

Report of	Meeting	Date
Director Partnerships, Planning and Policy (Introduced by the Executive Member for Policy and Performance)	Executive Cabinet	18 th February 2010

3RD 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 third quarter of 2009/10, 1st October – 31st December 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 third quarter of 2009/10, 1st October – 31st December 2009. Performance is assessed based on the delivery of Key Projects in the Corporate Strategy and the performance against National Indicators for which the Council is responsible.
4. Following the annual refresh of the Corporate Strategy at Policy Council on November 3rd 2009 and subsequent adoption in December 2009, this report will be the first time the new programme of key projects have been reported against.
5. The Corporate Strategy 2009/10 identifies 33 Key Projects. The overall performance of the key projects is excellent with 33 (100%) rated 'Green' and progressing ahead of or according to plan by the end of December 2009.
6. None of the key projects in the new Corporate Strategy have been completed, while thirty three projects are rated as 'Green' meaning that they are on track. No projects are rated 'Amber', which is an early warning that there may be a problem. There are also no projects that are rated 'Red', which indicates more serious problems such as falling behind schedule or exceeding budget.
7. At the end of the 3rd quarter, 15 national indicators can be reported. All of these indicators have targets set and have been reported previously. Of the 15 the majority (11) have matched or exceeded target and 4 have missed target by 5% or more.
8. 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 the information becomes available.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

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

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

10. None

CORPORATE PRIORITIES

11. This report relates to the following Strategic Objectives:

Strengthen Chorley's economic position in the Central Lancashire Sub Region	✓	Improve environmental sustainability and combat climate change	✓
Improving equality of opportunity and life chances	✓	Develop the Character and feel of Chorley as a good place to live	✓
Supporting people to get involved in improving their communities	✓	Ensure Chorley Council is a consistently top performing organization	✓

BACKGROUND

12. 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: prosperity, people, place 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.
13. The Corporate Strategy 2009/10 identifies a programme of 33 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.
14. National Indicators (NIs) are indicators collected in accordance with definitions issued by the Department for Communities and Local Government.
15. 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 third quarter of 2009/10.

REPORT OVERVIEW

16. The report provides information covering the following areas:
 - The Council's progress in delivering the 33 Key Projects identified in the Corporate Strategy 2009/10
 - The Council's progress in achieving against targets that can be measured on a quarterly basis.

- 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

17. This section looks at the performance of the Key Projects to the end of the third quarter of 2009/10.
18. 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.
19. The highlight reports provide a brief update on the work carried out during the last quarter (1st October to 31st December 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'.
20. 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.
21. The table below shows that the overall performance of the key projects is excellent. 100% (33 out of 33 projects) are rated 'Green' and progressing ahead of, or on schedule.

	No Projects	%
Completed projects	0	0%
Projects rated as 'Green'	33	100%
Projects rated as 'Amber'	0	0%
Projects rated as 'Red'	0	0%

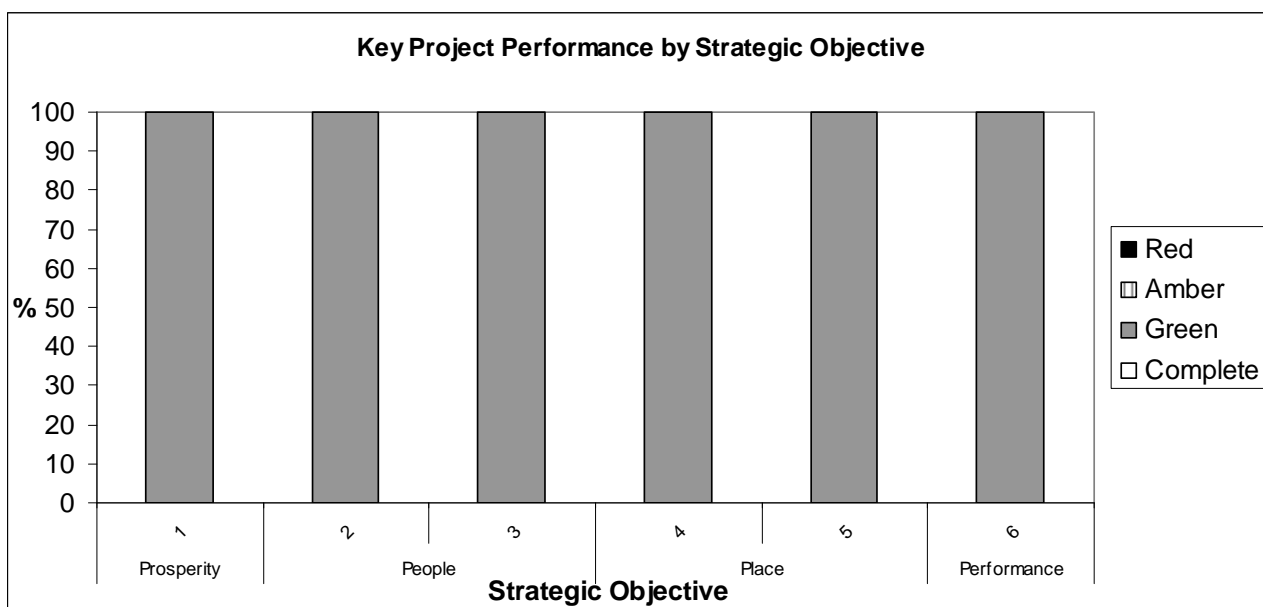
Table 1 - Summary of key project performance for the 3rd Qtr (Oct – Dec 09)

22. The table below demonstrates the performance of the established projects that have carried over from the 2008/9 Corporate Strategy.

	QTR 2 09/10	QTR 3 09/10	Variance
Projects rated as 'Green'	71% (5 projects)	100% (7 projects)	+29%
Projects rated as 'Amber'	29% (2 projects)	0% (0 projects)	- 29%
Projects rated as 'Red'	0% (0 projects)	0% (0 projects)	-

Table 2 – Performance of existing projects (7) carried forward from 2nd Quarter 2009/10

23. The table above shows a marked improvement in performance in comparison with the second quarter for those projects that have carried over from the 2008/9 Corporate Strategy. 100% of projects are now rated 'Green' compared to 71% in the previous quarter. There has also been a 29% reduction in the number of projects rated 'Amber'.



Priority	Strategic Objective	Complete	Green	Amber	Red
Prosperity	1	0	6	0	0
People	2	0	6	0	0
	3	0	4	0	0
Place	4	0	5	0	0
	5	0	7	0	0
Performance	6	0	5	0	0

COMPLETED KEY PROJECTS

24. The table below shows the key outcomes from the projects that have completed in the third quarter of 2009/10, 1st October – 31st December 2009. These are projects that have not been carried over into the new Corporate Strategy.

Key Project	Key Outcomes
Develop and deliver an action plan to support businesses through the economic downturn	<p>The action plan to support businesses through the economic downturn has achieved the following outcomes:</p> <ul style="list-style-type: none"> • In partnership with local businesses, Chorley Council provided the Future Jobs Fund with 22 new vacancies for young people • Partnership working with Business Link to provide additional support to Chorley businesses • Negotiations with NWDA over the deliver of the new business start up contract • Enterprise Facilitator is now operating across Chorley • Connect to Work scheme • Redundancy task force set up in conjunction with other partners
Develop a green travel plan for staff	<p>The Green Travel Plan has achieved the following outcomes:</p> <ul style="list-style-type: none"> • An assessment of the location and facilities at Chorley Council sites including any barriers to sustainable travel • A review of current Chorley Council policies that may positively or negatively affect the promotion of various travel choices • A travel survey to identify current trends in the way that staff travel to work • The identification of initiatives that could be promoted in light of the

	<p>findings from the travel survey and engagement that has taken place with staff</p> <ul style="list-style-type: none"> • Objectives for the green travel plan in light of the findings from the travel survey • The settings of actions and targets to ensure the success of the project
<p>Deliver an invest to save programme for the Council's use of energy</p>	<p>The project has delivered a series of energy efficiency measures throughout the Council's buildings. These include:</p> <p>Town Hall - Installation of water saving devices in toilet cisterns, installation of self closing taps, insulate loft space over Lancastrian, communications and Exchequer, installation of thermostatic radiator valves, replace central heating pump with energy saving pump, adjust the weather compensating controls to 19oC, installation of PIR movement detectors to control lights to 29 areas, provide photocell control to external lights, and provide photocell control to clock face lights</p> <p>Union Street - Installation of water saving devices in toilet cisterns, installation of self closing taps, replace the heating optimizer controls, replace central heating pumps with energy saving pumps (4No), replace existing room thermostats with anti tamper ones, installation of PIR movement detectors to control lights to 14 areas, installation of PIR movement detectors to main stairwell lighting, and installation of external lighting to the rear of the building, controlled by time clock and photocell.</p> <p>Bengal Street - Installation of PIR movement detectors to control lights to 10 areas, a period of education and promotion on energy saving has been conducted.</p> <p>All Seasons Leisure Centre – Sensor control of squash courts lights will save £421 per year and cut CO2 by nearly 1.8 tonnes. Lights in the practice hall, main hall and pool will be replaced with more energy efficient ones. This will save £2745 per year and reduce CO2 by 9 tonnes. Insulation of plant room pool circulating pipes will save £3241 per year plus reduce CO2 by nearly 26 tonnes. The Combined Heat and Power system will be installed by the end of February 2010. This will save £27,000 per year and cut CO2 by 88 tonnes. Installation of pool covers will save £13681 per year in costs and there will be a 162 tonnes reduction in CO2.</p> <p>Brinscall Leisure Centre – Insulation of plant room pool circulating pipes will save £3720 per year plus 29.6 tonnes of CO2.</p> <p>Clayton Green Leisure Centre – Conversion of lights to more efficient ones will save £2440 per year and reduce CO2 by 8 tonnes.</p> <p>Coppull Leisure Centre – Replacement of lights with more efficient ones will save £2938 and reduce CO2 by 9.6 tonnes.</p>
<p>Develop and embed a new staff competency framework</p>	<p>The project has delivered a new framework of behaviors and attributes that are aligned with the Council's core values. The framework has been adopted by the Council and has been embedded throughout all the key HR processes.</p>
<p>Deliver the Ruralty Awareness Project</p>	<p>The rural profiles that have been produced under this key project will provide robust information to Officer, Members and partner organisations which will help to shape service delivery to our seven rural wards in the borough. It will enable the Council and its partners to target resources and service delivery where they will have the greatest impact and ensure that</p>

	<p>the needs of rural communities are understood by the Council and its partners. These profiles will also act as evidence to support funding bids for these areas and provide a link to where the council can work with Parish councils to ensure that money is spent appropriately.</p>
<p>Involve young people in their communities and deliver Children's Trust priorities for Year 1</p>	<p>Chorley Local Children's Trust has made good progress in its first full year of operation. The Trust has good representation from the statutory duty to cooperate partners and has included representation from schools (secondary, primary and special), parents, VCF sector and children's centres. Other partners attend the Trust as and when items required.</p> <p>The Trust has undertaken two consultation events to ensure the priorities in the Children and Young People's Plan for Lancashire and the Trust and LSP's local priorities are relevant to local children and young people. Work is underway to enhance the engagement and involvement of children and young people in the work of the Trust, including those who are hardest to reach using traditional methods.</p> <p>The Trust has commissioned a series of projects that will reduce health inequalities and increase opportunities for children and young people to be active in their leisure time. Examples of such commissioning include, the Girls Aloud project that has contributed to a significant reduction in teenage conceptions in the borough. It also commissioned local providers to deliver more Friday and Saturday positive activities for children and young people; something that was request by young people as part of the consultation mentioned earlier.</p> <p>Research into the VCF sectors involvement in delivering the Every Child Matters outcomes was also commissioned and planning is underway to address the issues that emerged. The Trust has also refreshed its priorities, as well as the existing priorities of enhancing involvement/engagement, reducing teenage conceptions and more things to do/places to go the Trust will also focus on early interventions and reducing the number of young people who are NEET.</p>
<p>Continue to improve the green corridor of Chorley</p>	<p>The Astley Park element of the project has now been successfully completed. This was marked by the Chorley Smile Picnic in the park, which showcased the improvements that have been made. The café, function rooms and exhibition gallery are all fully functional and well used. Also, the walled garden has been the venue for a number of successful outdoor events. The Pets Corner and Play Area are also now open and being used. The final task is to complete the signage in the park.</p> <p>The Duxbury element of the project continues to make good progress. The new club house has been completed and has been well received by customers. Plans are currently been finalized for the beginners course. This element of the project has been rescheduled to take into account the programme of drainage works on the course and to minimize disruption to golfers.</p> <p>The Common Bank element of the project is now in its final phase that will see the transformation of Council owned land into an attractive recreational facility. The work at Big Wood South and Copperworks Wood has now been completed. Outcomes thus far include land remediation works, public access enhancement and ecological improvements. The Big Wood North element of the project is still to be completed. It is fully funded; but we are currently waiting for the money to be released in the form of a Section 106 agreement from the Gillibrand development.</p>

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. Those projects that are yet to start are also classed as green as they are on course to start and finish by their target dates. The following projects are rated green: **those marked in bold are continuing projects from the previous Corporate Strategy**

1	Secure the development of the Pall Mall triangle and Market Street
2	Develop a proposal for improvements to the Flat Iron
3	Produce a marketing package for the town centre, markets and Chorley as a whole
4	Develop a succession strategy for major inward investment and identify niche markets for the strategic regional site
5	Produce site allocations Development Plan Document
6	Refresh the Economic Regeneration Strategy and Town Centre Action Plan
7	Evaluate the Families First project and establish intervention arrangements for vulnerable families
8	Increase weekend diversionary provision for children and young people
9	Improve co-ordination of work with children and young people
10	Evaluate the free swimming scheme and agree a way forward
11	Implement Year 2 of the 50+ Active Generation Project
12	Deliver Chorley's key actions for Year One of the Health Inequalities Strategy
13	Develop and deliver agreed community governance options for Chorley
14	Develop a Community Engagement Strategy
15	Develop and deliver an action plan to increase volunteering
16	Work with local residents to transfer community facilities into community management
17	Deliver Food Waste recycling
18	Install Combined Heat and Power System at All Seasons Leisure Centre
19	Carry out energy audit of all remaining Council buildings
20	Establish a community growing scheme
21	Ensure development of Group One woodland management plan
22	Deliver key projects from neighbourhood action plans
23	Implement revised street cleaning schedules following recommendations from O&S enquiry
24	Establish a choice based lettings scheme
25	Complete review of Home Improvement Agency
26	Deliver the Chorley housing refurbishment scheme
27	Pilot and review the Chorley/SRBC CDRP merger
28	Complete parks, open spaces and play review and complete improvement plan
29	Refresh Chorley's Sustainable Community Strategy
30	Complete Year 3 of the VFM Programme

31	Refresh the Council's Marketing and Communications Strategy
32	Develop a staff engagement strategy
33	Complete I&DeA Peer Review of LSP

PERFORMANCE OVERVIEW: NATIONAL INDICATOR SET

26. It is not yet possible to undertake the full analysis on performance that was previously undertaken in the quarterly performance report during the Best Value regime, 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

27. The performance of the national indicators that can be reported at the end of the second quarter is shown in the table in Appendix 1.

28. 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 quarterly basis to report on the progress made against a wider set of indicators for which the LSP is responsible.

29. The majority of the indicators are performing at, or above, target. At the end of the 3rd quarter, of the 15 indicators reported, 11 have matched or exceeded target and 4 have missed target by 5% or more.

30. The 4 indicators that have missed target by 5% or more have had action plans prepared. These can be found at paragraph 40. The indicators below target are:

- NI 181 (Time taken to process Housing Benefit/Council Tax Benefit new claims and change events)
- NI 195a (Improved street and environmental cleanliness: levels of litter)
- NI 195b (Improved street and environmental cleanliness: levels of detritus)
- NI 195c (Improved street and environmental cleanliness: levels of graffiti)

TREND ANALYSIS

Trend compared to the last quarter:

31. Analysis has been undertaken to compare the performance of indicators in this quarter to when they were reported in the previous quarter.

32. When compared against the previous quarter, 8 indicators out of 15 have shown an improvement or consistent performance and achieved target at the end of the quarter.

33. When compared against the previous quarter, 4 indicators out of 15 have deteriorated in performance and missed target by 5% or more.

- NI 181 (Time taken to process Housing Benefit/Council Tax Benefit new claims and change events)
- NI 195a (Improved street and environmental cleanliness: levels of litter)

- NI 195b (Improved street and environmental cleanliness: levels of detritus)
- NI 195c (Improved street and environmental cleanliness: levels of graffiti)

34. 2 indicators have deteriorated in performance but have still hit target.

- NI 157a (Processing of planning applications as measured against targets for 'major' application types)
- NI 157c (Processing of planning applications as measured against targets for 'other' application types)

Trend compared to Quarter 3 last year:

35. Analysis has been undertaken where possible to compare the performance of indicators in this quarter to when they were reported at this point last year. It is possible to make this comparison for 11 indicators.
36. When compared to quarter three 2008/9, 10 indicators out of 11 have shown an improvement or consistent performance and hit target.
37. One indicator has improved in performance; but just missed target
- NI 181 (Time taken to process Housing Benefit/Council tax benefit new claims and change events)

DELIVERING ACTION PLANS

38. In the second quarter performance report, two indicators were below target triggering the production of action plans. These were NI 181 (Time taken to process Housing Benefit/Council Tax Benefit new claims and change events) and NI 195b (Improved street and environmental cleanliness: levels of detritus). Both of these indicators are still below target, therefore updated action plans have been produced to outline the further actions that will be taken to improve performance.
39. Although performance overall is a picture of continued strong performance, there remains a need to understand and carefully manage performance where it is not meeting our expectations. In the third quarter of reporting the National Indicator Set for 2009/10, four action plans have been triggered.
40. The following indicators have actions plans as they have fallen below the targets set for 2009/10:
- NI 181 (Time taken to process Housing Benefit/Council Tax Benefit new claims and change events)
 - NI 195a (Improved street and environmental cleanliness: levels of litter)
 - NI 195b (Improved street and environmental cleanliness: levels of detritus)
 - NI 195a (Improved street and environmental cleanliness: levels of graffiti)

ACTION PLANS: INDICATORS BELOW TARGET

Indicator Number	NI 181
Indicator Short Name	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events

Quarter Three	
Performance	Target
11.37 days	10 days

Please explain the reasons why progress has not reached expectations

Increased caseload: Caseloads have increased as a direct result of the recession. More people out of work results in more customers claiming Housing and Council Tax Benefit for help towards paying their rent and Council Tax. Our caseloads have risen by 8.5% from 7,621 in April 09 to 8,272 in December 09 and this number continues to rise.

Christmas closedown: Every day counts from the date that we receive an application for Housing and Council Tax Benefit. Post received during the Christmas break is treated as if it was received on the last day that we were open (Christmas Eve). The clock for the purposes of counting the days that we take to process claims, (which is the Right Time indicator) starts on the day that we first receive the claim. Any delays in us dealing with work has a detrimental effect on performance against this indicator.

Annual Benefit uprating: Annual uprating is reassessing all existing customer's entitlement to Housing and Council Tax Benefit at the start of the new financial year in line with all the new social security benefit rates and housing benefit rates. It is also a time when all the elderly customers who receive Pension Credit have changes in their income that have to be reflected in the Housing and Council Tax Benefit calculation. This means that each claim needs to be adjusted ready for the start of the new financial year. It dramatically increases the volumes of work that pass through our department during the November/December period (when the DWP notifies us of the new figures). This increased volume of work being processed affects our performance stats.

Please detail corrective action to be undertaken

Q 4 is generally a better quarter and we hope to pull the figure back to nearer the target.

Although we have extra work to do during this period planning for year end, these high volumes of changes that need to be processed at year end (rent increases etc) are all done quickly because they are simple changes and this improves performance because it results in large volumes of changes processed in 1 day. This improves the NI181 for the whole year because the indicator is an average of all days to process for the year.

We have received DWP funding this year to help cope with the increased volumes of claims. We have used this money to take on 2 extra members of staff on 12 month fixed contracts to help with the increased workloads. The assessment staff have also

volunteered to work overtime at particularly busy periods to keep the backlogs down and maintain performance. In addition to this we monitor workloads and change priorities as required daily and are constantly looking for ways to improve performance. These actions have culminated in an improvement over the same quarter last year (12.33 days down to 11.37 days).

Indicator Number	NI 195a
Indicator Short Name	Improved street and environmental cleanliness: levels of litter

3 rd Quarter Cumulative Performance	Annual Performance Targets	
	Chorley LAA Target	Lancs LAA Target
7%	4.6%	10%

Please explain the reasons why progress has not reached expectations

Cumulative performance at the end of quarter 3 is above our end of year target. Performance is based on an average score of the inspections completed. The end of year target is challenging, however, we envisage that the gap between third quarter performance and the end of year target will reduce in the final quarter.

Performance with this indicator is seasonal, for example, autumn leaf fall can have a significant impact.

Analysis of the worst scoring areas has revealed that a significant proportion that are areas that Chorley Council has no maintenance responsibility or requirements to clean. For example, unadopted roads, non Council recreation/open spaces and industrial areas. This is picked up in the corrective action section.

During this period we were reviewing our continuity arrangements within the service and undertook a period of training of additional staff to operate the sweepers, which would have affected the cyclical rounds whilst staff were being trained.

During the summer there was a drive to review the cleaning rounds to provide more information to residents about when they can expect a sweeper in their area. This was started in the Autumn and did lead to some minor disruption to the rounds whilst the new routes were agreed

Please detail corrective action to be undertaken

As mentioned earlier a contributory factor to the underperformance in areas outside Chorley Council's maintenance responsibilities. Our ability to influence others is an important element of this indicator. We will engage more with landowners to make them aware of how the areas for which they are responsible has a negative impact on the appearance of the Borough. We intend to do this by engaging landowners via the Neighbourhood Teams and seeking the support of the Local Strategic Partnership (LSP) and its partners.

The Head of Streetscene Services has met with each operational team to discuss ways

in which performance will be improved. This includes the playing deploying resources to increase cleaning frequencies in target areas and expanding the litter picking in the outer areas.

Performance against this indicator should improve as the recommendations of the Overview and Scrutiny enquiry are taken forward and developed further. Revised Street Cleaning schedules will be implemented as a key project in 2010-11 Corporate Strategy.

Inspectors have been instructed to report any sites which do not meet the target standard immediately so that the Head of Streetscene Services and Neighbourhood Quality Co-ordinator can take appropriate remedial action. By doing this it will make the operational staff more aware of expected standards which will result in improvements in out-turn over the following period.

Also, the training that has been undertaken in quarter 3 will make the service more resilient to unexpected events, which will improve performance in the long term. The review of the cleaning rounds will improve the way in which the rounds are undertaken and provide more information to residents.

Indicator Number	NI 195b
Indicator Short Name	Improved street and environmental cleanliness: levels of detritus

3rd Quarter Cumulative Performance	Annual Performance Targets	
Performance	Chorley LAA Target	Lancs LAA Target
11%	4.7%	18%

Please explain the reasons why progress has not reached expectations

Cumulative performance at the end of quarter 3 is above our end of year target. Performance is based on an average score of the inspections completed. The end of year target is challenging, however, we envisage that the gap between third quarter performance and the end of year target will reduce in the final quarter.

10% of our worst scoring roads are unadopted and as such Chorley Council has no maintenance responsibility or requirement to clean in these streets. The guidance states that un-maintained roads remain in the survey data.

During this period we were reviewing our continuity arrangements within the service and undertook a period of training of additional staff to operate the sweepers, which would have affected the cyclical rounds whilst staff were being trained.

During the summer there was a drive to review the cleaning rounds to provide more information to residents about when they can expect a sweeper in their area. This was started in the Autumn and did lead to some minor disruption to the rounds whilst the new routes were analysed.

We have seen an increase in detritus, in this tranche on Industrial and Warehousing land use areas. This is picked up in the corrective action

--

Please detail corrective action to be undertaken

As mentioned earlier, a contributory factor to the underperformance is the number of the areas surveyed in this tranche are outside Chorley's scope in terms of maintenance. Our ability to influence others is an important element of this indicator. We will engage more with landowners to make them aware of how the areas for which they are responsible has a negative impact on the appearance of the Borough. We will target industrial and warehousing land as part of this work. We intend to do this by engaging landowners via the Neighbourhood Teams and the Local Strategic Partnership (LSP) and its partners.

The Head of Streetscene Services has met with each operational team to discuss ways in which performance could be improved. As part of this we are increasing cleaning frequencies in more high profile areas and are expanding the litter picking into the outer areas.

Performance against this indicator should improve as the recommendations of the Overview and Scrutiny enquiry are taken forward and developed further. Revised Street Cleaning schedules will be implemented as a key project in 2010-11 Corporate Strategy.

Inspectors have been instructed to report any sites which do not meet the target standard immediately so that the Head of Streetscene Services and Neighbourhood Quality Co-ordinator can take appropriate remedial action. By doing this it will make the operational staff more aware of expected standards which will result in improvements in out-turn over the following period.

Also, the training that has been undertaken in quarter 3 will make the service more resilient to unexpected events, which will improve performance in the long term. The review of the cleaning rounds should improve the way in which the rounds are undertaken and provide more information to residents.

Indicator Number	NI 195c
Indicator Short Name	Improved street and environmental cleanliness: levels of graffiti

3rd Quarter Cumulative Performance	Annual Performance – to 31/03/2010	
	Chorley LAA Target	Lancs LAA Target
2.5%	1%	4%

Please explain the reasons why progress has not reached expectations

Cumulative performance at the end of quarter 3 is above our end of year target. Performance is based on an average score of the inspections completed. The end of year target is challenging, however, we envisage that the gap between third quarter performance and the end of year target will reduce in the final quarter.

- The areas where the scores are most significantly below standard are mainly recreations areas and also some of the industrial areas.
- Not all of these are within the control of the local authority, many being private, the responsibility of local housing associations and parish councils.
- Some of the play areas are yet to be formally adopted and therefore may have been assessed either inadvertently or are within the scope of the inspection, but not within the control of Chorley Council.

There is also the impact of an increased scoring stringency, introduced for this year.

Please detail corrective action to be undertaken

- The Streetscene Service Manager has met with the Neighbourhood Quality Co-ordinator in preparation for the next inspection tranche to ensure areas of concern are raised in a timely manner.
- Inspectors have been instructed to report any sites which do not meet the target standard immediately so that the Streetscene Service Manager and Neighbourhood Quality Co-ordinator can take the appropriate remedial action.
- The pictures taken at the time of inspection, used for auditing purposes are also to be provided as soon as the inspection is complete so that the responsible officer can evaluate the scoring or to pursue enforcement action where graffiti is in areas of private ownership and seek to engage with responsible stakeholders on a more proactive basis.
- The Streetscene Officer responsible for the Council's recreation and play areas has been provided with a graffiti removal kit for small issues, but has been reminded of the need to report larger or more difficult to remove defacements as a matter of urgency so that the graffiti contractor can deal with these.

Where graffiti is reported to the council for removal the response periods are consistently within target with, 94.8% of graffiti removed within 28 working days and 84% of all offensive graffiti removed within 2 working days.

CONCLUSION

41. 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.
42. 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

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
DIRECTOR OF PARTNERSHIPS, PLANNING AND POLICY

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Adele Reynolds	5325	27 th January 2010	Third Quarter Performance Report 2009 10

Appendix 1: National Indicator Set 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 end of quarter performance against the target

Code	Indicator Title	Target	Outturn Quarter 3	Performance against target
NI 16(LAA)	Serious Acquisitive Crime	5.9625 per 1000 population	5.2767 per 1000 population	★
NI 20 (LAA)	Assault with Injury Crime Rate	4.3650 per 1000 population	4.0076 per 1000 population	★
NI 156 (LAA)	Number of households in temporary accommodation	13	8	★
NI 157a	Processing of planning applications as measured against targets for 'major' application types	81%	82.35%	★
NI 157b	Processing of planning applications as measured against targets for 'minor' application types	82.5%	83.1%	★
NI 157c	Processing of planning applications as measured against targets for 'other' application types	92%	93.69%	★
NI 180	Changes in Housing Benefit/Council Tax Benefit entitlements within the year	6750	8602	★
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events ¹	10 days	11.37 days	▲

¹ NI 180 and NI 181 are taken directly from the Council's system by the Department for Work and Pensions. Therefore, the outturn at year end may not exactly match this reported outturn, although it should give a good indication.

NI 182	Satisfaction of businesses with Local Authority regulation services	90%	91.9%	★
NI 184	Food establishments in the area, which are broadly compliant with food hygiene law	95%	95.5%	★
NI 192 (LAA)	Household waste recycled and composted ²	49%	51.41%	★
NI 195a (LAA)	Improved street and environmental cleanliness: levels of litter	4.6%	7% ³	▲
NI 195b (LAA)	Improved street and environmental cleanliness: levels of detritus	4.7%	11% ⁴	▲
NI 195c (LAA)	Improved street and environmental cleanliness: levels of graffiti	1%	2.5% ⁵	▲
NI 195d (LAA)	Improved street and environmental cleanliness: levels of fly posting	1%	1%	★

² The waste figures are up to date in the current position at the end of September. Information for Quarter 3 will be received at the end of March 2010 and the outturn will change as more information is received.

³ Figure reported as a cumulative performance up to the end of Quarter 3

⁴ Figure reported as a cumulative performance up to the end of Quarter 3

⁵ Figure reported as a cumulative performance up to the end of Quarter 3