Council is notified.

The employee must inform their Manager or if unavailable another Manager within their Directorate as soon as possible on the first day of absence. If no contact is made the Manager should ring the employee to enquire regarding their whereabouts. Any significant delay in contacting their Manager will require an explanation and should the reason be unacceptable, a disciplinary investigation will be instigated which may result in pay being withheld.

The employee's Manager will ring the employee back if they have been unavailable to take the initial call.

It is not acceptable for employees to report their absence to a colleague, via a mobile phone text message. Employees must telephone their manager in person. In exceptional circumstances the employee may nominate somebody to report in on their behalf if they are unable to do so themselves i.e. they are in hospital.

If the employee has made no contact they will be classed as unauthorised absent and pay will be stopped until a suitable explanation is given. On their return to work a disciplinary investigation may be instigated.

In cases of industrial/work related injury, it is essential that employees complete the corporate accident/incident report form (forms can be located in the Health and Safety Section of the loop) and inform their Manager as per procedure.

When employees contact their Manager they must give as much information as possible relating to the nature of their illness, treatment they have received and the estimated date of return. It is essential that managers use sensitivity and tact when establishing the facts. The following questions provides managers with best practice examples:

- Enquire as to the nature of the illness or problem
- How long have the symptoms persisted?
- Have they visited or do they plan to visit their GP if so when?
- What treatments have they received/medication taken?
- How long do they estimate they will be absent for?
- What meetings, deadlines or important events are pending and may require cover?
- Request an update on the 3rd day of absence

The Manager must then complete, with as much detail as possible the Absence Notification form on the Intranet. <http://www2.intranet.chorley.gov.uk/section.asp?catid=12215>

On receipt of the absence notification the ICT Directorate will automatically ensure that an out of office notification is added to employee's emails.

The employee should make contact with their Manager on the 3rd working day of absence providing them with an update of their condition and estimated date of return.

On the 5th working day of absence, employees must notify their Manager of the reason for their continued absence.

Medical Certification

For absences of 8 calendar days or more a medical certificate must be submitted to cover employee's from the eighth day of absence. The medical certificate must have been signed by their doctor on or before the eighth day. All medical certificates should be sent promptly to their Manager.

If an employee does not comply with the above procedure, appropriate deductions of pay will be made. Employees may also be subject to disciplinary action.

Return to Work

The employee must notify their Manager prior to their return to work. If medical certificates from a doctor have been submitted, the refrain from work end date of the certificate must have expired or if an employee is returning to work prior to this end date, they must get a further medical certificate confirming their fitness to resume their duties. A Return to Work Notification <http://cbc-us-crm/tkflow/Flow.aspx?f=HRSicknessReturnNotify> and a Return to Work interview must be completed for each period of absence. <http://cbc-us-crm/tkflow/Flow.aspx?f=HRSicknessReturnInterview>

3. RETURN TO WORK INTERVIEWS

The Manager (or appropriately designated officer) will review the absence with the employee on the day that they return to work, after each and every absence [or as soon as practicable for those employees who work shifts or unusual hours]. These interviews should provide an opportunity to:

- Demonstrate to the employee that they are a valued member of the team and the Manager cares and takes the employee's state of health seriously.
- Ascertain whether the employee feels sufficiently fit to return to work
- Confirm the reason for absence and ensure that correct details relating to the absence are recorded
- Offer support if appropriate from the Council's Occupational Health or Physiotherapy provider
- Raise the profile of the Council's sickness attendance policy and procedures, ensuring that the employee understands the details of the policy and his/her own responsibilities
- Discuss any factors which may be affecting the welfare of the employee

The content of this discussion must be treated as confidential except where, with the employee's permission, information is shared in order to facilitate the provision of appropriate support.

These will not be formal meetings but should be part of the normal process of completing paperwork in relation to the absence and taking an interest in colleagues' welfare. A Return to Work Form must be completed during the interview and once signed must be sent to Human Resources marked as private and confidential, to be retained on the employee's personal file.

4. EMERGENCY ACTION

The Manager may take emergency action if they believe that an employee has become medically unfit to continue carrying out their duties or the welfare of other employees/service users may be put at risk by the employee's condition. This action may include sending the employee home or suspending them from duty pending medical advice. Such medical suspension will be on full pay. Managers should be aware of the Corporate Accident/Incident Procedure in particular with regard to notifiable work related diseases to the Health and Safety Executive (HSE).

In these circumstances, the Manager must discuss the matter with Human Resources/Health and Safety before such action is taken.

Managers must consider referring an employee to the Occupational Health Physician following an accident at work.

5. MANAGING SHORT TERM ABSENCES

It is accepted that all employees will have occasional absences due to minor ailments. However, cause for concern arises when the frequency of such absences is considered to be excessive, or a pattern of absences becomes apparent.

The incentives and initiatives that are explained in the Health and Wellbeing Strategy aim to protect and promote the health and wellbeing of employees throughout the Council. It is believed that with this support employees can take reasonable steps to ensure they are fit to maintain regular attendance.

Managers will review absence levels on a formal basis when the trigger points in the table are reached or where there is a pattern of absence, e.g. absence on Mondays or Fridays, absence directly after annual leave, absence at the end of the leave year.

Conditions which may be covered by the Disability Discrimination Act will be given further consideration and where ever possible reasonable adjustments will be made.

The following absences will not be considered in relation to the trigger points for short term absence:

- Pre-authorised hospital stays/operations, including the recuperation period.
- Industrial injury, providing an accident reporting form has been completed and returned to their manager
- All pregnancy related absence

| Trigger Points | Meeting | Potential Outcome | Period Valid |
|-------------------------------------------------------------------------------------|---------|-------------------|--------------|
| 3 occasions or 7 working days or more within a rolling 6 months | Stage 1 | Verbal Warning | 6 Months |
| A further 2 occasions or a further 6 working days or more in the following 6 months | Stage 2 | Written Warning | 6 Months |
| A further 2 occasions or a further 6 working days or more in the following 6 months | Stage 3 | Final Warning | 6 Months |
| A further 2 occasions or a further 4 working days or more in the following 6 months | Stage 4 | Dismissal | |

Once a trigger point has been reached the attendance hearing will take place following the period of absence and not at the end of the 6 month monitoring period.

An employee whose absence is maintained at an acceptable level for 6 months following a verbal or written warning will exit the short term absence procedure. If an individual has received a final written warning and their attendance is maintained for the next 6 months, they will 'step back' to a verbal warning which will remain valid for a further 6 months.

Should acceptable attendance be maintained during this 6 month monitoring period the individual will exit the procedure.

Informal Process – Welfare Meeting

If the employee has 2 occasions of absence in a 6 month period an informal welfare meeting will take place. This meeting can be done as part of the return to work interview or a separate meeting can be arranged.

The purpose of this meeting is to:

- make the employee aware that the manager is concerned about him/her;
- provide the employee with the opportunity to comment on the factors which have contributed to his/her absence level;
- advise him/her of support services available and discuss other action which may be taken by the individual, or the Directorate, in order to assist them to improve their attendance;
- specify the improvement required in line with the trigger points

If any action points are agreed they should be confirmed in writing either on the return to work form or this can be done via email to the employee.

If there are no further absences in the specified period no further action will take place. Both parties should still follow up on any commitments made during the welfare meeting.

If there are further absences the employee will go into the formal procedure.

Stage 1 - Verbal Warning Hearing

This meeting will be heard by the employee's Manager or if not available another suitable Manager within the employee's Directorate. If support is required a member of Human Resources may be present to provide advice to the Manager.

The employee will be informed in writing of the formal meeting. This can be done via email if appropriate.

The employee will be given a minimum of 3 working days notice of the formal meeting and offered the right of Trade Union representation or work colleague present.

At the meeting the following will be taken into consideration:

- The employees absence history.
- The nature of the absences and any treatment that has been received.
- The effect the absence is having on Directorate performance and colleagues within the Directorate.
- Any action taken to improve attendance.
- Any support that can be provided by the Council.

The employee and his or her representative will be given the opportunity to provide any mitigating circumstances.

The employee's Manager will make the decision at the end of the meeting, if no further investigation is necessary. If further investigation is necessary the meeting will be adjourned and reconvened for a decision to be made.

The Manager must confirm this in writing to the employee, including the improvements required. The employee has a right to appeal against this warning by writing to the Corporate Director Human Resources and Organisational Development, within 5 working days of receipt of the letter, giving reasons for the appeal.

An appeal would be heard by another more Senior Manager in the employee's Directorate and should be conducted within 10 working days of the appeal being received.

Stage 2 - Written Warning Hearing

This meeting will be heard by the employee's Manager or if not available another suitable Manager within the employee's Directorate. If support is required a member of Human Resources may be present to provide advice to the Manager.

The employee will be informed in writing of the formal meeting. This can be done via email if appropriate.

The employee will be given a minimum of 3 working days notice of the formal meeting and offered the right of Trade Union representation or work colleague present.

At the meeting the following will be taken into consideration:

- The employee's absence history.
- The nature of the absences and any treatment that has been received.
- The effect the absence is having on Directorate performance and colleagues within the Directorate.
- Any action taken to improve attendance.
- Any support that can be provided by the Council.

The employee and his or her representative will be given the opportunity to provide any mitigating circumstances.

The employee's Manager will make the decision at the end of the meeting, if no further investigation is necessary. If further investigation is necessary the meeting will be adjourned and reconvened for a decision to be made.

The Manager must confirm this in writing to the employee, including the improvements required. If not already done so an appointment with Occupational Health will be arranged to provide the Council with further information on the employees medical issues.

The employee has a right to appeal against this warning by writing to the Corporate Director of Human Resources, & Organisational Development within 5 working days of receipt of the letter, giving reasons for the appeal.

An appeal would be heard by another more Senior Manager in the employees Directorate and should be conducted within 10 working days of the appeal being received.

Stage 3 - Final Written Warning Hearing

This meeting will be heard by the employees Manager or if not available another suitable Manager within the employees Directorate. A member of Human Resources will be present to provide advice to the Manager

The employee will be informed in writing of the formal meeting. This can be done via email if appropriate.

The employee will be given a minimum of 3 working days notice of the formal meeting and offered the right of Trade Union representation or work colleague present.

At the meeting the following will be taken into consideration:

- The employees absence history.
- The effect the absence is having on Directorate performance and colleagues within the Directorate.
- The nature of the absences and any treatment that has been received.
- Any action taken to improve attendance.
- The report from Occupational Health following the Written Warning.
- Any support that can be provided by the Council.

The employee and his or her representative will be given the opportunity to provide any mitigating circumstances and further medical evidence that the employee may wish to provide including a report from the employee's own GP.

The employee's Manager will make the decision at the end of the meeting if no further investigation is necessary. If further investigation is necessary the meeting will be adjourned and reconvened for a decision to be made.

The Manager must confirm this in writing to the employee, including the improvements required. An appointment with the Occupational Health Physician will be arranged to provide the Council with up to date information on the employee's medical issues.

The employee has a right to appeal against this warning by writing to the Corporate Director Human Resources & Organisational Development, within 5 working days of receipt of the letter, giving reasons for the appeal.

An appeal would be heard by another more Senior Manager in the employees Directorate and should be conducted within 10 working days of the appeal being received.

Stage 4 - Dismissal Hearing

Dismissal should not be considered until both a Written and Final Written Warning have been issued and attendance has been found to be unsatisfactory.

This meeting will be heard by the employee's Corporate Director or if unavailable another suitable Corporate Director, with a Human Resources Consultant present to advise. NJC conditions apply for Chief Officer Sickness Absence

The employee will be informed in writing of the Dismissal Hearing.

The employee will be given a minimum of 5 working days notice of the formal meeting and offered the right of Trade Union representation or work colleague present.

If an employee wishes to submit a medical report from his/her own Doctor/ Consultant then they must write to them within 1 week of being informed of the hearing. The hearing will be postponed for a maximum of 4 weeks to provide adequate time for the Dr's/ Consultants report.

All documentation which is to be presented at the Hearing must be submitted at least 3 working days beforehand, by both parties, to the Corporate Director for Human Resources.

At the hearing the following will be considered:

- If there have been signs of improvement,
- The employees absence history.
- The nature of the absences and any treatment that has been received.
- Any action taken to improve attendance.
- The effect of the absence on the performance and effectiveness of the Service.
- All individual circumstances, including medical reports from the Occupational Health Physician and employee's Dr and/or Consultant.

The employee and/or their representative have the opportunity to put forward all their reasons for the continuing levels of absence and these are given consideration.

When making their decision the Corporate Director should consider if the:

- Employee should be dismissed due to being incapable of carrying out the requirements of their post due to consistent high levels of absence.
- A further review period be set to continue to monitor attendance levels.
- If any reasonable adjustments need to be considered under the Disability Discrimination Act.

The Corporate Director will normally announce the decision at the end of the Hearing and this will be confirmed in writing to the employee within 5 working days. In cases of dismissal the appropriate notice period will be paid according to the employees Terms and Conditions of Service.

Any appeal against the decision of the Corporate Director must be lodged, in writing, to the Corporate Director Human Resources and Organisation Development, within 10 working days of receipt of the letter confirming the decision. This letter must clearly state the grounds for appeal [a letter purely requesting an appeal will not be acceptable].

The Human Resources Appeals Committee will hear any appeals against dismissal.

The Appeal Hearing will be convened for a mutually convenient date as soon as reasonably practicable following receipt of the letter lodging the appeal.

6. MANAGING LONG TERM ABSENCES

If an employee is absent due to long term illness he/she must be treated fairly and sympathetically, however, there may come a time where the need to run the service efficiently has to be balanced with the need to provide employment for the employee.

A Manager must maintain weekly contact with the employee during the first 4 weeks of absence via telephone calls, meetings or letters depending upon what seems to be the most appropriate in the circumstances.

If an employee is absent due to stress, work related/occupational stress, depression, nervous debility or anxiety an immediate welfare meeting and an appointment with Occupational Health will be arranged. It is good practice that the employee is asked to complete a stress risk assessment, the Stress Management Policy provides guidance on this process.

None consecutive periods of long term sickness absence

Should an employee have 16 weeks or more of none consecutive periods of long term (absence of 4 weeks or more) sickness absence in a 12 month rolling period, the periods of

absences will be added together and for the purposes of managing the attendance the employee will enter the long term absence procedure at Stage 2.

Stage One [Within the first 4 weeks of absence]

A welfare visit should be organised in conjunction with Human Resources, this may be either via a home visit or an appropriate neutral base dependent on the relevant circumstances. At this first visit the following should be established:

- make the employee aware that the Manager is concerned about him/her;
- reasons for absence;
- progress on the absence, on going treatment
- possible likely return date
- referral to the Occupational Health;
- advise of welfare services available and discuss other action which may be taken, by individual or Directorate, in order to help the employee to return to work;
- explore other options such as redeployment or a change in hours, or assisted/phased return;
- ensure that reasonable adjustments are explored, through the agreement of the employee
- offer of any assistance that may be required e.g. returning on reduced hours
- how future contact should be maintained

The Manager must continue to maintain contact with the employee in the agreed way, and must assess the likely impact of the absence, taking account of the comments made by Occupational Health. During the next 12 weeks it would be appropriate for a further 2 welfare meetings to be organised which follow a similar pattern to the first welfare meeting.

Stage Two [12 weeks of absence] Sickness Review Meeting

A further meeting/visit must be organised in conjunction with Human Resources, this again may either be via a home visit or an appropriate neutral base dependent on the relevant circumstances. At this meeting the following should be discussed:

- All details relating to the current absence
- Review of the date of return
- Review need for assistance

It is also important at this meeting if the employee is unlikely to return to work in the near future to discuss:

- Informing the employee that a first warning is being issued regarding the sickness absence due to the serious operational problems created by his/her absence.
- Referral to Occupational Health.
- Whether it would be possible for the employee to return to work on a part time basis;
- Whether it would be possible for the employee to be assisted to return to work
- Whether redeployment of the employee is feasible, if he/she is unfit for only certain types of work;
- The implications of the absence on the service provision, other employees, the budget etc;
- If appropriate, dependent on the illness concerned, the employees previous sickness record and length of service;

- That the next stage of the absence procedure includes the issue of a second warning, due to the serious operational problems that the employee's absence is creating.

If it is unlikely that the employee will return to work in their substantive post the following issues need to be discussed:

- Redeployment
- Reasonable adjustment
- Retirement

Stage Three [16 weeks of absence] Sickness Review Meeting

All situations will vary depending upon the nature of the medical problems and the prognosis of the employee's condition, however by Stage Three it may become clear whether or not the employee is likely to return to work in the near future. If this seems unlikely the following options should be considered:

- discussing ill-health retirement with the employee, giving details of estimated benefits (this option is only available to employees who are found to be permanently incapacitated)
- setting a review period pending further medical advice;
- informing the employee that a second warning is being issued regarding the sickness absence due to the serious operational problems created by his/her absence. Consideration is also being given to the termination of his/her employment. The employee may wish to obtain his/her own medical advice at this stage;
- whether redeployment of the employee is feasible, if he/she is unfit for only certain types of work
- ensure that reasonable adjustments are explored, through the agreement of the employee
- advise of welfare services available and discuss other action which may be taken, by individual or Directorate, in order to help the employee to return to work.

If at this stage the employee is due to return within the next 4-8 weeks the following options should be considered:

- whether it would be possible for the employee to return to work on a part time basis;
- whether it would be possible for the employee to be assisted to return to work;
- whether redeployment of the employee is feasible, if he/she is unfit for only certain types of work.

Stage Four [24 weeks of absence] Sickness Review Meeting

If all other options have been considered, the employee is unlikely to return to work in the near future and ill-health retirement is not possible, then dismissal should be considered and this needs to be reiterated at this meeting. The meeting should follow the first and second sickness review meetings and it must be explained that if the employee is unlikely to return to work in the near future, then a Medical Incapability Hearing will be convened at 26-30 weeks of absence.

A further referral to the Occupational Health Physician may be appropriate should there be significant changes in the prescribed medical condition and/or a significant period of time has elapsed since the last examination.

Stage Five [26-30 weeks of absence] Medical Capability Hearing

A Medical Capability Hearing must be convened, according to the procedure detailed in Dismissal Hearing in Section 5 of this procedure. If the employee is prevented from attending the hearing, due to his/her medical condition, he/she may send a representative and /or written statement for the Corporate Director to consider (NJC conditions apply for Chief Officer Sickness Absence Management).

7. ILL HEALTH RETIREMENT

Upon receiving advice from the Occupational Health Physician that an employee is permanently incapable of discharging his/her duties in their substantive post and there are no suitable redeployment opportunities then the Manager and a member of the Human Resources Directorate will immediately make arrangements to interview the employee and inform him/her of this advice and explain the implications, including financial benefits.

The employee also has a right to appeal against not being granted ill health retirement to Lancashire County Pension Fund under the Internal Dispute Procedure.

Any decision to terminate an employee's contract on the grounds of medical capability is a management decision based on medical advice. In circumstances when the Council has received medical advice indicating that an employee is permanently incapable of discharging their duties, but where ill health retirement has not been granted, then whilst any appeal against the decision not to grant ill health retirement is being processed, the employee's service will continue and the appropriate rate of sick pay will be maintained.

In cases where an employee does not return to work, despite medical advice that he/she is fit to do so, the employee will be subject to disciplinary action due to the employee being absent without authorisation.

Refer to the Council's Ill Health Retirement Policy for more information.

8. REASONABLE ADJUSTMENTS AND REDEPLOYMENT

On the advice of the Occupation Health Physician, the appropriate Corporate Director must give urgent consideration to whether the employee's post can be modified, giving it a different balance of duties which the individual will be able to fulfil.

The Disability Discrimination Act 1995 obliges employers to give consideration to making "reasonable adjustments" for employees who have a physical or mental impairment that will have a substantial long term adverse affect on their ability to carry out normal day to day activities. Reasonable adjustments would include alterations to premises, reallocation of duties, provision of specialist equipment and allowing the employee to be absent during working hours for rehabilitation, assessment or treatment. Such adjustments must be considered in all cases where the employee's incapability results from an underlying medical condition.

If reasonable adjustments are not a practical possibility, consideration must be given to the availability of alternative employment for the employee within the Council.

Any offer of alternative employment must be made to the employee, in writing, detailing the main terms and conditions including any trial period arrangements as appropriate. Should an employee seek alternative employment to a lower graded post, protection will normally be at the salary or wage rate application for a period of two years, at which time the substantive grade of the new post will normally become effective. The Council will look on each case on

its own merits but will limit the down grading to one grade below the previous grade. For example, a SO2 would only be eligible for protection if s/he sought redeployment to a SO1 post or a Scale 5 to a Scale 4. Also pay protection would be on the individual's scale point.

Protection will apply as follows:

| | |
|---------|---------------------|
| Year 1: | 100% protection and |
| Year 2: | 50% protection. |

If the dismissal relates to short term absence and no underlying medical condition exists consideration of job redesign or alternative employment would not normally be appropriate.

9. SUPPORTED RETURN TO WORK

When managing long term sickness absence one of the options that may be suitable to aid an employee to return is to offer a return to work on reduced hours, different duties or different role. An assisted return to work will be agreed with the employee's manager in conjunction with Human Resources. For this to be acceptable approval must be obtained in writing from either the employee's own doctor or the Occupational Health Physician.

This process needs to be reviewed on a weekly basis in conjunction with the employee, Manager and Human Resources. Individual circumstances and the time of annual leave year will dictate how an adjustment to reduced hours is achieved. Wherever possible annual leave and additional flexi hours will be taken to cover the hours that have not been worked. However it is imperative that an employee is not left with a nil annual leave balance at the start of the leave year - further information on this issue can be obtained from Human Resources.

There are two forms of return to work:

Phased return to work - reduced hours either part days or part weeks in current position and performing all duties on job description. It is recommended that a phased return to work does not exceed more than 4 weeks. As a guide, hours can be reduced as follows: 1st week 25% of normal hours, 2nd week 50% normal hours, 3rd week 75% of normal hours, returning to normal hours and duties in the 4th week.

Therapeutic Return – Returning on a full or part time basis either doing part of own role or a different role in the Council for a temporary period to ease employee back to work.

9. REFERRAL TO OCCUPATIONAL HEALTH

Employees who are referred to the Occupational Health Physician for a medical examination are advised that:

“An employee failing to attend a medical examination arranged by the Council in accordance with this procedure will have to pay the full cost of the medical examination and may cease to be eligible for occupational sick pay unless evidence of inability to attend without notice is provided, e.g. a doctor's statement. Failure to attend will result in the employee being subject to disciplinary investigation, which may result in the employee facing disciplinary sanctions, as well as having their Occupational Sick Pay suspended indefinitely.”

10. REPAYMENT OF SICKNESS ALLOWANCE FOLLOWING AN ACCIDENT

In the event that an employee is absent as a result of an accident (including none work related accidents) the normal sickness allowance will be paid. However should the employee be entitled to receive damages from a third party in respect of the accident, they will be required to refund the Council the amount of sickness allowance already advanced to them.

Any period of absence where a refund of sickness allowance is made, shall not be recorded for the purposes of the attendance management process and statistics.

11. ANNUAL LEAVE

In circumstances when an employee's sickness absence has exceeded four weeks but has not been for the entire leave year, and where annual leave was taken prior to and following the absence, a maximum of 10 days annual leave can be carried forward to the next leave year. The carried forward leave will be added to the new leave years entitlement and is not restricted to when it can be taken.

An exception to this is where an employee has been on long term sickness absence for the entire annual leave year, in these circumstances will be entitled to the statutory 20 days annual leave (less any leave taken prior to the absence). If the employee had more than 20 days leave prior to the absence, additional days will be lost. Leave owing will be payable at the end of the annual leave year. The employee has the option to carry forward a maximum of 3 days to the next leave year.

12. REVIEW PROCESS

In order to ensure that the Attendance Policy continues to meet the Council's aims and complies with the objectives, the policy will be monitored and reviewed within the first 12 months of implementation and a 3 yearly basis thereafter. Employees and Trade Union representatives will be encouraged to be involved in the review process.

Appendix A

Reporting and Recording Absence

| | Employee | Manager |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Day 1 – first day of absence | <p>Report absence before the start of their normal working day to their manager giving the following details:</p> <ul style="list-style-type: none"> • Nature of sickness • How long they have had the illness/problem • Have they visited or intend to visit their GP • What treatment / medication have they taken • How long they estimate they may be absent for • Give details of any commitments or meetings | <p>Discuss nature of the absence, including:</p> <ul style="list-style-type: none"> • Nature of sickness • How long they have had the illness/problem • What treatment / medication have they taken • How long they estimate they may be absent for • Give details of any commitments or meetings • Request an update on the 3rd day of absence <p>Report individual as absent via the online notification on theloop providing as much information as possible</p> |
| Day 3 | <p>Notify manager with an update of their condition and the estimated return date</p> | <p>If no contact has been made, contact the individual to establish:</p> <ul style="list-style-type: none"> • the continuing nature of the absence, • discuss the availability of support services such as counselling • estimated date of return |
| Day 5 | <p>Notify manager of the reason for their continued absence</p> | <p>If no contact has been made, contact the individual to establish:</p> <ul style="list-style-type: none"> • the continuing nature of the absence, • discuss the availability of support services such as counselling <p>estimated date of return Employees should also be reminded that a medical certificate will be required for absences lasting 8 days or more</p> |
| Between 8 days and 4 weeks | <ul style="list-style-type: none"> • Provide manager with a medical certificate • Keep in weekly contact with and advise their manager of any progress or developments concerning their absence • Attend Occupational Health appointments as arranged • Attend home welfare meeting in 4th week of absence (or sooner if stress/anxiety/depression related) | <ul style="list-style-type: none"> • Maintain weekly contact with the individual • Remind individual of the importance of keeping in contact with the line manager and the necessity of notifying them if they are to be away from their home address for any reason • Arrange home welfare meeting in 4th week of absence (or sooner if stress/anxiety/depression related) • Arrange referral to occupational health |

| | | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| After 4 weeks | <ul style="list-style-type: none">• Keep in weekly contact with and advise their manager of any progress or developments concerning their absence• Ensure that an up to date medical certificate covers their continuing sickness• Attend welfare and OH appointments as arranged | <ul style="list-style-type: none">• Maintain weekly contact with the individual• Discuss return to work plans and supported return to work if appropriate• Refer to the procedures for Managing Long Term Absences and issue warnings to the individual that their employment could be at risk |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| | | | | | | | | | | |
|--|--------|--------|--------|--------|---------|-------|--------|--------|--------|--------|
| | 21 May | 22 Jun | 10 Aug | 1 Sept | 28 Sept | 9 Nov | 30 Nov | 18 Jan | 15 Feb | 22 Mar |
|--|--------|--------|--------|--------|---------|-------|--------|--------|--------|--------|

Holding the Executive to account

| | | | | | | | | | | |
|----------------------------------------------------------|----------------|---|----------------|---|---|----------------|---|----|----------------|---|
| Executive Leader | | | | | | | | | | |
| Policy and Performance | MS PR CP | | MS PR CP | | | MS PR CP | | BS | MS PR CP | |
| Neighbourhoods | MS | | MS | | | MS | | | MS | |
| Resources | MS | | MS | | | MS | | | MS | |
| Business | MS | | MS | | | MS | | | MS | |
| People | MS | | MS | | | MS | | | MS | |
| Sustainable Communities Act | | * | | | | | | | | * |
| Affordable Housing Task Group - Service Improvement Plan | | * | | | | | | | | |
| Updated Attendance Policy Statement | | | * | | | | | | | |
| Revenues and benefits team performance | | | | * | | | | | | |
| Work undertaken by Groundwork | | | | * | | | | | | |
| Closed church yards policy | | | | | * | | | | | |
| Value for Money review of Support Services | | | | | | | * | | | |
| Local Development Framework | | | | | | | * | | | |
| Forward Plan | * | * | * | * | * | * | * | * | * | * |
| Executive Cabinet agenda | * | * | * | * | * | * | * | * | * | * |

Policy Development and Review of Council Services (Task and Finish Groups)

| | | | | | | | | | | |
|--------------------------|--|---|---|---|---|---|---|---|---|--|
| Highways | | S | S | C | C | C | R | R | | |
| Town Centre Regeneration | | | S | S | C | C | C | R | R | |
| Neighbourhood Working | | | | | M | | | | | |
| Efficiency Gains | | | | | | | M | | | |
| Streetscene Issues | | F | | | | | M | | | |

| | | | | | | | | | | |
|---------------------------|--|--|--|--|--|--|---|--|--|--|
| <u>Crime and Disorder</u> | | | | | | | * | | | |
| <u>Health</u> | | | | | | | | | | |

External Scrutiny

| | | | | | | | | | | |
|-----------------------------------------------|--|---|---|---|--|--|---|---|--|---|
| Chorley Community Housing | | | F | | | | M | | | |
| Affordable Housing (South Ribble and Preston) | | | | R | | | | F | | |
| Chorley Partnership | | R | | | | | | | | F |

Other

| | | | | | | | | | | |
|--------------------|---|---|---|---|---|---|---|---|---|---|
| Work Programme | * | * | * | * | * | * | * | * | * | * |
| Review of the Year | | | | | | | | | | * |
| Annual Report | * | | | | | | | | | |

Key:

Holding the Executive to account

- MS Business plan monitoring statements
- PR Performance report and
- CP Chorley Partnership performance report
- BS Budget scrutiny

Policy Development and Review of Council Services and External Scrutiny

- S Scoping
- C Collecting and considering evidence
- R Report
- F Feedback and action
- M Monitoring

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CHORLEY BOROUGH COUNCIL FORWARD PLAN FOR THE FOUR MONTH PERIOD 1 AUGUST 2009 TO 30 NOVEMBER 2009

This Forward Plan sets out the details of the key decisions which the Executive Cabinet, individual Executive Members or Officers expect to take during the next four month period. The Plan is rolled forward every month and is available to the public 14 days before the beginning of each month.

A Key Decision is defined as:

1. Any executive decision (as opposed to a regulatory decision) which is likely to result in the Council incurring significant expenditure or the making of savings where there is:
 - A change in service provision that impacts upon the service revenue budget by £100,000 or more, or
 - A contract worth £100,000 or more, or
 - A new or unprogrammed capital scheme of £100,000 or more.
2. Any executive decision which will have a significant impact in environmental, physical, social or economic terms on communities living or working in two or more electoral wards - This includes any plans or strategies which are not within the meaning of the Council's Policy Framework set out in Article 4 of the Council's Constitution.
3. As a matter of local choice, the Forward Plan also includes the details of any significant issues to be initially considered by the Executive Cabinet and submitted to the Full Council for approval.
4. New items on the Forward Plan are highlighted in bold print.

The current members of the Executive Cabinet are:

| | |
|------------------------------|-------------------------------------------|
| Councillor Peter Goldsworthy | Executive Leader |
| Councillor Patricia Case | Deputy Leader |
| Councillor Greg Morgan | Executive Member (Policy and Performance) |
| Councillor Eric Bell | Executive Member (Neighbourhoods) |
| Councillor Kevin Joyce | Executive Member (Resources) |
| Councillor Peter Malpas | Executive Member (Business) |
| Councillor John Walker | Executive Member (People) |

Anyone wishing to make representations about any of the matters listed below may do so by contacting the relevant officer listed against each key decision, within the time period indicated.

Under the Access to Information Procedure Rules set out in the Council's Constitution, a Key Decision may not be taken, unless:

- It is published in the Forward Plan;
- 5 clear days have lapsed since the publication of the Forward Plan; and
- If the decision is to be taken at a meeting of the Executive Cabinet, 5 clear days notice of the meeting has been given.

The law and the Council's Constitution provide for urgent key decisions to be made, even though they have not been included in the Forward Plan in accordance with Rule 18 (General Exception) and Rule 19 (Special Urgency) of the Access to Information Procedure Rules.

Copies of the following documents may be inspected at the Town Hall, Chorley, PR7 1DP or accessed from the Council's website: www.chorley.gov.uk

- Council Constitution
- Forward Plan
- Reports on the key decisions to be taken
- The minutes or decision notice for each key decision, which will normally be published within 5 working days after having been made

Members of the public are welcome to attend meetings of the Executive Cabinet which are held at the Town Hall, Chorley. The dates and times of the meetings are published on www.chorley.gov.uk or you may contact the Democratic Services Section on telephone number 01257 515122 for further details.

Donna Hall
Chief Executive

Publication Date: 20 July 2009

| Details of the Decision to be taken | Decision to be taken by | Relevant Portfolio Holder | Earliest Date decision can be taken | Proposed Consultees | Method(s) of Consultation | Documents to be considered by Decision taker | Representations may be made to the following officer by the date stated |
|----------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Approval of Central Lancashire Local Development Framework Core Strategy Delivery Supplement | Executive Cabinet | Executive Member (Business) | 13 Aug 2009 | Strategy Group, Central Lancashire Authorities' LDF Working Groups and Central Lancashire LDF Joint Advisory Committee | Final Delivery Supplement Document to be provided to consultees | Central Lancashire LDF Core Strategy Final Delivery Supplement | Corporate Director (Business) Tel: 01257 515285 jane.mEEK@chorley.gov.uk Monday, 27 July 2009 |
| Approval for adoption of the revised Lancashire Waste Strategy | Executive Cabinet | Executive Member (Neighbourhoods) | 13 Aug 2009 | Strategy Group | Revised Lancashire Waste Strategy document to be supplied to the Strategy Group | Revised Lancashire Waste Strategy | Corporate Director (Neighbourhoods) Tel: 01257 515720 ishbel.murray@chorley.gov.uk Monday, 27 July 2009 |

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| Report of | Meeting | Date |
|-------------------------------|-----------------------|----------------|
| Corporate Director (Business) | Overview and Scrutiny | 10 August 2009 |

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – BUSINESS DIRECTORATE

PURPOSE OF REPORT

- To report progress against the key actions and performance indicators in the Business Directorate Business Improvement Plan for 2009/2010

RECOMMENDATION(S)

- To note the report.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

- 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

- N/A

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 | | 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 organization | √ |

BACKGROUND

- 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 1st April to 30th June 2009.



KEY MESSAGES

7. The Business Directorate restructure proposals following the Value for Money exercise have now been implemented and a Business Transformation Action Plan has been developed. A key project is reviewing the Business Support Team to ensure that they provide the right support for the Directorate as a whole.
8. A key focus for the Directorate is the economic recession and ensuring that the area benefits from any new government initiatives and funding particularly in relation to housing.

KEY SUCCESSES9. Planning

- Buckshaw Group 1 – Negotiations continue on the Section 106 Agreement for Group 1. It is anticipated that the application will come to Committee in September/October. The development of the Community Centre has commenced and the school development competition was won by the C of E and Methodists. Buckshaw Station – A bill for funding from the Community Infrastructure Fund for the station has been submitted to DCLG.
- Customer Care Action Plan – Work has been undertaken with agents and parishes to identify the needs of applicants and objectors and A DC Survey is currently being developed.
- S106 Task Group established.
- Sustainable Communities Act – Report to Executive Cabinet, consideration with public, submission to LAA.

10. Economic Development

Lancashire West Local Development Strategy – Rural Economic Support Diversification – Bids were submitted to NWDA for funding to support the rural economy.

11. Strategic Housing

- Cotswold House – Following the successful transfer of Cotswold House, phase one of the refurbishment works at Cotswold Supported Housing in complete. This includes a new reception area and new office accommodation. These have significantly improved the security of the accommodation in addition to improving the appearance and feel of the building.
- Rental Bonds - 7 Rental bonds were issued. This initiative support people wishing to rent.
- Homelessness - 11 Homelessness acceptances have reduced from 21 last quarter demonstrating the prevention work and early intervention of the team is having a positive effect on customers.
- Specialist Housing Advisor appointed and to start in post August 2009
- The HSSA (Housing Strategy Statistical Analysis) return has been completed submitted to CLG. This includes a number of key indicators which are used to inform national policy on housing.

- Affordable Housing – An action plan has been developed and approved by Executive Cabinet. This sets out a number of projects which will help deliver affordable housing.

12. Key Actions Within Timescale

- Various tasks within the Town Centre Audit and Urban Design Strategy including the bus shelter outside Booths store and the pedestrian crossing on St Thomas’s Road.
- In accordance with the Heritage and Conservation Strategy, St Laurences and Rivington Conservation Area Reviews and associated consultation have been undertaken.
- Higher Density Housing Guidance Note – public consultation complete.
- LDF consultation documents sent out in relation to site suggestions.

13. Actions Behind Schedule

None

14. SERVICE LEVEL BUDGET MONITORING 2008/2009

| | £'000 | £'000 |
|---------------------------------------------------------------------|-------|-------------|
| ORIGINAL CASH BUDGET | | 926 |
| Add Adjustments for In year cash movements | | |
| Virements to/from other Services: | | |
| Slippage | | 13 |
| Transfer from Reserves | | 39 |
| Landscape Project Fees re. Town Centre Improvements (Flat Iron) | | 15 |
| ADJUSTED CASH BUDGET | | 993 |
| Less Corporate Savings: | | |
| 1% saving on pay award | | (15) |
| Vacancy saving | | (20) |
| | | 958 |
| FORECAST EXPENDITURE | | |
| Staff savings | (87) | |
| Markets – Refuse Collection | 5 | |
| Bed & Breakfast, Unsubstantiated CCH invoice | (12) | |
| Expenditure under (-) or over (+) current cash budget | | (94) |
| INCOME | | |
| Potential credit to Market traders during work to Markets Buildings | 10 | |
| Planning/Building Control Income | 71 | |
| Land Charges | 1 | |
| Award of Costs - Enforcements (50% of budget) | 12 | |
| House Renovation Grant Subsidy | 1 | |
| Income under (+)/ over (-) achieved | | 95 |
| FORECAST CASH OUTTURN 2009/2010 | | 959 |

PERFORMANCE INDICATORS

15.

| Indicator Description | Target 2009/10 | Target Quarter One | Quarter One Performance |
|------------------------------------------------------------------|-----------------------|---------------------------|--------------------------------|
| NI 157a Processing of “major” planning applications | 81% | 81% | 75% |
| NI 157b Processing of “minor” planning applications | 82.5% | 82.5% | 80% |
| NI 157c Processing of “other” planning applications | 92% | 92% | 95.92% |
| % undisputed invoices processed within 30 days | 97.5% | 97.5% | 94% |
| % of Local Land Charges responses (CON29) within 10 working days | 90% | 90% | 89.68% |

EQUALITY AND DIVERSITY UPDATE

16. A Customer satisfaction action plan has been introduced and surveys are being undertaken for the following: -
- Building Control approvals
 - Building Control completions
 - Clients leaving Cotswold House

RISK MANAGEMENT UPDATE

17. The Directorates service risk assessment is reviewed at regular Directorate Management Team meetings. No changes are required and, to date, the risks identified have not been realised.

VALUE FOR MONEY / EFFICIENCIES UPDATE

18. The Business Directorate restructure proposals following the Value for Money exercise have now been implemented and a Business Transformation Action Plan has been developed. A key project is reviewing the Business Support Team to ensure that they provide the right support for the Directorate as a whole.

**JANE MEEK
CORPORATE DIRECTOR (BUSINESS)**

There are no background papers to this report.

| Report Author | Ext | Date | Doc ID |
|----------------------|------------|-------------|---------------|
| Jane Meek | 5285 | 27/07/09 | |

| Report of | Meeting | Date |
|--------------------------------------------------------|---------------------|----------------|
| Assistant Chief Executive (Business Transformation) | Overview & Scrutiny | 10 August 2009 |

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – BUSINESS TRANSFORMATION DIRECTORATE

PURPOSE OF REPORT

- To report progress against the key actions and performance indicators in the Business Transformation Business Improvement Plan for 2009/10 for the period ending June 2009.

RECOMMENDATION(S)

- To note the report.

EXECUTIVE SUMMARY OF REPORT

- Overall I am pleased with the progress in the first quarter. Many of the key tasks/ projects are progressing well and some key business as usual work has been completed e.g. final accounts, use of resources, self assessment etc.

In respect of performance indicators a number have not achieved target, mainly in the Revenues and benefits section and HR function, where some of the actuals are not controllable.

On a positive note all of the key corporate Health Indicators continue to perform well and the budget is on track to be delivered. Further work is necessary to finalise plans on efficiencies.

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 | | 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 organization | √ |

BACKGROUND

- The Business plan monitoring statement report progress against the key actions and performance indicators included in the 2009/10 Business Improvement Plans for the Shared Financial Service, Governance, Human Resources & Organisational Development and Information Technology parts of the business.

KEY MESSAGES

6. There are a total of 65 tasks/projects included in the combined Business Improvement Plan of the 30 were due to start of have some elements of the project started in the first quarter. In terms of these the following table summarises the position.

| | |
|----------------|----|
| Projects Red | 4 |
| Projects Amber | 7 |
| Projects Green | 19 |

7. Of the projects recorded as Amber below is a summary of where the projects are slightly behind target.
- Our support for the implementation of Phase 2 of the CRM is delayed pending some further proof of concept work.
 - Progress on implementing further functionality into the Council's Corporate HR system has been delayed pending further work on specification with the supplier and customers.
 - We had hoped to complete further work on equality monitoring but work on Council restructures and policies delayed this project.
 - The Shared Financial Services requires the development of a Workforce Plan to address some of the Workforce issues identified as part of development of the service. Whilst workshops and the audit has been completed the plan has not yet been drafted.
 - Preliminary work has been completed in respect of a feasibility study looking at combining the Business Continuity and Emergency Planning function at South Ribble Borough Council and Chorley Council. Further work is required before any conclusions can be drawn.
 - The update procurement strategy of the Council has been produced in draft but has not yet been presented to Members, this will be due in September 2009.
8. Where projects have not achieved their original deadline they have been rescheduled to be completed in the second quarter.
9. In terms of the 4 progress reported as Red, set out below is an explanation of the position. There are project which should have been completed by June 2009. None are fundamental to the continued delivery of service.
- In respect of the HR function it had been planned to develop a Health and Safety Audit programme following the transfer of Health and Safety provider to Preston City Council. The work programme has been developed and as is being implemented but the systematic audits of current / arrangements has not yet been developed.
 - The HR function had planned to explore the opportunity of becoming an umbrella organisation for CRB checks, as we already have the infrastructure in place for our own needs. No progress has been made on this to date.

- The Council is encouraged to comply with CIPFA guidance on how to audit for anti fraud and corruption. Whilst great strides have been made implementing the Shared Financial Service a conscious decision was made to reschedule this project as other actions / tasks as priorities.
- Further work is required on Equality Impact assessments of the Council's Financial Strategy. Whilst it was planned to do this as part of a refresh later in the some preliminary work is required during this period which has not yet been started.

BUDGET MONITORING

| SERVICE LEVEL BUDGET MONITORING | | |
|------------------------------------------------------------|--------------|--------------|
| 2009/2010 | | |
| BUSINESS TRANSFORMATION & IMPROVEMENT (FINANCE) | | |
| JUNE 2009 | £'000 | £'000 |
| ORIGINAL CASH BUDGET | | 918 |
| Add Adjustments for in year cash movements: | | |
| <u>Virements to/from Other Services</u> | | |
| Transfer Health & Safety cost centre to Human Resources | | (28) |
| Transfer Business Improvement Officer post to ICT Services | | (20) |
| <u>Slippage from 2008/09:</u> | | |
| LCC Audit work | | 9 |
| <u>Transfers to/from Reserves</u> | | |
| Environmental Warranty Insurance | | 16 |
| Buildings Fund | | 56 |
| ADJUSTED CASH BUDGET | | 951 |
| Less Corporate Savings: | | |
| <u>Staffing:</u> | | |
| Vacancy savings | | (9) |
| CURRENT CASH BUDGET | | 942 |
| FORECAST | | |
| EXPENDITURE | | |
| Staffing | | (1) |
| Allpay Cards/Bank Charges | | (5) |
| External Audit Fees | | (3) |
| Non Domestic Rates | | (17) |

| | | |
|------------------------------------------------------------------------------------------------------------------------------------|------------|-------------|
| Computer Software - Licences/Maintenance | 2 | |
| Bailiffs Commission | (2) | |
| Housing Benefit Admin - additional costs funded by extra grant. | 40 | |
| Other | <u>1</u> | |
| Expenditure under (-) or over (+) current cash budget | | 15 |
| INCOME | | |
| Housing Benefit Data Collection Grant | (40) | |
| DSS Discretionary Housing | (2) | |
| Income - Rent | 14 | |
| Income - Other | <u>(1)</u> | |
| Income under (+)/ over (-) achieved | | (29) |
| FORECAST CASH OUTTURN | | |
| 2009/2010 | | 928 |
| Key Assumptions | | |
| Staffing savings from vacant posts: Billing Assistant post vacant in April/May New Benefits Officer post vacant in April/May | | |
| Assumes additional Housing Benefit Data Collection Grant received for 2009/10 will be spent. | | |

10. The key message is that there are no major variations to report against the 2009/10 budget with the cash target of £925k forecast to be achieved.

PERFORMANCE INDICATORS

11. The Business Improvement Plan contains 100 National and Local indicators designed to measure and monitor performance, some of which are only measured annually or cannot be measured in this quarter. However 53 of the 100 could be measured and the table below summarises the position.

| | |
|------------------------------|-----|
| Green (target achieved) | 25 |
| Blue (within 5% of target) | 6 |
| Red (more than 5% of target) | 22 |
| Not Measured | 47 |
| | 100 |

12. In terms of some of the key indicators I have summarised below some of these I believe Members will be interested in as they represent some of the Core Services we provide and have some important messages regarding what is happening in the borough in terms of the impact of the recession and of the performance of the Transformation Directorate.

| Measure | Target | Actual for June |
|--------------------------------------|---------|-----------------|
| Average time to process new claims | 17 days | 20.3 days |
| Number of Benefit claims outstanding | <200 | 254 |
| Number of claims over 50 days | <10 | 2 |
| Claims assessed within 14 days | 98.5 | 94.5 |
| Time to process appeals | 30 | 38 |
| Council Tax collected | 30.06 | 29.79 |
| NNDR Collected | 29.83 | 29.71 |
| Payments made within 30 days | 97.5 | 98.44 |
| Debts older than 90 days | 14 | 0 |
| Organisations sickness absence | 7.49 | 6.45 |

13. The table shows that in Revenues and Benefits meeting targets that had previously been achieved is proving difficult. A combination of increased volumes of work in Benefits and greater difficulty of collecting debts conspires to mean in the first quarter of the year some of the targets have not been achieved. Additional resources have been put into the Benefits section in the form of an additional staff member to counter the increase and hopefully get the target back on track. Dealing with debtors is a more difficult proposition but we will continue to ensure early intervention, be flexible with payment terms and refer those requiring help to the appropriate agencies, which will help but not ensure that previous collection levels maintained during the current economic climate.

14. On a promising note some of our key Corporate Indicators of Performance continue to do well, our progress on paying orders is at an all high, which is important during this time, as cash flow for businesses is important. Sickness absence amongst the staff continues to be low with the rolling 12 month total sickness at 6.45 days

IMPLICATIONS OF REPORT

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

| | | | |
|-----------------|--|------------------------------------------|--|
| Finance | | Customer Services | |
| Human Resources | | Equality and Diversity | |
| Legal | | No significant implications in this area | |

EFFICIENCIES

LOOKING FORWARD

16. We anticipate a further £230k of savings to be achieved in 2009/10

| <u>Schedule of Budget Savings 2009/10</u> | | |
|----------------------------------------------------------------------|----------------------------|--------------------------------|
| | Budget Saving £ | Comments |
| <u>Business Transformation</u> | | |
| Insurances - Employment Practices Insurance | (10,500) | Not renewed saving achieved |
| Shared Head of Revenues & Benefits Create 1 Benefits Officer post | (25,000) 14,670 | In progress Post now filled |
| <u>Corporate Governance</u> | | |

| | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------|
| Reduce cleaning hours provision for Town Hall Emergency Planning | (6,000) (28,720) | Achieved In progress |
| <u>Human Resources</u> To provide H.R. services for St.Catherine’s Hospice - Less appointment of extra Apprentice - Less potential extra staffing expenditure | (25,000) 6,500 3,500 | Achieved |
| <u>ICT Services</u> Members Broadband. Provider to go out to tender. Internet service to be provided by L.C.C. | (15,000) (25,000) | In progress In progress |
| Sub-Total | (110,550) | |
| | Budget Saving £ | |
| <u>ICT Services</u> GIS to start charging contractors for Street Naming and Numbering function | (15,000) | Estimate now £5k |
| <u>Fees and Charges Increase</u> Assuming 3% rise | (4,005) | Increases implemented |
| Sub-Total | (19,005) | |
| | | |
| TOTAL SAVINGS OPTIONS IDENTIFIED | (129,555) | |
| | | |

17. Progress has been made on achieving the efficiency target and work is in progress on some of the key items relating to the sharing of services or collaboration but further work is necessary in this next quarter to bring that work to a conclusion.

GARY HALL
ASSISTANT CHIEF EXECUTIVE (BUSINESS TRANSFORMATION)

There are no background papers to this report.

| Report Author | Ext | Date | Doc ID |
|---------------|------|--------------|--------|
| Gary Hall | 5480 | 29 July 2009 | *** |



| Report of | Meeting | Date |
|----------------------------------------|-----------------------|----------------|
| Corporate Director (Neighbourhoods) | Overview and Scrutiny | 10 August 2009 |

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – NEIGHBOURHOODS DIRECTORATE

PURPOSE OF REPORT

1. To report progress against the key actions and performance indicators in the Neighbourhoods Business Improvement Plan for 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 organization | ✓ |

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 1st April to 30th June 2009.



KEY MESSAGES

7. The Directorate has successfully delivered the following:
- implementation of the new refuse and recycling service
 - began the process of integrating the Councils licensing function within the Directorate.
8. The following key objectives have been met as per the Directorates Business Improvement Plan:
- Provided equality and diversity training to all refuse and recycling collection crews
 - Established the revised enforcement arrangements for off street parking
 - Introduced the Councils CRM system for the handling of waste related service requests
9. There are currently no key objectives behind schedule.

SERVICE LEVEL BUDGET MONITORING 2008/2009

| JUNE 2009 | £'000 | £'000 |
|----------------------------------------------------------|--------------|--------------|
| ORIGINAL CASH BUDGET | | 4,800 |
| Add Adjustments for In year cash movements | | |
| Virements to/from other Services: | | |
| Transfer of Licensing function from Corporate Governance | | 10 |
| Use of Earmarked Reserves | | |
| ADJUSTED CASH BUDGET | | 4,810 |
| Less Corporate Savings: | | |
| - Staffing | | |
| CURRENT CASH BUDGET | | 4,810 |

FORECAST**EXPENDITURE**

| | |
|-----------------------------|------|
| Additional Staffing Savings | (7) |
| Waste Contract | (7) |
| Repairs | 3 |
| Utilities | (11) |
| Fixtures & Fittings | 6 |
| Contractors | 7 |
| Bus Shelter Provision | 5 |
| Signs | (3) |
| Burglar Alarms | 3 |
| Fuel | 14 |
| Sweeper Brushes | 5 |
| Tyres | 4 |
| Car Allowances | (4) |
| Games Equipment | 11 |
| Dog Waste Service | 3 |
| Subscriptions | 3 |
| Recycling | 3 |

| | | |
|--------------------------------------------------------------|------|--------------------------------|
| Other Minor Variances | 0 | |
| Expenditure under (-) or over (+) current cash budget | | 35 |
| INCOME | | |
| Off-Street Parking Fees | 85 | |
| LCC Sheltered Placement | 2 | |
| Sponsorship | 3 | |
| Donations | 2 | |
| Recoverable costs | (25) | |
| Insurance Claims | (1) | |
| Cricket Pitches | 2 | |
| Income under (+)/ over (-) achieved | | 68 |
| FORECAST CASH OUTTURN 2009/2010 | | <u><u>4,913</u></u> |

Key Assumptions

Staffing:

Pay award will be 2% not 3% as forecast

All vacant posts will remain vacant to cover other posts

Key

Issues/Variables

Car parking income is affected by economic factors such as a reduction in the amount of shoppers and also as residents take advantage of concessionary travel.

Key Actions

Monitor closely Off Street Parking Fees Income throughout the year

PERFORMANCE INDICATORS

10. The table below outlines the performance against target for the directorate’s key performance indicators at the end of the first quarter.

| Indicator Description | Target 2009/10 | Target Quarter One | Quarter One Performance |
|---------------------------------------------------------------------|---------------------------------|----------------------------|----------------------------|
| NI 16 Serious acquisitive crime | 1.0% reduction over three years | 2 per 1,000 population | 1.51 per 1,000 population |
| NI 20 Assault with injury crime rate | 3.0% reduction over two years | 1.46 per 1,000 population | 1.38 per 1,000 population |
| CS 5.4.3 Overall crime | 3.0% reduction by March 2010 | 14.28 per 1,000 population | 14.95 per 1,000 population |
| NI 182 Satisfaction of Business with local regulatory services | 90% | 90% | 93% |
| NI 184 % Food Establishments broadly compliant with food safety law | 95% | 95% | 95% |
| NI 192 % Waste recycled/ composted | 50% | 50% | 52% |
| % Flytipping removed within 2 WD | 75% | 75% | 89.3% |
| % Racist/offensive graffiti removed within 2 WD | 100% | 100% | 100% |
| % Graffiti removed within 28 WD | 100% | 100% | 100% |
| % Abandoned vehicles investigated within 24 hours of report | 100% | 100% | 100% |
| % Abandoned vehicles removed within 24 hours of notice expiry | 85% | 85% | 100% |

11. Overall, this shows good performance with nearly all indicators exceeding target. Overall crime is slightly below target for the first quarter, but by less than 5%, and current performance is 3rd best when compared to the 15 CDRPs that compare most closely to Chorley. In addition, the current performance in NI 16 (Serious acquisitive crime) is the best performance when compared to the comparable CDRPs.

EQUALITY AND DIVERSITY UPDATE

12. The Directorate facilitated equality and diversity training for the refuse and recycling contractor crews prior to implementation of the new contract. We continue to monitor the impact of our service delivery through customer feedback questionnaires

RISK MANAGEMENT UPDATE

13. The Directorates service risk assessment is reviewed at regular Directorate Management Team meetings. No changes are required and, to date, the risks identified have not been realised.

VALUE FOR MONEY / EFFICIENCIES UPDATE

14. The efficiencies identified as part of the Directorate Value for Money Review form part of an overall ‘Transformation’ plan which is being implemented and will continue throughout this financial year.

**ISHBEL MURRAY
CORPORATE DIRECTOR (NEIGHBOURHOODS)**

There are no background papers to this report.

| Report Author | Ext | Date | Doc ID |
|---------------|------|----------------------------|----------------------------------------------------------|
| Simon Clark | 5732 | 14 th July 2009 | V:\Business Plans\09-10\ BIP Monitoring Statement Q1.doc |



| Report of | Meeting | Date |
|-----------------------------|-----------------------|----------------|
| Corporate Director (People) | Overview and Scrutiny | 10 August 2009 |

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – PEOPLE DIRECTORATE

PURPOSE OF REPORT

- To report progress against the key actions and performance indicators in the People Directorate Business Improvement Plan for 2009/2010

RECOMMENDATION(S)

- To note the report.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

- 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

- N/A

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 | | 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 organization | √ |

BACKGROUND

- 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 1st April to 30th June 2009.



KEY MESSAGES

- NB The following key tasks have key milestones between 1 April and 30 June 2009. There are other tasks that will be reported in future reports.
7. Delivery of 'Active Generation' project: An appointment has been made to the post of Active Generation Officer. Contacts are being made with local groups to assess the current activity taking place for the over 50's. A number of new activities have been arranged including gentle exercise classes, a cricket tournament and a number of inter-generation activities on the summer Get up and Go programme.
 8. Develop Free Swimming programme: Free swimming for over 60's and 16s and under has been introduced at All Seasons and Brinscall swimming pool. The initiative has been marketed extensively and uptake has been good. During the first three months of the scheme we have seen an increase in under 16 swimming compared to 2008/2009. The increase is 8%. Swimming amongst the 60+ age group is at the same level as 2008/2009. However, we have seen a fall in usage amongst 17 – 59 year olds during the period.
 9. Clayton Green Leisure Centre refurbishment: The refurbishment of the centre has been successfully undertaken on time and to budget. This has included a new foyer, refurbished changing rooms, a refurbished gym and new multi-purpose rooms. The centre is now DDA compliant.
 10. Establish equality monitoring of key contracts: Partners have reviewed current procedures and have put a number of improvements in place, for example, improved monitoring and development programmes to increase participation.
 11. Integrate Coppull Leisure Centre into Indoor Leisure Contract: Legal services are currently preparing the legal paperwork. Lease preparation is underway with Coppull Parish Council.
 12. Astley Park project completed and facility developed: The coach house, walled garden and pavilion refurbishment has been completed. An official opening/celebration event was held at the end of June. There are still some outstanding works which will be finalised within the next quarter.
 13. Leisure and culture improvement plan: A self-assessment of leisure and cultural services was completed in April. A Peer Challenge was completed in May to validate our initial findings. The issues highlighted in the assessment will feature in the final Improvement Plan which will be completed in the next quarter.
 14. Deliver 'Get Up and Reach' project: It was intended that the staff for this project would be appointed by June. Unfortunately, we are still awaiting confirmation of funding from Sport England and have been unable to proceed with recruitment.
 15. Engage disability groups in Astley Park development: A review of signage is currently underway and work is also being undertaken with the Friends of Astley Park and Myerscough College to consider the potential for developing the sensory garden.
 16. Increase volunteering opportunities: There are a number of initiatives which are increasing the number of volunteering opportunities. These include, for example, ongoing work at Yarrow Valley, work with The Arts Partnership and developing work on an advisory group for Astley Park.
 17. Develop allotment provision: Members requested more specific information about the development of allotment provision in the borough. The following table gives members details of work undertaken to date and activity as planned in the near future.

| Action | Latest position |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Development of 23 new plots at Cross Hall | All 23 will be let by 31 July. |
| Development of 6 new plots at Moor Road | All these have been let. |
| Inspections of existing sites | Ongoing inspections are being undertaken to determine if any of the existing sites can be allocated to people on the waiting list. |
| Consultation with existing plot holders | A letter is being sent to all existing plot holders to determine their views on their plots and whether the plot size is too large and would they be willing to share. This should be concluded by the end of August. |
| Consultation with people on the waiting list | A letter is being sent to those people on the waiting list to determine their needs, their interest in Community Gardening and their willingness to travel. This should be concluded by the end of August. |
| Community Gardening Initiative | Liaison has taken place with the Central Lancashire PCT with regard to development of a Community Gardening initiative. The PCT have used Lancashire Wildlife Trust to undertake a feasibility study and the feedback is very positive. This would allow the identification of strategic sites to be community gardens on which several people can come together to produce food. We aim to have a strategy in place by October. |
| Consultation with high school headteachers | A meeting has taken place with the headteachers of Chorley high schools. There is a high level of interest in developing some joint work which will enable growing on school sites and some inter-generational work with older people and the young pupils. |
| Community based organisations | We are working with a number of organisations to develop community based allotment projects. |
| Rothwell Road, Anderton | We have put the consultation for this potential site on hold, pending the outcome of the consultations reported above. An update will be provided in the next report. |

18. Green Flag accreditation: We have been successful in achieving three green flags at Yarrow Valley, Withnell Nature Reserve and Tatton Recreation Ground. This has exceeded our target in the Corporate Strategy of achieving three by March 2011.
19. Further develop Chorley's 'green corridor': Unfortunately, NWDA have restricted funding in 2009/10 and as a result REMADE have written to tell us that the feasibility work on Ellerbeck is on hold for this year. It may be possible that NWDA will continue with funding in 2010/11 but this is not clear at the moment. We will pursue this and report on progress in the next report.
20. Groundwork: Members requested information on our partnership work with Groundwork. A report and presentation is scheduled for the September Overview and Scrutiny Committee.

SERVICE LEVEL BUDGET MONITORING 2009/2010

| | £'000 | £'000 |
|--------------------------------------------------------------|-------|--------------|
| ORIGINAL CASH BUDGET | | 2,299 |
| Add Adjustments for In year cash movements | | |
| Virements to/from other Services: | | |
| Use of Earmarked Reserve | | |
| Slippage | | |
| Yarrow Valley Park - Information Leaflets | | 2 |
| Sale of Excess Stone | | 2 |
| ADJUSTED CASH BUDGET | | 2,303 |
| Less Corporate Savings: | | |
| CURRENT CASH BUDGET | | 2,303 |
| FORECAST | | |
| EXPENDITURE | | |
| >Staff savings | (49) | |
| >Astley Village CC - Fixtures and Fittings (Proforma RNID) | 3 | |
| >Astley Hall Gas usage | 6 | |
| | <hr/> | |
| Expenditure under (-) or over (+) current cash budget | | (40) |
| INCOME | | |
| >Chorley Cemetery Rent - Lodge | (4) | |
| >Astley Park Catering | (5) | |
| >Sports Development Income | 10 | |
| | <hr/> | |
| Income under (+)/ over (-) achieved | | 1 |
| FORECAST CASH OUTTURN 2009/2010 | | 2,264 |

PERFORMANCE INDICATORS

| Indicator Description | Target 2009/10 | Target Quarter One | Quarter One Performance |
|--------------------------------------------------------------------------------------------------------------|----------------|--------------------|-------------------------|
| Number of children/young people participating in activities organised by the Directorate, eg 'Get Up and Go' | 16,000 | 4,000 | 4,276 |
| Number of pupils receiving activities in organised school groups | 4,200 | 1,400 | 1,519 |

| Indicator Description | Target 2009/10 | Target Quarter One | Quarter One Performance |
|------------------------------------------------------------------------|----------------|--------------------|-------------------------|
| Number of children and young people visiting Council's leisure centres | 273,000 | 68,250 | 69,672 * |
| Visits to Council's leisure centres | 805,000 | 201,250 | 200,051 * |
| Number of visits to Council leisure amenities | 1,085,000 | 271,250 | 284,641 |
| Customer satisfaction with services received in the Contact Centre | 97% | 97% | 98.3% |

* These figures are subject to audit.

EQUALITY AND DIVERSITY UPDATE

21. The actions from our assessments are included in the People Directorate's Business Improvement Plan for 2009/2010 and have been actioned as required throughout the period. These include improvements to how we capture data about customers, DDA considerations and consultation with disability groups as part of the Astley Park and Clayton Green Leisure Centre projects.

RISK MANAGEMENT UPDATE

22. The Directorate's Business Improvement Plan includes risks relating to staffing, efficiency savings, partnership working and health and safety. Measures are in place to manage these risks. We prepared shared risk registers with key partners, for example, Community Leisure Services and Glendale..

VALUE FOR MONEY / EFFICIENCIES UPDATE

23. We continue to make good progress in our work to transfer community assets into community management. During the last quarter this has included preparatory work in community centres, a sports pitch in Brinscall, the Pets Corner in Astley Park and discussions with partners about the transfer of open space for play areas. Our work in Customer Services, for example the Circle of Need project, is also developing our capacity to contribute towards efficiency objectives..

JAMIE CARSON CORPORATE DIRECTOR (PEOPLE)

There are no background papers to this report.

| Report Author | Ext | Date | Doc ID |
|---------------|------|--------------|--------|
| Jamie Carson | 5815 | 27 July 2009 | |

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| Report of | Meeting | Date |
|-----------------------------------------------------|-----------------------|----------------|
| Assistant Chief Executive (Policy & Performance) | Overview and Scrutiny | 10 August 2009 |

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – POLICY & PERFORMANCE DIRECTORATE

PURPOSE OF REPORT

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

RECOMMENDATION(S)

- To note the report.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

- 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

- N/A

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 | | 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

- 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 1st April to 30th June 2009.

KEY MESSAGES

7. During this quarter, the directorate successfully co-ordinated and delivered the Council's first large scale corporate event the Chorley Smile Picnic in the Park, welcoming up to 5,000 people to the new Astley Park complex. Feedback on the event has been extremely positive including the following quote from a resident in a recent letter in the Chorley Guardian *"I would like to pay tribute to the wonderful job done by all involved in the Picnic in the Park. Everyone seemed to be having a wonderful time and in my 64 years as a resident I have never seen the park used to such a joyful effect. The Chorley Smile campaign did exactly what it said. It made Chorley Smile and we were glad to have been a part of it."*
8. Following an investment of £2,000 into the Office for the Third Sector initiative 'Grass Roots Grants', we secured over £150,000 for over 40 groups from the 'fund. This grant programme was designed to enable local authorities to work with communities to build on the Engagement and Empowerment Agenda (White paper July 2008, Real People, Real Power). The approach taken proved highly successful given our nearest neighbour secured one grant with a value of less than £5000.
9. In response to the new Comprehensive Area Assessment (CAA) framework for public sector organisations within a locality, during this quarter we produced two self assessments. One focused on the outcomes being achieved in Chorley against Ambition Lancashire (the Lancashire Wide Community Strategy) and the Local Area Agreement targets and will be used to inform the CAA report for Lancashire. The second self assessment concentrated on how Chorley Council is Managing its Performance and will be used to inform the Organisational Assessment score for Chorley Council expected in November.
10. The directorate also organised the annual bidding and evaluation process to enable the LSP partners from the different theme groups to take forward projects contained within their action plans. For 2009/10, 12 new LSP projects were approved by the LSP Executive.
11. In addition, in order to allocate remaining LAA performance reward grant, the directorate led the establishment of a multi-agency task and finish group to identify a key project to help tackle alcohol related hospital admissions.
12. During the first quarter we also completed the following actions and milestones contained within our Business Improvement Plan:
 - The design and delivery of the 2nd edition of the Chorley Smile magazine which includes the programme of Summer activities under Get Up and Go. With 20,000 copies of the magazine in circulation, this approach has increased ten fold, publicity on the Get Up and Go activities.
 - Working jointly with the PCT, the draft Health Inequalities Strategy has been developed and consulted on with partners and the wider LSP. Work is now in progress to develop a supporting action plan and will be presented to the Council and LSP Board for approval in August.
 - The Directorate is progressing the VFM review of Corporate Services. The rough-cut activity based costing exercises have been completed for HR, Policy & Performance, ICT, the Chief Executive's Office and Civics. The data is currently being analysed and initial judgements are being developed with the senior managers of each service.
 - The Annual Reports for the Council and the Chorley Partnership were completed and reported to the respective meetings.
 - Following recognition of our Beacon success earlier in the year, the Directorate contributed to a nationally published Beacon theme guide for 'People and Places' and a publication has been produced by the Directorate showcasing Chorley's best practice

nationally. The Assistant Chief Executive (Policy & Performance) presented at the Beacon launch event at the LGA conference in July.

- The performance management system has now been developed and during this first quarter the system will go semi live i.e to test the software and iron out any final bugs before being rolled out to all Directorates and going fully live in the second quarter.
 - 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, Landlord Newsletter we also supported the launch of the anti-dog fouling campaign including promotion and bespoke campaign work.
 - The Directorate continued to support the development of neighbourhood working including:
 - the External Funding Officer providing fund raising advice at the rural days of action during May and June with the emphasis on the Eastern parishes as analysis of funding statistics has shown that the Eastern parishes have secured less than those in the west.
 - The Communications team providing support to the launch of neighbourhood working including publicity and the creation of bespoke neighbourhood pages on line.
14. Finally, in line with the Lancashire LAA target we have achieved level 1 under NI 188 planning for climate change. In order to achieve level 2 by 2010 we need to review and update the Council's climate change action plan. This review was scheduled to be completed this quarter. However, due to capacity issues the review commenced but completion is now expected in the second quarter.

15. SERVICE LEVEL BUDGET MONITORING 2008/2009

| JUNE 2009 | £'000 | £'000 |
|--------------------------------------------------------------|--------------|------------------------|
| ORIGINAL CASH BUDGET | | 769 |
| Add Adjustments for In year cash movements | | |
| Virements to/from other Services: | | |
| <u>Approved Slippage from 2008/09:</u> | | |
| 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 | |
| | <hr/> | 33 |
| ADJUSTED CASH BUDGET | | <hr/> 802 |
| Less Corporate Savings: | | |
| - Staffing | | |
| CURRENT CASH BUDGET | | <hr/> 802 |
| FORECAST | | |
| EXPENDITURE | | |
| Staffing | (22) | |
| Other | 1 | |
| | <hr/> | |
| Expenditure under (-) or over (+) current cash budget | | (21) |
| INCOME | | |
| Intranet workshops | | |
| | <hr/> | |
| Income under (+)/ over (-) achieved | | - |
| FORECAST CASH OUTTURN 2009/2010 | | <hr/> 781 <hr/> |

Key Assumptions**Key Issues/Variables**

Staffing Savings:

Assumed 2% pay award for 2009/10

Performance Advisor on maternity leave.

Vacant Research Officer post for 2 months.

PERFORMANCE INDICATORS

| Indicator Description | Actual Perf 08/09 | Target 09/10 | Qtr1 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% |

EQUALITY AND DIVERSITY UPDATE

16. The Council received Level 3 of the Equality Standard in April 2009. The feedback included three recommendations:

- Improve the equality impact assessment process;
- Improve data collection
- Strengthen consultation with equality groups

In response to the recommendations we have streamlined the Equality Impact Assessment documentation and the new CRM system has been impact assessed and now includes the facility to record against the seven strands of diversity. Also at the first meeting of the Equality Forum for this municipal year we will be seeking views and suggestions on how the forum can be developed.

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 | 15 th July 2009 | *** |

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