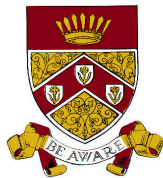


Chorley

Borough Council

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BUSINESS PLAN MONITORING STATEMENTS APRIL- JULY 2005

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Note of Clarification

Key Performance Indicators:

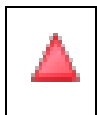
Symbols and Colours are used to provide a quick guide to how Service Units are performing against Key Performance Indicators:



= Green KPI Performance is better than target and the tolerances set for this indicator.



= Blue KPI Performance is on track and within the tolerances set for this indicator.



= Red KPI Performance is worse than target and the tolerances set for this indicator.

For further information on the way in which Performance Symbols are calculated please contact Jenny Rowlands (01257 515248) or Sarah Dobson (01257 515325) in Corporate and Policy Services.

BUSINESS PLAN MONITORING STATEMENT FOR THE CORPORATE AND POLICY SERVICES UNIT

FOR THE PERIOD APRIL- JULY 2005

1. KEY MESSAGES

Progress against all key tasks remains extremely good despite additional work that has come the Units way. The real challenge will be to sustain this during the autumn when we will provide significant support to the business planning process.

Summary of KPI performance as follows:

	CURRENT POSITION	FORECAST OUTTURN
Number of green KPI's	0	
Number of blue KPI's	6	
Number of red KPI's	0	
Number of KPI's not yet measured	2*	

*Anti-Social Behaviour: Due to changes in reporting practices by Lancashire Police, levels of juvenile nuisance are not currently reported, we are investigating ways of overcoming this problem and hope to be able to report against this indicator in the near future.

* Number of BVPIs improving: This is an annual indicator and will be reported at year-end.

2. BUDGET UPDATE

The original cash budget for the year was £518,000 and the forecast out-turn is £518,000. There are, therefore, no significant variations to report.

3. SERVICE DEVELOPMENTS

As indicated above all key tasks identified in the Business Plan for 2005/06 are progressing as expected. Some notable items are:

- The borough's new Community Strategy, with supporting action plans, has been finalised and plans are being made to launch the document on 6 October at Astley Hall.
- A first draft of the Council's Corporate Strategy has been produced for consultation.
- Good progress has been made in implementing the 'Performance Plus' Software and briefing books have been produced for each unit. These will be published to the intranet shortly allowing Members and Officers easy access to performance data.
- The new Assistant Community Safety Co-ordinator, Phil Townrow, has started work with the Council.
- An action plan has been produced to support implementation of the Community Safety Strategy 2005-2008.

As we move into the autumn the challenge will be to maintain progress, as this is a historically busy period as we support the Business Planning Process for 2006/07. Additionally the unit has

been the in the lead role in helping to develop the Lancashire Local area Agreement and this may have implications for our capacity.

4. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS

Indicator Description	Performance 2004/05	Target 2005/06	Performance as at 31 July 2005	Comments
All Crime per 1000 of the population	Not Applicable- New Indicator 2005-6	77.16	25.50	
Percentage of people surveyed who feel that there Local Area is a place where local people get on well together			87%	Note: All survey result data is provisional. As this Performance indicator has not been reported previously 2005/06 will be the year in which baseline data is collected and used to inform future targets.
Satisfaction with the handling of Complaints		36%	35.1%	Target is equivalent to National Best Quartile for the most recently available year 2003/04
Percentage of People surveyed who feel that the Council is good or very good at involving the public in the decision making process.			27%	Note: All survey result data is provisional. As this Performance indicator has not been reported previously 2005/06 will be the year in which baseline data is collected and used to inform future targets.
Percentage of residents satisfied with their neighbourhood as a place to live.			84%	Note: All survey result data is provisional. As this Performance indicator has not been reported previously 2005/06 will be the year in which baseline data is collected and used to inform future targets.
				Note: All survey result data is provisional. As

Percentage of residents who feel that the borough is a 'fairly safe' or 'very safe' place to live.			82%	this Performance indicator has not been reported previously 2005/06 will be the year in which baseline data is collected and used to inform future targets.
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5. CONCLUSION

A good start to the year- no doubt some challenges to come.

Signature: _____

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BUSINESS PLAN MONITORING STATEMENT FOR THE HUMAN RESOURCES UNIT

FOR THE PERIOD APRIL TO JULY 2005

1. KEY MESSAGES

Overall, the HR unit is progressing well with the objectives and performance indicators contained in it. Some slippage is evident, however this is due to factors such as periods of consultation, changes to business decisions (ie the HR system), and decisions which are required outside of our control (ie Efficiency and Transformation Board projects). I am pleased to see that we have achieved three KPI targets at this stage of the year.

	CURRENT POSITION as at the end of July 2005	FORECAST OUTTURN
Number of green KPI's	3	
Number of blue KPI's		
Number of red KPI's	3	
Number of KPI's not yet measured	2	

2. BUDGET UPDATE

SERVICE LEVEL BUDGET MONITORING 2005/2006

HUMAN RESOURCES UNIT

July 2005

£'000

ORIGINAL CASH BUDGET

622

Add Adjustments for In year cash movements

Virements for other Services

Transfer from contingency

Reward & Retention

5

Cabinet approved decisions

Delegated Authority decisions

Job evaluation costs 05/06

54

ADJUSTED CASH BUDGET

681

Less Corporate Savings

Contribution to Corporate savings targets

0

CURRENT CASH BUDGET

681

FORECAST

EXPENDITURE

Expenditure under(-) or over (+) current cash budget
Recruitment Advertising

INCOME

Income under (+)/ over (-) achieved

FORECAST CASH OUTTURN 2005/2006

681

Key Assumptions

- temporary staff covering vacant posts & secondment of staff

Key Issues/Variables

Key Actions

3. SERVICE DEVELOPMENTS

Objective 1

- H&S Policy Framework document – completed .
- Development of H&S aspect of Corporate Induction – on target.

Objective 2

- Development of Absence Policy – completed.
- Reward and Recognition in place to date – 100% attendance, long service
- Occupational Health needs identified – researching suitable suppliers – on target
- HR Vision system has been implemented for the short-term only as it doesn't fully meet our requirements . An alternative HR system being sought. This has been set up as a project through the Efficiency and Transformation Board. Target dates to be recalculated in line with the project plan.

Objective 3

- Recruitment code of conduct – completed. At consultation stage.
- Working in partnership with 5 other NW authorities on workforce/succession planning to link with the Pay and Workforce Strategy. Target dates to be put back until resource allocated to the management and co-ordination of this joint project.
- Targets for creating a profile of staff, skills database and individual profiles have been put back as a result of issues with the Vision system (see above comments).
- All organisation charts updated, awaiting verification.
- Young Persons Development Programme – start date October 05 – on target.

Objective 4

- Final sign-off of the Learning and Development Strategy due Sept/Oct 2005
- Target of completed and returned performance Reviews – achieved – 92% as at July 2005
- Outline Corporate Training Plan produced – completed. Devolved unit budgets for training to be finalised and communicated out to units – on target.
- Competency based learning created – on target for implementation.
- Member Development Programme – completed and to be agreed by the Member Development Steering Group – Oct05

- Corporate Induction – new induction developed, consulted and currently being piloted. E-enabling process is part of the Training Services Business Case as part of the work being carried out by the Efficiency and Transformation Board.
- E-enabling of the Performance Management Process is contained in the Training Service Business case.

Objective 5

- Job Evaluation system agreed
- Evaluation and update of Job descriptions – on target
- Resources recruited to the project – completed.
- Evaluation of current staff reward arrangements – on target

Objective 6

- Equality and Diversity in Employment Policy – completed

Objective 7

- Policy Framework created – consultation timetable drafted. Phase 1 policies drafted and subject to consultation. Phase 2 - majority of policies drafted. Target date back to Sept 05

Objective 8

- E-enabling of key HR processes is currently being considered by the Efficiency and Transformation Board through the HR System and Training Services Business cases. Guides, policies and processes are posted on the intranet.
- External customers able to complete and submit job applications on-line.

Objective 9

- First HR newsletter distributed May05.
- Annual staff survey – completed in conjunction with Improve4U – May05
- Resourcing, Relations and H&S Policy Frameworks completed.

4. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS

Indicator Description	Performance 2004/05	Target 2005/06	Performance at July 2005	Comments
BV11a-top 5% women earners	20.83%	23%	20.83%	
BV12-sickness absence	9.59	8.9	3.1	Target achieved
BV17a-employees from ethnic minorities	1.37%	2%	1.55%	Target achieved
HR001-Performance Reviews	-	80%	82%	Target achieved
HR002-Staff who enjoy working for CBC	67%	70%	77%	
HR005-Risk Assessments	-	80%	73%	
HR009-Training days per employee	-	TBC		Not yet able to report
HR010-Training days per member	-	TBC		Not yet able to report

5. CONCLUSION

HR is progressing well as a unit in the delivery of some challenging targets and objectives contained in the HR Strategy and the Business Plan. I am pleased with the efforts made by all staff and am encouraged with the results so far.

ANGELA WOLSTENCROFT
HEAD OF HUMAN RESOURCES
9th September 2005

**BUSINESS PLAN MONITORING STATEMENT FOR THE
LEGAL SERVICES UNIT**

FOR THE PERIOD APRIL to JULY 2005

1. KEY MESSAGES

The implementation of the requirements of the Licensing Act 2003 has been the main area of focus within Legal Services Unit during this quarter. There has been training for both Members and Staff, which included joint training with South Ribble Borough Council. The Licensing software has been upgraded to deal with the new requirements and the Licensing Sub Committees are in place to deal with the anticipated large volume of hearings, which have strict statutory deadlines.

Legal support is being provided both internally and externally to the proposed Housing Stock Transfer. The voluntary registration of all the Council's property with the Land Registry has been commenced and will support the transfer of the Housing Stock to a Registered Social Landlord, if there is a Yes vote in the tenant's ballot.

The downturn in the property market has had an impact in the number of local searches being processed by the Land Charges Unit and consequently on the budgeted income for 2005/2006. This is being carefully monitored by the Director of Finance and Director of Legal Services. In the period April-July 2004, 787 searches (excluding personal searches) were carried out. In the period April-July 2005, 500 searches were carried out. Legislation only permits the Council to charge £11-00 for a personal search, which increasingly are carried out for personal search companies. The Office of Fair Trading (OFT) is currently investigating the local search market.

	CURRENT POSITION	FORECAST OUTTURN
Number of green KPI's	1	5
Number of blue KPI's	2	
Number of red KPI's	1	1
Number of KPI's not yet measured	2	

2. BUDGET UPDATE

SERVICE LEVEL BUDGET MONITORING 2005/2006

LEGAL SERVICES

July 2005

£'000

ORIGINAL CASH BUDGET

101

Add Adjustments for In year cash movements

Slippage from 2004/2005
Virements for other Services
Transfer from contingency

Cabinet approved decisions
Delegated Authority decisions

ADJUSTED CASH BUDGET **101**

Less Corporate Savings

Contribution to Corporate savings targets

CURRENT CASH BUDGET **101**

FORECAST

EXPENDITURE

Land Charges Search Fees (5)
Land Charges Network Fees (11)

INCOME

Land Charge Searches 95

FORECAST CASH OUTTURN 2005/06 **180**

Key Assumptions

Key Issues/Variables

- reduced volume of Land Charges

Key Actions

3. SERVICE DEVELOPMENTS

Legal Services has a quality accreditation, LEXCEL, which is the Law Society's Practice Management Standards. The Unit will be reassessed in September 2005 and the Unit is updating its Practice Manual and carrying out client satisfaction surveys with Service Departments. Both Licensing and Land Charges Sections are preparing to apply for the ISO 9001 quality standard. An Outline Business Case is being prepared in respect of the implementation of a case management software system for Legal Services, which will enable more effective time recording, monitoring of the progress of cases and provide better performance information.

The Licensing Section has taken on a temporary member of staff for 12 months to help with the heavy workload in processing applications and inputting data into the licensing software system.

Consideration is being given to linking the land charges software system to the planning software system, which should improve the overall performance within the Land Charges section.

4. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS

Indicator Description	Performance 2004/05	Target 2005/06	Performance at 31 July 2005	Comments
BVPI 179 Standard Searches within 10 working days	98.51%	100%	94.33%	Performance was affected by delays in April 2005 within a Service Department in getting information to the Land Charges section. An action plan has been implemented to prevent a repetition.
Processing of Personal Licence Applications	New indicator	14 days	10 days	The period of 14 days is taken from the date the police inform Council there are no objections or from the date of hearing where objections are raised.
Processing of Premises Applications	New indicator	21 days	Not measured	Awaiting update to software
Percentage of referred cases which are successfully prosecuted	New indicator	90%	95%	This covers cases commenced in the Magistrates Courts and includes a wide range of enforcement matters
Percentage of Customer Satisfaction – LEXCEL survey	New indicator	To be completed	Not measured	This will be an annual survey to comply with LEXCEL requirements

Strategy Implementatio n: percentage of milestone activities completed in the National Local Government Procurement Strategy	New indicator	40% by 30-06-05	38%	Target is aligned with that of CuDOS- Corporate Procurement Team . Overall target is currently 85%
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5. **CONCLUSION**

Legal Services needs to develop its Service Level Agreements with Service Departments and become a more proactive service meeting the needs of its internal customers. The Land Charges income situation needs to be carefully monitored. The Land Charges function is statutory and the Land Charges Register has to be maintained. New legislation will more closely regulate the fees, which can be charged for this service.

Signature: _____

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