

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

1ST QUARTER PERFORMANCE REPORT 2009/10

PURPOSE OF REPORT

1. This monitoring report sets out performance against the Corporate Strategy and the Council's National Indicators for the first quarter of 2009/10, 1st April 2009 to 30th June 2009

RECOMMENDATION(S)

2. That the report be noted.

EXECUTIVE SUMMARY OF REPORT

3. This report sets out performance against the Corporate Strategy and the Council's National Indicators for the first quarter of 2009/10, 1st April to 30th June 2009. Performance is assessed based on the delivery of Key Projects in the Corporate Strategy and the performance against the National Indicators for which the Council is responsible.
4. The Corporate Strategy 2008/9 – 2010/11 identifies 36 Key Projects. At the end of the first quarter 92% of the key projects (33) are on track (complete, rated 'Green' and progressing ahead of, or on, plan by the end of June 2009 or in their initiation phase with work planned to start later in the year). 8% of projects (3) are rated 'Amber', which is an early warning that there may be a problem. No projects are rated 'Red', which indicates more serious problems such as falling behind schedule or exceeding budget.
5. At the end of the first quarter 11 national indicators can be reported. All of these indicators have targets set and have been reported previously. Of the 11 the majority (8) have matched or exceeded target and 3 have missed target by 5% or more.
6. Action plans have been included for those indicators where performance is lower than anticipated. It is not possible to compare Chorley's performance against other authorities, as comparative data has not yet been published. Comparative performance will be covered in a future report when information is available.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

7. To facilitate the ongoing analysis and management of the Council's performance.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

8. None.

CORPORATE PRIORITIES



9. 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

10. The Corporate Strategy is the key strategic document for the authority and is focused on delivering the Council's six strategic objectives that underpin the priorities of: people, place, prosperity and performance. The Corporate Strategy mirrors, and outlines the Council's contribution to, the Sustainable Community Strategy, delivery of which is taken forward by the Chorley Partnership.
11. The Corporate Strategy 2009/10 identifies a programme of 36 key projects, which contribute to the achievement of our objectives. These key projects are delivered using the Council's corporate project management toolkit, which has been used successfully to improve performance for other key areas of work, such as the Capital Programme. The Strategy also contains a series of key measures to monitor the success in delivering improved outcomes for residents.
12. National Indicators (NIs) are indicators collected in accordance with definitions issued by the Department for Communities and Local Government.
13. Quarterly Business Plan Monitoring Statements have also been produced by directorates separately, and will be sent to the Overview and Scrutiny Committee. Quarterly Business Plan Monitoring Statements outline the performance of key Directorate Performance Indicators and the key messages emerging from Directorates in the first quarter of 2009/10.

REPORT OVERVIEW

14. The report provides information covering the following areas:
- The Council's progress in delivering the 36 key projects identified in the Corporate Strategy 2009/10.
 - The Council's progress in achieving against targets that can be measured on a quarterly or an annual basis at this point in time.
 - Action Plans which outline reasons for lower than expected performance, and the action to be taken to improve performance in the next quarter are included for those indicators which have missed targets by 5% or more.

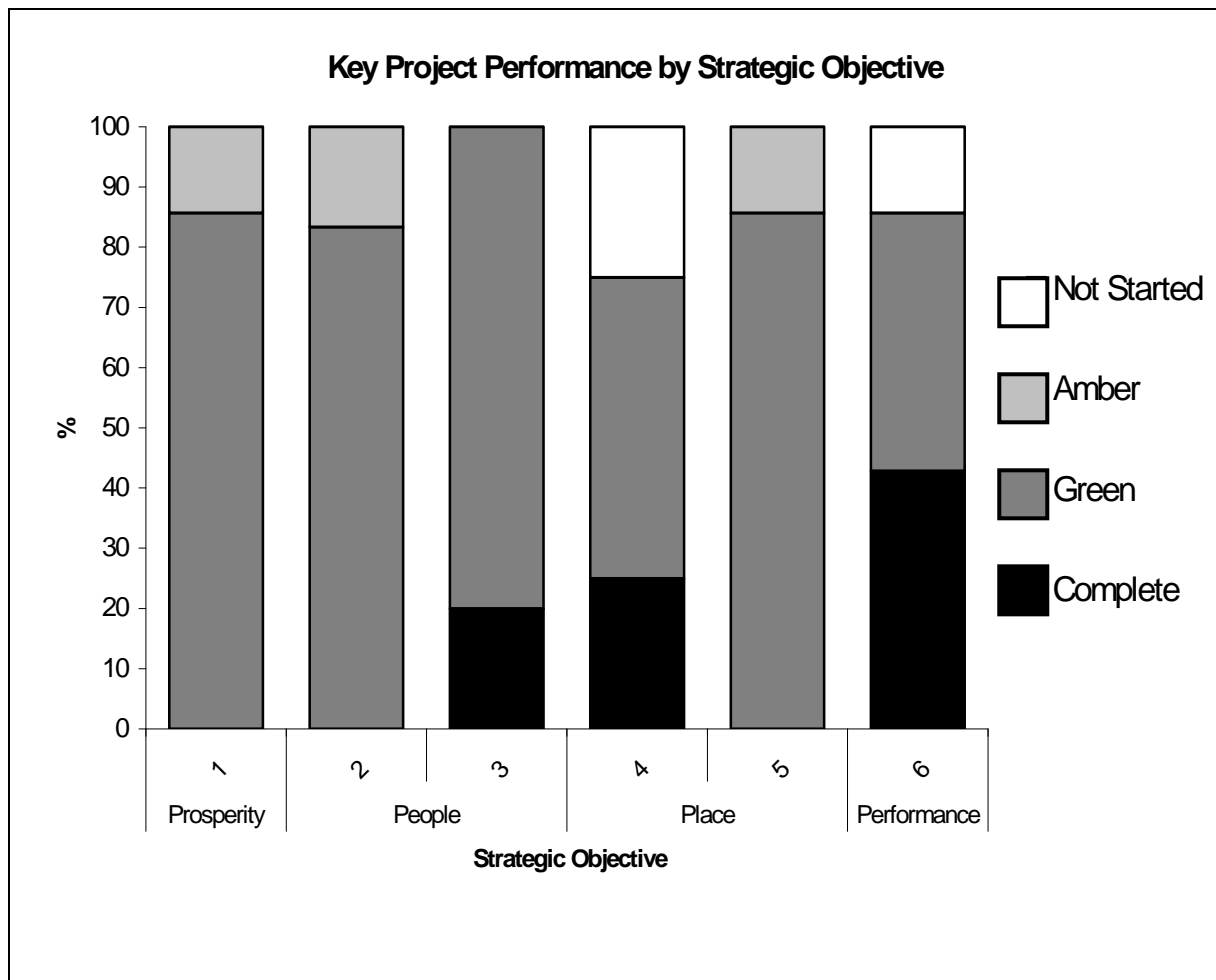
KEY PROJECT PERFORMANCE OVERVIEW

15. This section looks at the performance of the key projects to the end of the first quarter of 2009/10, 1st April to 30th June 2009.
16. In order to manage our key projects lead officers have been asked to complete a high-level project plan, a business case, project initiation documentation and quarterly highlight reports.
17. The highlight reports provide a brief update on the work carried out during the last quarter (1st April to 30th June 2009), what achievements are expected in the next quarter, any current risks and issues affecting the project and an overall rating of either 'Green', 'Amber' or 'Red'.
18. If the project is not going as planned, then an exception report is produced instead. This is similar to the action plans used for performance indicators that are below target. They provide a brief analysis of the problem(s), and options for bringing the project back on track.
19. The table below shows the overall performance of the Key projects is excellent. 92% of projects (33 out of 36) were on track (Completed, rated 'Green' and progressing ahead of, or on, plan by the end of June 2009 or are in their initiation phase with work scheduled to start later in the year). 72% (26 out of 36 projects) are rated 'Green' and progressing ahead of, or on, plan, an increase of 3% on the previous quarter. 5 projects have completed since the last quarterly report, meaning that 14% of the Key Projects are now complete. 8% (3) of the Key projects are rated 'Amber' because they have potential signs that there may be a problem, further information about these projects is provided in paragraph 27.

	QTR 4	QTR 1	Variance
Completed projects	3 (8%)	5 (14%)	+2 (+6%)
Projects rated as 'Green'	25 (69%)	26 (72%)	+1 (+3%)
Projects rated as 'Amber'	0 (0%)	3 (8%)	+3 (+8%)
Projects rated as 'Red'	1 (3%)	0 (0%)	-1 (-3%)
Projects yet to start	7 (19%)	2 (6%)	-5 (-13%)

Table 1 - Summary of key project performance for the 1st quarter (April-June 09)

20. The table above shows some improvements in performance in comparison with the fourth quarter. There has been a 6% increase in the number of completed projects. 86% of projects are now either rated 'Green' or complete compared to 77% in the previous quarter. This means that although there has been an 8% increase in projects rated 'Amber', the project managers concerned are confident that actions are in place to address the issues and bring these projects back on track. In addition, there are no projects on red compared to 3% in the previous quarter. The project that was rated 'Red' is now rated 'Amber' and the Covered Market has been opened. Furthermore, there has been a 13% improvement on the previous quarter in terms of projects yet to start, with 5 new projects having started in the first quarter.



Priority	Strategic Objective	Complete	Green	Amber	Red	Not Started
Prosperity	1	0	6	1	0	0
People	2	0	5	1	0	0
	3	1	4	0	0	0
Place	4	1	2	0	0	1
	5	0	6	1	0	0
Performance	6	3	3	0	0	1

21. The graph and table above demonstrate that all projects addressing Strategic Objective Three 'Involving people in their communities'; Strategic Objective Four 'Develop local solutions to climate change' and Strategic Objective Six 'Ensure Chorley is a performing organisation' are either completed, on track, or are in their initiation phase.

22. Of the 36 key projects, 3 have been identified as 'Amber', which is an early warning that there may be a problem. The graph and table above shows that this affects Strategic Objective One 'Strengthen Chorley's economic position in the Central Lancashire sub region', Strategic Objective Two 'Improving equality of opportunity and life chances' and Strategic Objective Five 'Develop the character and feel of Chorley as a great place to live'.

23. Of the 36 key projects, none have been identified as 'Red', which means that there is a problem, which has had an impact in terms of time or budget.

COMPLETED KEY PROJECTS

24. The table below shows the key outcomes from the projects which have completed in the first quarter of 2009/10, 1st April to 30th June 2009. In total 5 (14%) of the key projects in the Corporate Strategy 2009/10 have now been completed, an improvement on 6% at the end of the fourth quarter.

Project	Key Outcomes
Implement recycling and refuse contract - mobilisation	<p>This project has delivered the successful mobilisation and implementation of the new refuse and recycling contract awarded to Veolia ES Plc in June 2008 through the effective use of a mobilisation team and adherence to a mobilisation plan. The project was achieved on time and on budget.</p> <ul style="list-style-type: none"> • Over 99% of households now have a new container for dry recycle collection to replace the previous bad and sack system. The new containers have received positive feedback from residents and are anticipated to reduce littering and crew spillage complaints as well as lost containers. • A Communications plan was successfully delivered to inform residents of the changes. The campaign delivered which included the Council's first video on YouTube which was positively received by the public and viewed by 4,000 people.
Deliver a major public event in Summer 2009	<p>The Council successfully delivered a major public event in Chorley in June 2009. The Chorley Smile Picnic in the Park, which took place in Astley Park, brought many residents and visitors together to celebrate the improvements to the park following the completion of the £3million lottery heritage project. The event was part of the Chorley Smile campaign, encouraging people to get involved in their own community and fostering greater pride in Chorley as a place to live in and visit.</p> <ul style="list-style-type: none"> • Over 4,000 people from across Chorley the borough surrounding towns attended the Chorley Smile Picnic in the Park joining in the numerous free activities that were available on the day and engaging with other communities and the Council. • The Council received extremely positive feedback about the event and Astley Park with attendees providing positive comments through face to face contact with officers on the day, emails, posts on social networking sites such as Facebook and Twitter, letters in the press and positive media coverage. • The project raised awareness of Astley Park's facilities at the Coach House, Hall and across the park, with over 1,500 people visiting the Hall and many more visiting the Coach House gallery and using the new play facilities.

KEY PROJECTS IDENTIFIED AS 'GREEN'

25. A 'green' rating indicates that project performance is as planned or ahead of schedule with progress on target and costs within or under budget. The following projects are rated green.

1	Develop a succession strategy to sustain businesses for the future
2	Develop options for the next phase of Town Centre development
3	Identify and design key projects from the Town Centre Audit and Urban Design Strategy
4	Implement new car parking contract arrangements
5	Develop and deliver an action plan to support businesses through the economic downturn
6	Deliver the redundancy support project
7	Deliver the families first project
8	Involve young people in their communities and deliver Chorley Children's Trust priorities for year one
9	Implement the Chorley elements of the play strategy
10	Implement the 50+ Active Generation project
11	Develop an action plan to reduce health inequalities in the borough
12	Develop an action plan for leisure and cultural provision for 2009-12
13	Develop a framework for Buckshaw village
14	Develop community governance options in response to the Local Government and Public Involvement in Health Act
15	Deliver the next phase of Chorley Smile
16	Develop and deliver the first year of the Council's climate change action plan
17	Deliver an invest to save programme for the Council's use of energy
18	Deliver seven neighbourhood action plans working with parish councils, other partners and community groups
19	Continue to improve the green corridor of Chorley
20	Investigate the extension of the green corridor to Ellerbeck
21	Develop and implement a solution for temporary accommodation
22	Work with partners to make sites available for the development of affordable housing
23	Pilot and review the proposed Chorley SRBC CDRP merger
24	Develop and embed a new staff competency framework
25	Achieve Level 2 of the Member Development Charter
26	Develop a customer service and insight action plan

KEY PROJECTS IDENTIFIED AS 'NOT STARTED'

26. The following projects are in their planning and initiation phase but are still on schedule to be delivered on time as they are not due to start until later in the year.

1	Develop a green travel plan for staff
2	Prepare for I&DeA Peer Review of the LSP

LIST OF KEY PROJECTS RATED 'AMBER'

27. An 'amber' rating indicates that project performance is forecast to overrun on time or cost. It is an early warning that there may be a problem. The following projects are rated amber.

1	<p>Develop and deliver a markets action plan</p> <p>This project reported 'red' in the last quarter due to the delays owing to the condition of the building and issues with the foundations. The main project to refurbish the market has been brought to practical completion over the last quarter and the market reopened. However, although much progress has been made, the project is rated 'amber' due to previous delays. We have received much positive feedback from traders and the number of enquiries from potential stallholders has increased since the re-opening of the market.</p>
2	<p>Deliver the Rurality Awareness Project</p> <p>The project is rated amber because it has fallen slightly behind the project plan due to other conflicting deadlines. This has led to a delay of around one month in the completion of the first of the rural area profiles. However much of the required statistical analysis and research has been undertaken and the Project Manager is confident that this delay will not effect the overall delivery of the project and it will be brought back on track in the second quarter.</p>
3	<p>Establish a choice based lettings scheme</p> <p>The sub-regional allocations policy is still being considered by all partners (Registered Social Landlords and Local Authorities), which may lead to a delay in the delivery of the project. Priority has been given to attaining agreement on the policy as a matter of urgency and confirming a deadline for all partners to agree their participation, which will allow further progress to be made, is imminent.</p>

KEY PROJECTS IDENTIFIED AS 'RED'

28. No projects are currently identified as 'red'.

PERFORMANCE OVERVIEW: NATIONAL INDICATOR SET

29. It is not yet possible to undertake the full analysis on performance that was previously undertaken in the quarterly performance report, as information on performance at a national level is not yet available to enable this. This includes analysis of quartile positioning. As it becomes possible to make these comparisons, information and analysis will be included in future performance reports.

PERFORMANCE AGAINST TARGET

30. The performance of the national indicators that can be reported at the end of the first quarter is shown in the tables in Appendix 1.

31. This is a smaller subset of the total number of NIs for which the Council is responsible, as it is not possible to collect and report against the full suite of NIs at this point. All the indicators for which the Council is responsible that can be reported on at this point in time have been reported. However for several indicators the Council is reliant on third parties such as DEFRA to provide information. Performance on these indicators will be reported when this data is available. In addition, a report is made on a bi-annual basis to report on the progress made against a wider set of indicators for which the LSP is responsible.

32. The majority of the indicators are performing at, or above, target. At the end of the first quarter, of the 11 indicators reported, 8 have matched or exceeded target and 3 have missed target by 5% or more.
33. The three indicators that have missed target by 5% or more have had action plans prepared. These can be found at paragraph 44. The indicators below target are:
- NI 156 (Number of households in temporary accommodation)
 - NI 157a (Processing of planning applications as measured against 'major' application types)
 - NI 181 (Changes in Housing Benefit/Council Tax Benefit new claims and change events)

TREND ANALYSIS

Trend compared to the last quarter:

34. Analysis has been undertaken where possible to compare the performance of indicators in this quarter to when they were reported in the previous quarter. It is possible to make this comparison for 8 indicators.
35. When compared against the previous quarter, 5 indicators out of 8 have shown an improvement or consistent performance and achieved target at the end of the quarter.
36. Two indicators have deteriorated in performance and missed target. The indicators are:
- NI 157a (Processing of planning applications as measured against targets for 'major' application types)
 - NI 181 (Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.)
37. One indicator has improved in performance and missed target:
- NI 156 (Number of households living in temporary accommodation)

Trend compared to Quarter 1 last year:

38. When compared to quarter one 2008/9, 7 indicators out of eleven have shown an improvement or consistent performance and hit target.
39. One indicator has deteriorated in performance but is still above target. This is:
- NI 157b (Processing of planning applications as measured against targets for 'minor' applications.)
40. Two indicators have improved in performance; but have missed target. These are:
- NI 156 (Number of households living in temporary accommodation) and
 - NI 157a (Processing of planning applications as measured against targets for 'major' application types.)
41. One indicator has deteriorated in performance and missed target:
- NI 181 (Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.)

Place Survey Indicators

42. As was reported in the last performance report, several of the new National Indicators are measured through the new biennial Place Survey. At the time of the last report, it was not possible to compare Chorley's performance against other Councils. This information has now been published by DCLG. Chorley's performance is reported in Appendix 2 to allow this comparison to be made.
43. Overall Chorley performed well in comparison to other areas. The following national indicators were in the top 25% of areas nationally:
- NI 1 (% of people who believe people from different backgrounds get on well together in their local area) – 81.9%
 - NI 4 (% of people who feel they can influence decisions in their locality) – 31.7%
 - NI 21 (Dealing with local concerns about anti social behaviour and crime by the local council and police) – 30.5%
 - NI 27 (Understanding of local concerns about anti social behaviour and crime by the local council and police) – 28.2%

ACTION PLANS: INDICATORS BELOW TARGET

44. The following indicators have actions plans as they have fallen below the targets set for 2009/10:
- NI 156 (Number of households in temporary accommodation)
 - NI 157a (Processing of planning applications as measured against 'major' application types)
 - NI 181 (Time taken to process Housing Benefit/Council Tax Benefit new claims and change events)

Indicator Number	NI 156
Indicator Short Name	Number of households living in Temporary accommodation

Quarter One	
Performance	Target
23 households	13 households

Please explain the reasons why progress has not reached expectations
<p>Demand for the service has been high during the first quarter, with the main reasons for homeless presentations are parents /family no longer willing to accommodate and relationship breakdown. There have been delays in the allocations process, which have now been addressed.</p> <p>Social housing supply in Chorley is very low in comparison with other areas and so customers in temporary accommodation can wait up to 6months for a nomination.</p>

Please detail corrective action to be undertaken
<p>A temporary Allocations Project Officer has been appointed to speed up the allocations process. This officer has been tasked with ensuring that applications are dealt with</p>

effectively and rolling out the implementation of a new Allocations Policy once ratified by members. The team are also liaising with floating support & mediation providers to maximise referrals to this service for those who are leaving home or experiencing relationship difficulties.

A number of prevention options are being made available to customers including a rental bond scheme, access to prevention fund, and a new Specialist Housing Advisor who will specialise in mortgage cases will be starting in August 2009. The team will be proactively marketing these tools to enable customers to use our service and plan their housing moves more effectively, and reduce the need for emergency accommodation.

Much positive progress has already been made in preventing homelessness. Quarter one-prevention totals have doubled from 28 in quarter four to 57 in quarter one (which includes 7 rental bonds enabling customers to move more quickly) and are expected to rise upon the Specialist Housing Advisor starting in August 2009.

The actions to improve performance are already having a positive effect since the end of the 1st Quarter. A snapshot figure taken on the 30/7/09 shows that the number of households being accommodated by the authority has been reduced from 23 to 18. 5 customers have been nominated to an RSL and are now waiting for their new homes to be ready for occupation. Overall acceptances (that is people owed full homeless duty) are down because the changes to service have improved the level of prevention. The team anticipate that overall households owed a full duty by the Council will reduce and preventions will continue to rise.

Indicator Number	NI 157a
Indicator Short Name	Percentage of Major Planning Applications Determined within 13 weeks

Quarter One	
Performance	Target
75%	81%

Please explain the reasons why progress has not reached expectations
There are 4 decisions that were made during this period; only one of these was made just outside the 13 weeks.

Please detail corrective action to be undertaken
By maintaining the current performance, as more applications are processed during the year, the indicator will come back on track.

Indicator Number	NI 181
Indicator Short Name	Time taken to process housing benefit/council tax benefit new claims and change events

Quarter One	
Performance	Target
12.4 days	10 days

Please explain the reasons why progress has not reached expectations

We are experiencing higher than average numbers of new claims at the moment due to the current economic situation, as more customers are applying for help to pay their Rent and Council Tax bills. Our customer caseload count is increasing at a rate of approximately 100 per month. Higher volumes of work are causing delays in our processing times.

Please detail corrective action to be undertaken

We are offering overtime when necessary to assessment staff and are monitoring the workloads daily and prioritising new claims.

We have recently taken on a new member of staff on a fixed 12-month contract. This member of staff is now fully trained so we should start to see improvements in this indicator over the coming months.

CONCLUSION

45. The performance in this first quarter report shows that the Council continues to perform well. The progress made in delivering key projects is excellent and the performance against indicator targets demonstrates that we continue to deliver against our priorities.
46. The action plans and other steps to be taken where performance is lower than anticipated should help to drive improvement in performance indicators and project delivery.

IMPLICATIONS OF REPORT

47. 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

LESLEY-ANN FENTON
ASSISTANT CHIEF EXECUTIVE (POLICY AND PERFORMANCE)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
David Wilkinson/Adele Reynolds	5248/5325	21/07/2009	1 st Quarter Performance Report 2009/10

Appendix 1: National Indicator Performance

Performance Against Target



= Performance is better than the target set for 2009/10



= Performance is within the 5% tolerance set for this indicator.



= Performance is worse than the 5% tolerance.

The performance symbols denote year-end performance against the target.

Code	Indicator Title	Target	Quarter 1	Performance
NI 16	Serious acquisitive crime (per 1000 population)	2 (208 incidents this quarter or less)	1.51 (157 incidents this quarter)	★
NI 20	Assault with injury crime rate (per 1000 population)	1.46 (152 incidents this quarter or less)	1.38 (144 incidents this quarter)	★
NI 156	Number of households living in Temporary Accommodation	13 households	23 households	▲
NI 157a	Processing of planning applications as measured against targets for 'major' application types	81%	75%	▲
NI 157b	Processing of planning applications as measured against targets for 'minor'	80%	82.5%	★
NI 157c	Processing of planning applications as measured against targets for 'other' application types	92%	95.92%	★
NI 180 ⁱ	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	2250	2476	★
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	10 days	12.4 days	▲
NI 182	Satisfaction of businesses with local authority regulation services	90%	93%	★
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	95%	95%	★
NI 192	Household waste recycled and composted	49%	52%	★

ⁱ NI 180 and 181 are taken directly from the Council's systems by the Department for Work and Pensions. Therefore, the outturn may not exactly match this reported outturn, although it should give a good indication.

Appendix 2 : Place Survey National Indicators Performance

The following National Indicators are measured through the new biennial Place Survey.

Code	Indicator Title	Chorley's Result	Quartile Positioning
NI 1	% of people who believe people from different backgrounds get on well together in their local area	81.9%	Upper
NI 2	% of people who feel that they belong to their neighbourhood	63.6%	Second
NI 3	Civic participation in the local area	13.8%	Third
NI 4	% of people who feel they can influence decisions in their locality	31.7%	Upper
NI 5	Overall / general satisfaction with local area	84%	Second
NI 6	Participation in regular volunteering	22.8%	Third
NI 17	% residents rating ASB as problem in their area (lower % is good)	13.6%	Second
NI 21	Dealing with local concerns about anti social behaviour and crime by the local council and police	30.5%	Upper
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	33.2%	Second
NI 23	Perceptions that people in the area treat one another with respect and consideration (lower % is good)	23.7%	Second
NI 27	Understanding of local concerns about anti social behaviour and crime by the local council and police	28.2%	Upper
NI 37	Awareness of civil protection arrangements in the local area	15.1%	Third
NI 41	Perceptions of drunk or rowdy behaviour as a problem (lower % is good)	24.2%	Second
NI 42	Perceptions of drug use or drug dealing as a problem (lower % is good)	27.7%	Third
NI 119	Self reported measure of people's overall health and well-being	73.5%	Lower
NI 138	Satisfaction of people over 65 with both home and neighbourhood	84.2%	Third
NI 139	The extent to which older people receive the support they need to live independently at home	33.2%	Second
NI 140	Fair treatment by local services	73.2%	Third

Upper = top 25% of all Councils nationally

Second = top 50 –25% - above average but below the top 25% of all Councils nationally

Third = bottom 50 –25% - below average but above the bottom 25% of all Councils nationally

Lower = bottom 25% of all Councils nationally