

# Transformation Business Improvement Plan 2011/12

Theme	You and Your Family			You and Your Community			You and Chorley		You and Your Council	
Strategic Objective	Strong Family Support	Education and Jobs	Being Healthy	Pride in Quality Homes and Clean Neighbourhoods	Safe Respectful Communities	Quality Community Services and Spaces	Vibrant Local Economy	Thriving Town Centre, Local Attractions and Villages	A Council that is a Consistently Top Performing Organisation and Delivers Excellent Value for Money	
Long Term Outcome	<p>1.1 Ensure early intervention and prevention of health and wellbeing problems</p> <p>1.2 Use a whole family approach to address problems and provide support</p> <p>1.3 Support the ageing population to be healthy and independent</p>	<p>2.1 Improve skills across the family</p> <p>2.2 Improve links from good quality education to employment</p> <p>2.3 Promotion and uptake of local job prospects</p>	<p>3.1 Reduced health inequalities</p> <p>3.2 Families enabled to make healthy lifestyle choices</p>	<p>4.1 Provision of quality affordable housing</p> <p>4.2 Clean streets</p> <p>4.3 Communities that residents actively take care of and improve</p>	<p>5.1 Safe communities</p> <p>5.2 Cohesive communities where people get on well together</p>	<p>6.1 Clean, safe and well used open spaces</p> <p>6.2 Empowered local people managing community assets</p>	<p>7.1 Promote knowledge based inward investment</p> <p>7.2 Support a strong, indigenous business base</p> <p>7.3 Ensure families and communities reach their full economic potential</p>	<p>8.1 A contemporary market town with good quality shops</p> <p>8.2 Places to visit, play, enjoy as a tourist destination</p> <p>8.3 Thriving local villages</p>	<p>9.1 Community aspirations are delivered through the efficient use of resources and effective performance management.</p> <p>9.2 An excellent community leader</p> <p>9.3 A provider and procurer of high quality, co-ordinated, public services</p> <p>9.4 An excellent Council that is continually striving to improve</p> <p>9.5 Reduce the Council's energy consumption</p>	
Measures and Targets	<p><b>Customer, Transactional and ICT</b></p> <p>The level of avoidable contact. Target: 20% (9)</p> <p>% of customers satisfied with the way they were treated by the Council. Target 80% (9)</p> <p>Abandon call rate. Target 5.5%</p> <p>Number of Corporate Service Complaints (Baseline) (9)</p> <p>No. days it takes to process new HB and CTB claims and change events. Target &lt;10 days (9)</p> <p>Average time to process new claims. Target &lt;17days (9)</p> <p>Average time to process change events. Target 6.80 days (9)</p> <p>% Correspondence dealt with in 7 working days. Target s 90% (9)</p> <p>Council Tax collected. Target 98.75%</p> <p>NNDR collected. Target 99.15% (9)</p> <p>Network Availability. Target 99.7% (9)</p> <p>Server Availability. Target 99.7% (9)</p>			<p><b>HR&amp;OD</b></p> <p>Number of FTE days lost per year through sickness absence: Target 6.9 days (9)</p> <p>Number of FTE days lost through short term sickness absence: Target 2.58 days (9)</p> <p>Percentage of staff who receive (at least) an annual face to face performance appraisal. Target 100% (9)</p> <p>Satisfaction with relevance of organisational development sessions. Target 91% (9)</p> <p>Percentage of employees who consider themselves to have a disability. Target 4% (7)</p> <p>Percentage of Black and Minority Ethnic (BME) employees in the workforce. Target 3.68% (7)</p> <p><b>Financial Shared Services</b></p> <p>Achieve a balanced budget over the MTFS period (9)</p> <p>Customer Satisfaction with Financial services. Target 90% (9)</p>			<p>Over/Underspends within 1% of manageable/cash revenue budget at year end. Target &lt;1.0% (9)</p> <p>Achievement of Prudential Indicators – Target 100% compliance (9)</p> <p>Investment performance. Target : outperform LIBOR rate by 10% (9)</p> <p>% of undisputed invoices for (all services) processed within 30, 22, 10 days. Targets 97.75%, 85%, 50% (9)</p> <p><b>Governance</b></p> <p>Member satisfaction with Democratic Services. Target 80% (9)</p> <p>No. Members attending at least one member learning session. Target 40 (9)</p> <p>% members with a PDP. Target 95% (9)</p> <p>% members receiving induction training within 1 month of election Target 100% (9)</p> <p>Licensing decisions produced and signed by the Chair within 3 working days. Target 95% (9)</p> <p>% minutes issued within 2 weeks. Target 95 % (9)</p>		<p>% electoral canvass forms returned. Target 90%</p> <p>% turnout for local elections. Target 46% (9)</p> <p>% legal files opened within 5 days. Target 80%(9)</p> <p>% first draft S106 agreement produced with 4 weeks of receipt. Target 70% (9)</p> <p>Time spent on Mayoral events Mayoral attendance per annum. Target 1 FTEs (1580 hr) (9)</p> <p>% staff satisfied with office cleaning service. Target 85% (9)</p> <p>CO<sub>2</sub> emissions from local authority operations. Target: 5% reduction by March 2012 (9.5)</p> <p><b>Corporate Health</b></p> <p>No. of FTE days lost through sickness absence in Transformation. Target 6.9 days (9)</p> <p>No. of FTE days lost through SHORT TERM sickness absence in Transformation. Target 2.58 days (9)</p> <p>% of undisputed Transformation invoices processed within 30 days. Target 97.75% (9, 7)</p>	
Key Projects & Actions April 2011 – March 2012	<ul style="list-style-type: none"> <li>Implement shared services in Revenues and Benefits with South Ribble Borough Council (9.1, 9.3, 9.4) (CS) (March 2012)</li> <li>Improve customer experience by extending and improving services delivered through the Contact Centre (9.1, 9.3, 9.4) (CS) (July 2011)</li> <li>Refresh the Council's Website (9.1, 9.3, 9.4) (CS) (September 2011)</li> <li>Develop an asset management strategy (9.1, 9.3, 9.5) (CS) (December 2011)</li> <li>Review terms and conditions (9) (TS) (December 2011)</li> <li>Co-ordinate review of top 10 contracts review (9) (TS) (August 2011)</li> <li>Review of fees and charges (9) (TS) (August 2011)</li> </ul>						<ul style="list-style-type: none"> <li>Review and Transformation contracts (Insurance, Academy, Authority Financials, IDOX, LCC Cust Service Agreement) (TS) (August 2011)</li> <li>Base Budget Review – Top 20 areas (9) (August 2011)</li> <li>Rationalise Accomodation (TS) (9) (March 2012)</li> <li>Buckshaw Community Governance Review (9) (March 2012)</li> <li>Develop arrangements for Deliver Police Elections May 2012 (9) (March 2012)</li> <li>Implement Local Standards Regime (9) (TBC)</li> <li>Update Business Continuity plan (9) (September 2011)</li> </ul>			

Key: TS (Transformation Strategy Project), CS (Corporate Strategy Project)