

Transformation Business Improvement Plan 2012/13

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 by March 2013	<p>Customer, Transactional and ICT</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>Abandoned call rate. Target 5.5%</p> <p>No. days it takes to process new HB and CTB claims and change events. Target <10 days (9)</p> <p>% Benefits correspondence dealt with in 7 working days. Target 90% (9)</p> <p>% Council Tax correspondence dealt with in 7 working days. Target 90% (9)</p> <p>Council Tax collected. Target 98.75%</p> <p>NNDR collected. Target 99.15% (9)</p> <p>% High Priority Helpdesk calls resolved within 3 hours. Target (85%) (9)</p> <p>HR&OD</p> <p>Number of FTE days lost per year through sickness absence (whole Council): Target 6.5 days (9)</p>			<p>Number of FTE days lost through short term sickness absence (whole Council): Target 2.5 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 3.99% (7)</p> <p>Financial Shared Services</p> <p>Achieve a balanced budget over the MTFs period (9)</p> <p>Customer Satisfaction with Financial services. Target 90% (9)</p> <p>Over/Underspend within 1% of manageable/cash revenue budget at year end. Target <1.0% (9)</p> <p>Achievement of Prudential Indicator: Target 100% compliance (9)</p> <p>Investment performance. Target : outperform LIBID rate by 10% (9)</p>	<p>% of undisputed invoices (all services) processed within 30 and 10 days. Targets 97.75%, 50% (9)</p> <p>Quarterly closedown of accounts processes completed. Target 100%</p> <p>Governance</p> <p>Member satisfaction with Democratic Services. Target 80% (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>% decision notices published for Exec Cab and Dev Con within 2 working days. Target 90% (9)</p> <p>% draft minutes circulated within 7 days". 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 90%(9)</p> <p>% first draft S106 agreements produced within 4 weeks of receipt. Target 90% (9)</p> <p>% staff satisfied with office cleaning service. Target 85% (9)</p>	<p>Policy & Communications</p> <p>% residents satisfied with the way the Council runs things. Target 51%</p> <p>% residents who feel that Chorley Council provides value for money. Target 37% (9)</p> <p>% PIs on PMS with written procedures. Target 90% by June 2013 (9)</p> <p>% residents feeling well informed about the council. Target 40% (9)</p> <p>Corporate Health</p> <p>No. of FTE days lost through sickness absence in Transformation. Target 6.5 days (9)</p> <p>No. of FTE days lost through SHORT TERM sickness absence in Transformation. Target 2.5 days (9)</p> <p>% of undisputed Transformation invoices processed within 30 days. Target 97.75% (9, 7)</p> <p>% correspondence dealt with in 7 working days. Target 90% (9)</p> <p>CO₂ emissions from local authority operations. Target: 5% reduction (9)</p> <p>No. of corporate complaints. (Baseline year) (9)</p>				
Key Projects & Actions April 2012 – March 2013	<p>HR&OD</p> <ul style="list-style-type: none"> Implement the framework for strategic partnerships (October 2012) (G) Implement Health Care Cash Plan (June 2012) (COMPLETE) Implement a new programme of apprenticeships (NEETs) (May 2012) (G) Create ten new apprenticeship placements (August 2012) (G) Develop a programme to support a consistent approach to management across the council (July 2012) (G) Support improvements to productivity management (March 2013) (G) <p>Shared Financial and Assurance Services</p> <ul style="list-style-type: none"> Implement changes to management accountability function (March 2013) (A) Complete bank tender (September 2012) (A) Carry out base budget review (September 2012) (G) Implement systems development plan (Creditor/Debtor self-service) (March 2013) (G) <p>Governance</p> <ul style="list-style-type: none"> Set up new standards regime (July 2012) (COMPLETE) Introduce Police & Crime Commissioner Elections (November 2012) Upgrade IKEN legal case management system (September 2012) (COMPLETE) Town centre land acquisition (March 2013) (G) Modernisation of the Council Chamber (End July) (G) Review of governance models (April 2013) 					<p>(R) Red (G) Green (A) Amber</p> <ul style="list-style-type: none"> Develop and implement an action plan to increase the use of Council assets (August 2013) (G) Develop and implement a renewable energy action plan (TBC) <p>Customer Information and transactional services</p> <ul style="list-style-type: none"> Implementation of the customer services migration plan (November 2012) (G) Refresh the council's website (September 2012) (G) Deliver the Sharepoint EDMS project (March 2013) (G) Implement virtual post room (June 2012) (A) Complete review of Information Management (September 2012) (A) Implement localised Council Tax Benefit scheme (March 2013) (G) Support the development of a credit union (TBC) (COMPLETE) <p>Policy and Communications</p> <ul style="list-style-type: none"> Develop an action plan to tackle social isolation in the borough (May 2012) (COMPLETE) Undertake review of back and front office structures (October 2012) (G) Develop and deliver a new intranet (July 2012) (A) Deliver individual performance management (March 2013) (G) Implement debt funding advice service (TBC) Deliver the internal communications plan (August 2012) (G) Develop a civic pride campaign and approach to community engagement (March 2013) (G) 				