

Chorley

Borough Council



**QUARTERLY
PERFORMANCE INDICATORS
2005/06
OVERVIEW & SCRUTINY MONITORING REPORT**

As at Year End March 2006



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INTRODUCTION

This monitoring report sets out performance against the Council's Key and Best Value Performance Indicators for the year ending 31 March 06.

Quarterly Business Plan monitoring statements have also been produced by Units separately, and have been sent to the Overview and Scrutiny Committee and panels.

The PI's fall into three main types:

1. CORPORATE KPI's – Performance indicators which are used to monitor the Corporate Plan. These may be BVPI's or locally defined indicators.
2. BEST VALUE KPI's – National indicators collected in accordance with definitions issued by the Office of the Deputy Prime Minister. These are prefixed by BV in the monitoring tables that follow.
3. LOCAL KPI's – Locally defined performance indicators which are used to monitor performance. Indicators prefixed with CBC monitor corporate performance and are not attributable to one particular Unit. Indicators measuring Unit performance have a two character prefix denoting the service unit to which they relate.

CD CuDOSS
CP Corporate and Policy Services
LC Leisure and Cultural Services
ER Economic Regeneration
EN Environmental Services
FN Finance
HS Housing Services
HR Human Resources
IT Information Technology
LG Legal Services
PL Planning Services
PR Property Services
PS Public Space Services
CBC Corporate

INTERPRETATION

Performance Symbols

Symbols are used in the monitoring tables to provide a quick guide to how the Council is performing against a particular indicator:



=

Performance is hitting or better than the target set for 2005/06.



=


Performance is within tolerance.








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Performance is significantly worse than planned and (where it can be compared with last year) is worse than last year.

The performance symbols denote year end performance against the target.

Some indicators are new so have no targets. To avoid the  symbol, the target has been estimated from the actual performance. This position will be reviewed to establish better targets for 06/07 monitoring, as appropriate.

Symbols are also used to show whether performance is improving between reporting periods or not. 2004/05 performance is compared with 2005/06 performance:

	=	Performance is improving between reporting periods, a lower figure is better
	=	Performance is improving between reporting periods, a higher figure is better
	=	Performance is getting worse between reporting periods, a lower figure is better.
	=	Performance is getting worse between reporting periods, a higher figure is better.
	=	Performance is the same as last period

Comparative Data

Where available, the quartile data is shown for BVPI's. Not all BVPI's have quartile data. All England Best and Worst quartiles for March 2005 are the latest available.

PI's prefixed CBC or with Unit initials do not have any quartile information, as quartile information is only available for national indicators. If none of the indicators on a page have quartile data, the quartile columns have been removed.

Preferred Direction of Travel

The preferred direction of travel for some measures is unclear.

Section	Indicator	Preferred Direction of Travel
Capacity	CBC005 % Budget spent at year end (forecast)	Target is best
Greener	BV106 % New homes built on brownfield sites	Bigger is better
	BV 63 Average SAP rating of LA dwellings	Bigger is better
Corporate Health	BV014 Early retirements	Smaller is better
	BV015 Ill Health retirements	Smaller is better

SUMMARY AND KEY MESSAGES

Summary

This report gives the end of the 05/06 year position for Corporate Key Performance Indicators (KPI's) and Best Value Performance Indicators (BVPI's).

As it is reporting last year's information, the Corporate KPI's relate to the Customer, Capacity, and Cleaner, Greener Safer priorities.

Some indicators have been reported twice as they are BVPI's and KPI's. This is indicated on the relevant tables.

Corporate Priorities

Looking at the priorities together, we have

18 green stars – ie performance is at or better than target

19 blue circles – ie performance is within agreed tolerances (in most cases +/- 10%) or if it can be compared to last year, it's better than last year

7 red triangles - ie performance is worse than the lowest tolerance or if it can be compared to last year, it's worse than last year.

For these red triangle indicators, there are action plans showing why performance is worse than expected and detailing the action to be taken to ensure it doesn't continue.

The KPI figures are shown in the tables on pages 6 –10.

Best Value Performance Indicators

The tables on pages 11 to 18 show the BVPI information.

The BVPI quartile information is for the year ending March 05. It is the latest available data and hasn't been included in previous monitoring reports. This is the information we use to compare Chorley's position with the national picture. The upper quartile is frequently used as a target for indicators that haven't already achieved that level of performance.

Within the BVPI set, there are a lot of new indicators. These will all show progress against target as a blue circle or on track as the target is the same as the actual. They are not yet comparable over time as there is no data for previous years.

38% of Chorley's BVPI's are in the upper quartile, just over 48% are mid range and just under 14% are in the lower quartile.

Just over 37% are performing at or better than target and almost 12% are worse than planned ie red triangles.

Looking in the BVPIs, there are

32 green stars – ie performance is at or better than target

44 blue circles – ie performance is within agreed tolerances (in most cases +/- 10%) or if it can be compared to last year, it's better than last year

10 red triangles - ie performance is worse than the lowest tolerance or if it can be compared to last year, it's worse than last year.

Again there are action plans for the indicators that are worse than planned.

Almost half of the BVPI's can be compared to last year and of these, 50% are improving, 15 % have remained the same and 31% have worsened.

Key Messages

Overall the message is positive with 88% of BVPI's and KPI's outperforming or remaining within an agreed tolerance of their target. For those that haven't achieved target, an improvement action plan is included and there are a number of areas of particular concern.

Impact on CPA

The following are of concern since they are relevant to the proposed CPA Performance Information set which will be used to analyse service performance.

- BV 3 satisfaction with the Council overall
- BV 89 satisfaction with litter and refuse
- BV184b % change in non-decent homes
- BV183b length of stay in hostel accommodation and
- BV179 % standard searches carried out within 10 days

BV3 and BV89

The CPA set includes 38 indicators, of which 10 relate to customer satisfaction. Whilst BV 3 is not included in the set as it is not service specific, if it is taken to be an approximation of satisfaction with specific service areas, it could be that we fail to achieve target on 10 of the 38 indicators. However, in the previous best value survey in 2003, satisfaction with individual services did outperform general satisfaction.

Three of the satisfaction indicators relate to waste services. Similarly to the point above, if BV89 is viewed as an approximation of all three, the outcome of the survey may fall short of the targets set.

The best value survey is a tri-annual survey and is due to be carried out before the end of this year, although the Council voluntarily completes the survey annually. The Council is aware of the potential consequences of poor satisfaction scores and has drawn up a substantial combative action plan, the outline of which is given in the latter part of this report.

It is also pertinent to consider that these latest survey results are based on a local survey carried out during 2005. There is no national data with which to compare to identify whether Chorley is any better or worse than other councils, to identify national trends or to put the results in context.

BV184b

Performance of this indicator is based on a stock condition survey. The results of the latest survey indicate more non-decent homes than the previous survey anticipated and consequently the target has not been met. Meeting future targets for this service area, is reliant on LSVT of the housing stock. Should the LSVT not go ahead, the Council faces a £3m shortfall in meeting the Decent Homes Standard by the government's target of 2010.

BV183b

The length of stay in hostel accommodation is usually considered alongside the length of stay in bed and breakfast accommodation. It is an aim of the government to minimise both. Chorley has been very successful in minimising the use of bed and breakfast accommodation but is aware that

there is a need to reduce the reliance on hostel accommodation. A three year draft action plan has been prepared to address homeless issues. Actions for the first year are included in the latter part of this report.

BV179

This indicator is deleted from the BVPI set for 2006/07 however it is included in the CPA set so it is important that the Council continues to focus on improvements in this area.

Performance suffered in the early part of the year, but early actions were put in place to ensure performance improved as the year progressed.

An area of possible tension regarding this indicator is that part of the work is carried out in the development control Section of Development and Regeneration. This section's work is also measured by four other indicators within the CPA set. Managers will need to ensure work within the section is balanced to give each type of work equal emphasis.

Performance against Corporate Priorities.

Within the KPI information, there two areas to be highlighted – removal of racist/offensive graffiti and removal of abandoned vehicles. Both are highly visible parts of streetscene and should problems in these areas increase there may be an adverse effect on public satisfaction.

The main focus of corrective action is to tighten arrangements with the contractor carrying out the work to ensure timescales are met. Progress is monitored monthly allowing timely intervention should the planned actions prove insufficient.

Details of all BVPI and Corporate KPI's are on the tables that follow.

PERFORMANCE DATA TABLES

Customer – See page 9

Capacity – See page 10

Greener – See page 11

Cleaner – See page 12

Safer – See page 13

Community Safety BVPIs – See page 14

Conservation BVPIs – See page 15

Corporate Health BVPIs – See page 16

Environment BVPIs – See page 17


Housing BVPIs – See page 18

Housing and Council Tax Benefits BVPIs – See page 19

Leisure and Culture BVPIs – See page 20

Planning and Land Charges BVPIs – See page 21

The KPI's which follow were agreed at SMG for the year April 05 – March 06.

Some indicators are new this year, so have no targets. To avoid the  the target has been estimated from the actual performance for the period. This position will be reviewed to establish better targets for 2006/07 reporting, as appropriate.

CBC Customer Monthly						
	Perf 05/06	Perf vs Target	Perf 05 vs 06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
CD001 Satisfaction - Contact Centre	99.50	★	New Indicator	90.00	N/A	N/A
BV008 % Invoices paid within 30 days	84.42	●	✓	96.00	95.97	88.65
BV156 % LA public buildings – disabled access	83.00	●	✓	88.00	64.83	21.01
CD008 % Customers dealt with at first point of contact	97.69	★	New Indicator	80.00	N/A	N/A

CBC Customer - Annual						
	Perf 05/06	Perf vs Target	Perf 05 vs 06	Target 05/06	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV003 % Satisfaction - council overall	53.00	▲	✗	72.00	60.00	49.00
BV004 % Satisfaction -complaint handling	35.00	●	✓	36.00	36.00	29.00
BV089 % Satisfaction - Litter and Refuse	55.60	▲	✗	72.00	66.00	54.00
BV090a Satisfaction - Refuse	92.00	●	■	92.00	89.00	81.00
BV090b Satisfaction - Recycling	79.20	●	✓	80.00	75.00	63.00
BV119e.02 Satisfaction Park/Open Spc	81.70	●	✓	77.00	77.00	66.00
CBC014 % satisfied with neighbourhood	84.00	●	New Indicator	84.00	N/A	N/A
CBC016 % satisfcn boro as place to live	84.00	●	New Indicator	84.00	N/A	N/A

Note: BV8 and BV156 are also reported under Corporate Health
 BV89 is also reported under CBC Cleaner

CBC Capacity - Monthly						
	Perf 05/06	Perf vs Target	Perf 05 vs 06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV009 % Council Tax collected	98.51			98.60	98.30	96.36
BV012 Days / shifts lost to sickness	10.10			8.90	8.40	11.10
HR001 % Staff with Completed Performance Reviews	92.00			80.00	N/A	N/A
IT017 % capital prog projs using meth	32.35		New Indicator	50.00	N/A	N/A
	Post 05/06	Perf vs Target	Perf 05 vs 06 (Feb)	End of Year Target		
CBC005 % Budget Spent -year end forecast	?			100.00		

CBC Capacity -Annual				
	Perf 05/06	Perf vs Target	Perf 05 vs 06	Year End Target
CBC004 % of Staff who enjoy working for Chorley Borough Council	75.70			70.00
CBC017 % annual capital budget committed	?			100.00
CBC018 % monetary savings Gershon	?			100.00

Note: BV9 and BV12 are also reported under Corporate Health
 CBC005, CBC017, CBC018 Figures unavailable at time of reporting but should be available at the meeting.

CBC Greener				
	Perf 05/06	Perf vs Target	Perf 05 vs 06	End of Year Target
CBC008.05 % waste recycled/composted	39.41	★	New Indicator	35.00

CBC Greener - Annual						
	Perf 05/06	Perf vs Target	Perf 05 vs 06	Year End Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
PL005 Av density new hsg on devpts	34.70	★	New Indicator	30.00	N/A	N/A
BV180a(i) Energy consumpn (electric)/m2	97.30	▲	✗	75.00	83.00	N/A
BV180a(ii) Energy consumpn (fossil)/m2	31.60	★	✓	50.00	68.00	N/A
BV063 Average SAP rating of LA dwellings	71.00	★	✓	70.00	68.00	60.00

Note: BV63 is also reported under Housing

CBC Cleaner - Monthly				
	Perf 05/06	Perf vs Target	Perf 05 vs 06	End of Year Target
CBC011 CALC % graffiti removed 28WD	98.48			90.00
CBC012.05 Racist/offensive graffiti 2WD	81.88			100.00
EN001.05 % Fly tipping removed 2 WD	89.00		New Definition	75.00

CBC Cleaner - Annual						
	Perf 05/06	Perf vs Target	Perf 05 vs 06	Year End Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV089 % Satisfaction - Litter and Refuse	55.60			72.00	66.00	54.00
BV199a.05 Street Dirtiness	5.00			12.00	11.00	24.00

Note: BV89 is also reported under CBC Customer
 BV199a is also reported under Environment

CBC Safer - Monthly						
	Perf 05/06	Perf vs Target	Perf 05 vs 06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV126a Domestic Burglaries/1000 h'holds	7.25	★	↓✓	8.45	27.60	56.93
BV127a.05 Violent Crime / 1,000 pop.	16.24	●	↓✓	16.25	N/A	N/A
BV128a Vehicle Crimes per 1000 pop	7.99	★	↓✓	9.45	93.24	60.14
LC010: % Partic'n Target Young People	54.00	★	New Indicator	30.00	N/A	N/A

CBC Safer - Annual				
	Perf 05/06	Perf vs Target	Perf 05 vs 06	Year End Target
CP008a % Feeling safe during the day	75.40	●	→	75.40
CP008b % Feeling safe during the evening	31.00	●	→	31.00
CBC015 % 'fairly safe' or 'very safe'	82.00	●	New Indicator	82.00

Note: BV126A, BV 127a and BV128a are also reported under Community Safety

Community Safety - Monthly						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV126a Domestic Burglaries/1000 h'holds	7.25	★	↓✓	8.45	27.60	56.93
BV128a Vehicle Crimes per 1000 pop	7.99	★	↓✓	9.45	93.24	60.14
BV174 Racial incidents per 1000 pop	6.79	★	↓✓	45.00	N/A	N/A
BV175 Racial incidents - further action	100.00	★	→	100.00	100.00	57.14

New Community Safety Indicators 05/06			
	Perf 05/06	Perf vs Target	End of Year Target
BV127a.05 Violent Crime / 1,000 pop.	16.24	●	16.25
BV127b.05 Robberies / 1,000 pop.	0.23	●	0.23
BV225.05 Actions against Domestic Violence	45.00	●	45.00
BV226a.05 Adv. & Guid.: Expenditure	138278.00	★	138278.00
BV226b.05 Adv. & Guid.: CLS Quality Mark	100.00	●	100.00
BV226c.05 Adv. & Guid.: Direct Provision	7245.54	●	7245.54

Note: BV126a, BV127a and BV128a are also reported under CBC Safer

BVPI's - Conservation. New Indicators			
	Perf 05/06	Perf vs Target	End of Year Target
BV219a.05 Conservation areas - number	9.00	★	9.00
BV219b.05 Cons. Areas - Char. Appr.	0.00	●	0.00
BV219c.05 Cons. Areas - Mngmt Plans	0.00	●	0.00

Corporate Health						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	Year End Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV002a.02 Equality Standard Level	1.00	●	➡	1.00	N/A	N/A
BV002b The duty to promote race equality	89.00	●	✓	100.00	72.00	42.00
BV008 % Invoices paid within 30 days	84.42	●	✓	96.00	95.97	88.65
BV009 % Council Tax collected	98.51	●	✓	98.60	98.30	96.36
BV010 % NNDR collected	98.88	★	✓	98.60	99.14	98.00
BV011a.02 Women in top 5% earners	32.00	★	✓	23.00	40.23	19.63
BV011b.02 Black/ethnic in top 5%	0.00	●	➡	0.50	3.48	0.00
BV011c.05 Top 5%: with a disability	8.00	★	New Indicator	6.00	N/A	N/A
BV012 Days / shifts lost to sickness	10.10	▲	✗	8.90	8.40	11.10
BV014 % Early retirements	1.06	●	✓	0.17	0.16	0.84
BV015 % Ill health retirements	0.21	●	✓	0.17	0.12	0.44
BV016a % Disabled employees	3.12	▲	✗	3.55	3.73	1.49
BV016b % Eco. active disabled in area	15.09	●	N/A	15.09	N/A	N/A
BV017a % Ethnic minorities employees	1.53	★	✓	1.45	4.60	0.90
BV017b % Eco. active ethnic in area	1.95	●	N/A	1.95	N/A	N/A
BV156 % LA public buildings - disabled	83.00	●	✓	88.00	64.83	21.01
BV157 % e-government	100.00	★	✓	100.00	87.50	66.59

Note: BV8 and BV156 are also reported under CBC Customer
 BV9 and BV12 are also reported under CBC Capacity

Waste & Cleanliness						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV082ai.05 % H'hold Waste Recycled	18.70	★	New Indicator	15.00	N/A	N/A
BV082aii.05 Tonnes H'hold Waste Recycled	7228.00	●	New Indicator	7560.00	N/A	N/A
BV082bi.05 % H'hold Waste Compost	21.62	★	New Indicator	20.00	9.80	1.53
BV082bii.05 Tonnes H'hold Waste Compost	7884.00	●	New Indicator	7884.00	N/A	N/A
BV084a.05 Household Waste Collection	393.00	★	✓	415.00	N/A	N/A
BV084b.05 H'hold Waste % change	-10.00	●	New Indicator	-10.00	N/A	N/A
BV086 Cost of waste collection / house	45.12	▲	✗	42.85	35.31	48.13
BV091a.05 % res's kerbside recyclables	96.00	●	New Indicator	95.00	N/A	N/A
BV091b.05 % res's 2+ k'side recyclables	96.00	●	New Indicator	95.00	N/A	N/A
BV199a.05 Street Dirtiness	5.00	★	✓	12.00	11.00	24.00
BV199b.05 Env. Cleanliness - Graffiti	1.00	●	New Indicator	1.00	N/A	N/A
BV199c.05 Env. Cleanliness - Fly-Posting	0.00	●	New Indicator	0.00	N/A	N/A
BV199d.05 Env. Cleanliness - Fly-Tipping	?	?!	New Indicator	?	N/A	N/A

Environment and Environmental Health						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	Year End Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV166a Checklist - EH	100.00	★	➡	100.00	97.00	79.10
BV216a.05 Identifying contaminated land	688.00	★	N/A	688.00	N/A	N/A
BV216b.05 Info. on contaminated land	1.00	●	New Indicator	1.00	N/A	N/A
BV217.05 Pollution control improvements	100.00	●	New Indicator	100.00	N/A	N/A
BV218a.05 Abandoned vehicles-investigate	100.00	★	New Indicator	85.00	N/A	N/A
BV218b.05 Abandoned vehicles-removal	71.00	▲	New Indicator	85.00	N/A	N/A

Note: BV199a is also reported under CBC Cleaner

BV199d.05 Environmental Cleanliness – Flytipping

This is a new indicator, introduced for 2005/06. The ODPM definition states that performance is measured on baseline data gathered from the previous year. As this is a new indicator, a performance grade will not be available until after April 2007. In the interim, a spreadsheet is being developed to allow Local Authorities to monitor their own performance, which is to be made available through the DEFRA and Flycapture websites, but is as yet unavailable. The return for the Audit Commission for this indicator will be calculated and sent to authorities by DEFRA.

Housing						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV063 Average SAP rating of LA dwellings	71.00	★	✓	70.00	68.00	60.00
BV064.02 Priv sec dwellings returned to occupation	13.00	▲	✓	17.00	56.25	4.00
BV066a.05 % Rent Collected / Rent Owed	98.59	●	New Indicator	98.90	N/A	N/A
BV066b.05 % Tenants > 7wks Gross Arrears	1.99	●	New Indicator	1.99	N/A	N/A
BV066c.05 % Possession Notices Served	57.34	●	New Indicator	57.34	N/A	N/A
BV066d.05 % Tenants Evicted for Arrears	0.45	●	New Indicator	0.45	N/A	N/A
BV164.02 CRE CoP / GPS	100.00	●	➡	100.00	N/A	N/A
BV184a P'pn LA homes which were non-dece	5.69	★	✓	6.00	20.75	48.00
BV184b % Change non-decent LA homes	-194.70	▲	✗	50.00	23.80	3.50
BV212.05 Average Time to Re-let	50.28	●	New Indicator	50.28	N/A	N/A
Homelessness						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV183a Length of stay in B&B accom'n	0.00	●	➡	0.00	1.00	5.00
BV183b Length of stay in hostel accom'n	13.51	▲	✗	5.00	0.00	18.00
BV202 People sleeping rough	4.00	★	✓	6.00	N/A	N/A
BV213.05 HAS: Preventing Homelessness	4.00	●	New Indicator	4.00	N/A	N/A
BV214.05 Repeat homelessness	1.05	●	New Indicator	1.05	N/A	N/A

Note: BV63 is also reported under CBC Greener

Housing & Council Tax Benefits						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV076a Number of claimants visited	198.20			200.00	282.16	67.53
BV076b Number of fraud investigators	0.30		n/a	0.30	0.44	0.23
BV076c Number of fraud investigations	63.94			40.00	53.40	25.14
BV076d Number prosecutions & sanctions	65.74			36.00	21.25	6.00
BV078a Ave time new claims (Cal days)	27.00			28.50	29.38	50.00
BV078b Ave time for changes (Cal days)	9.00			14.00	7.40	15.33
BV079a % Benefit calculations correct	98.50			98.00	99.00	96.40
BV079bi.05 % HB Recovered: Overpayment	62.00		New Indicator	62.00	N/A	N/A
BV079bii.05 % HB Recovered: Outstanding	22.60		New Indicator	22.60	N/A	N/A
BV079biii.05 % HB O'Pay: Written Off	1.57		New Indicator	1.57	N/A	N/A

Culture - Visits to Astley Hall						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 03/04
BV170a Visits to / usage of museums	247.10	★	✘	169.10	876.75	116.00
BV170b Visits to museums in person	159.30	★	✘	149.00	514.25	77.50
BV170c Pupils visiting museums & galleries	1272.00	▲	✘	2100.00	7031.00	539.00

Planning						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV106 % New homes built on 'brownfield'	46.07			50.00	94.00	57.14
BV109a.02 % Planning apps - major	73.00			60.00	68.90	46.88
BV109b.02 % Planning apps - minor	66.00			65.00	75.40	61.12
BV109c.02 % Planning apps - other	85.00			80.00	88.00	80.00
BV200a.05 Plan making - development plan	100.00		New Indicator	100.00	N/A	N/A
BV200b.05 Plan making - milestones	100.00		New Indicator	100.00	N/A	N/A
BV200c.05 Plan making - monitor report	100.00		New Indicator	100.00	N/A	N/A
BV204 % Planning appeals allowed	40.70			40.00	N/A	N/A
BV205 Quality of Service checklist	72.00			66.00	88.90	72.20
Land Charges						
	Perf 05/06	Perf vs Target	Perf 04/05 vs 05/06	End of Year Target	All Eng Best Q 04/05	All Eng Worst Q 04/05
BV179 % standard searches in 10 days	97.93			100.00	100.00	96.96

ACTION PLANS FOR PERFORMANCE THAT IS NOT ON TRACK

Page

CBC Customer

BV003 % satisfaction – Council overall.

23

CBC Customer/CBC Cleaner

BV089a % satisfaction – litter and refuse

25

CBC Capacity/Corporate Health

BV012 days/shifts lost to sickness

26

CBC Capacity

IT017 % capital programme projects using the methodology

27

CBC Greener

BV180a(i) Energy consumption (electric)/m²

28

CBC Cleaner

CBC012.05 racist/offensive graffiti removed within 2 working days of report.

29

Corporate Health

BV016a % disabled employees

30

Environment BVPIs

BV086 cost of waste collection/household

31

BV218b.05 abandoned vehicles – removal

32

Housing BVPIs

Bv064.02 private sector dwellings returned to occupation or demolished

33

BV184b % non-decent LA dwellings

34

BV183b length of stay in hostel accommodation

35

Housing & Council Tax Benefits BVPIs

BV076a number of claimants visited

36

Leisure & Culture BVPIs

BV170c pupils visiting museums and galleries

38

Planning BVPIs

BV179 % standard searches in 10 days

39

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV 3

Indicator Short Name: Satisfaction with the Council overall

2004/05		2005/06		End of Year Target
Performance	Target	Performance	Target	
58	72	53	72	72

Please explain the reasons why progress has not reached expectations:

It is never easy to predict the outcome of surveys and consequently it is difficult to set targets. The survey in 2005/06 was our own annual satisfaction survey rather than the BVPI survey which we conduct every three years. Consequently there is no national data against which to compare and put our results in context. There are a number of possible reasons for the lower than expected results. Locally the new refuse/recyclate collection arrangements (a service which everyone uses) had some teething problems and nationally there was an extensive campaign against 'high' council tax. Individual service results were more pleasing.

Please detail corrective action to be undertaken:

No corrective action in year as the survey is an annual exercise.

Action planned in next financial year:

A more realistic target has been set within the Corporate Strategy – a 2% increase by 2009.

Plans are well underway to kick off a communications offensive in July with the sole aim of changing residents perceptions about the Council, raising awareness about what we actually provide and making sure everyone knows what great value for money that represents by breaking down the Council Tax and tying the small Chorley element to the most important community success stories that matter most.

The plans include:

- Installing banners on the lampposts the length of Market Street from the Town Hall to QS Fashions. These will create interest and vibrancy in the Town Centre while advertising the Council as a whole – through highlighting the services most important to our residents. Where possible they will include a 'call to action' – for example 'In 2005 more than 400,000 young people were involved in our leisure activities and juvenile crime reduced by 12%. Why don't you Get Up and Go'
- Kicking off a mass marketing campaign again focusing on the services we provide and specifically those most important to residents and most likely to help change their perceptions of what we do for their money. The campaign will look at billboard and bus advertising, direct marketing, PR and other external communications channels.
- Branding will come to the fore for the Council in the next few months as we hone our image and make sure every thing we do in the community is instantly recognisable. Residents will be forced to link services back to the authority and in turn their Council Tax (which they'll be aware is a small percentage of the total amount!) This will include vehicles, signage and uniforms.
- Increasing the number of civic newspapers – to six a year. A key issue will be distributed in August just prior to the BVPI survey and focus on re-iterating how we're improving and focusing on the things that matter most.
- Introducing neighbourhood newsletters in the area forum pilot areas, focusing on the issues raised at inaugural area forum meetings and what we have done to tackle the issues in the community.

CHORLEY B.C. PERFORMANCE MANAGEMENT ACTION PLAN

- Recreating the perfect website – this will be done in FULL consultation with groups across the borough in July and August when we will be asking residents what they want from the Council online and ensuring it is reflecting in the final design/creation. Although the end result will not be until the end of the year – the consultation enables us an opportunity to raise our profile and establish the council as an organisation that listens and cares about what residents think – then acts. We'll be feeding back how their views have been taken into account as soon as possible.
- Increasing media relations – including flooding local media with good news stories in the run up to the BVPI survey about the services they are dissatisfied with and what we're doing to put issues right.
- Working smarter – making sure the good work being carried out doesn't go unrecognised by residents. This will include developing 'calling cards' for work in the community, ensuring staff are instantly recognisable and producing A boards for installation at worksites.

Please give an objective assessment as to whether the end target will be met:

The more realistic target should be achieved.

Action Plan Owner: Tim Rignall/Shelley Wright
Unit: Policy and Performance
Contact Number: 01257 515140

Date: 30/5/06

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV 89

Indicator Short Name: Satisfaction with litter and refuse

2004/05		2005/06		End of Year Target
Performance	Target	Performance	Target	
62	72	55.6	72	72

Please explain the reasons why progress has not reached expectations:

Survey undertaken in June 05 during implementation of alternate week collections and period of service change

Please detail corrective action to be undertaken:

Extensive and continued service improvements since implementation of new collection service e.g.

- Operational changes to waste collection procedures
- Improved crew supervision on collection rounds

NB latest doorstep survey in March 06 indicates 90% satisfaction rate

Action planned in next financial year:

- Closer monitoring of the contract to ensure any areas of non-compliance are dealt with
- Roll out of new improved waste collection containers

Please give an objective assessment as to whether the end target will be met:

Not applicable

Action Plan Owner: John Lechmere
Unit: Streetscene, Neighbourhoods and Environment
Contact Number: 01257 515720

Date: 19 May 06

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV012

Indicator Short Name: Sickness Absence – whole organisation

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performance	Target	Performance	Target	Performance	Target	
2.40	2.22	5.06	4.45	7.60	6.67	10.10	8.90	8.90

Please explain the reasons why progress has not reached expectations:

There have been a significant number of long term sickness cases the majority being cancer or mental health issues. The target set for 2005/6 was challenging and changes in the organisation with regard to restructuring and job insecurity has led to an increase in stress related absence.

The overall target has not been achieved although the majority of units performed well. Although the blue collar areas continue to be the areas with the highest absence there has been a YOY improvement in these areas.

Please detail corrective action to be undertaken:

- A new policy has been developed which has more challenging targets for both long and short-term absence. In 2005/06, 61% of days lost related to short-term absence and 39% to long-term absence.
- Monthly meetings have been held with Directors whose areas are not achieving the required target. Action plans for those units have been agreed and the appropriate action has been taken. These meetings ceased during the recent re-structuring and will resume from July 2006.
- The implementation of the new Absence Policy has resulted in a significant increase in the number of warnings issued to staff members with absenteeism problems. Members of staff continue to receive support and care through Welfare Meetings

Action planned in next financial year:

- Training for managers in the new Absence Policy will commence from August 2006.
- A more pro-active approach will be taken to health and the management of health through health promotion actions throughout the year.
- A 100% attendance event will be held to recognise those employees who have maintained this level of attendance throughout the year.
- A new team incentive challenge will take place to recognise teams who raise and maintain their attendance levels.
- It is envisaged that the introduction of the new flexi system will enable the authority to reduce its current levels of absence through the removal of core time. This will be piloted and monitored for 6 months from June 2006.

Please give an objective assessment as to whether the end target will be met:

N/A as reporting year end.

Action Plan Owner: Senior HR Advisor (Relations)
Unit: HR
Contact Number: 01257 515175

Date: 19/05/06

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: IT017

Indicator Short Name: % capital projects using the project management methodology

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performance	Target	Performance	Target	Performance	Target	
7	50	13.04	50	23.53	50	32.35	50	50

Please explain the reasons why progress has not reached expectations:

- The target was defined without the benefit of any baseline information
- Required appreciable preparatory work both in terms of documentation and providing staff with the support required to use it. A good deal of work was also done on governance and the effective monitoring of the project portfolio.
- The Council undertakes a significant number of projects and therefore the work required to improve in percentage terms was substantial from a low starting point.

Please detail corrective action to be undertaken:

- The Project Management Methodology has been, and will continue to be, reviewed to improve clarity and usability. Version 5.3 of the toolkit was released in March 2006.
- Monthly drop-in sessions have been arranged to support staff in the use of the methodology and discuss issues. Dates can be found on theloop, <http://theloop/section.asp?catid=12177&docid=14949>.
- The Capital Programme board has been established and is scheduled to meet 7 times during the financial year with a view to monitoring progress in this area. Meeting dates can be found on theloop, <http://theloop/section.asp?catid=12334&docid=12690>.
- In 2005/06 the Project Support Officer (PSO) met with all project managers to promote the use of the tool and raise awareness of the targets. This work is ongoing. The PSO will arrange to see project managers as and when they are identified.
- A popular and effective training programme is underway with an expectation that over 50 officers will have undertaken training by July. The next course is on the 21st June. Courses were held once a month but due to demand, two courses a month have now had to be arranged. The courses are arranged a couple of months in advance, and will continue for as long as there is demand. The most recent dates are updated on the loop, <http://theloop/section.asp?catid=12177&docid=14949>.

Action planned in next financial year:

It is important that the work begun this year continues and establishes the methodology. Importantly, it is no longer possible for a new project to gain approval or funding without the necessary project documentation in place. This fact, coupled with the drive to bring older projects on board, means we expect to sustain progress towards the target.

Please give an objective assessment as to whether the end target will be met:

The year end target will not be met for the reasons given above.

Action Plan Owner: Tim Murphy
Unit: IT Services
Contact Number: 5455

Date: 16 May 2006

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: 180a

Indicator Short Name: Energy Consumption - electricity

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performance	Target	Performance	Target	Performance	Target	
N/A		N/A		N/A		97.3	75	75

Please explain the reasons why progress has not reached expectations:

Although our figures remain below the national average for energy consumption our combined electric and gas figures rose by 7.9% last year with a proportionately larger rise in electric from 91% of the national benchmark to 97%. The biggest user by far is the All Seasons leisure centre which tends to skew our figures & further information is being obtained from CLS to establish trends.

Of the remaining Council buildings the community centres' consumption has increased significantly. I am investigating the underlying reasons in conjunction with the Director of leisure & Cultural Services.

Please detail corrective action to be undertaken:

Investigation of underlying reasons for the data collected to inform the development of an energy management plan for the Council's buildings.

Action planned in next financial year:

The specification for the property services outsourcing requires the partner service provider to draft, agree and implement an energy management plan for the Council's operational buildings with a more sophisticated analysis of data and corrective measures.

Please give an objective assessment as to whether the end target will be met:

The energy management plan will be in place by mid 2007 with the aim of meeting or re-setting targets for energy consumption by March 31 2008.

Action Plan Owner: Roger Handscombe
Directorate: Property Services
Contact Number: 5311

Date: 22 May 2006

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: CBC12

Indicator Short Name: Racist graffiti removed within 2 working days

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performance	Target	Performance	Target	Performance	Target	
95.33 (1 job from 11 outside target)	100	97.14 (all 11 jobs inside target)	100	78.21 (4 jobs from 7 outside target)	100	81.88 (2 jobs from 11 outside target)	100	100

Please explain the reasons why progress has not reached expectations:

The performance figure is cumulative, year to date figure. One missed target is reflected for all subsequent months.

There were 40 jobs throughout the year and performance in Q3 particularly, dipped due to lapse in contractor response.

Please detail corrective action to be undertaken:

Improve contractor response through contract negotiation.

If removal within two days continues to be a problem, as an interim measure, the graffiti could be sprayed out.

Action planned in next financial year:

Currently there is no formal contract. A formal contract will be developed that will require the removal of racist or offensive graffiti within 24 hours of report.

Please give an objective assessment as to whether the end target will be met:

Not applicable

Action Plan Owner: John Lechmere
Unit: SNED
Contact Number: x5720

Date: 19/5/06

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV016a

Indicator Short Name: % Disabled Employees

Q1		Q2		Q3		Q4		End of Year
Performance	Target	Performance	Target	Performance	Target	Performance	Target	Target
3.44	3.55	3.48	3.55	3.88	3.55	3.12	3.55	3.55

Please explain the reasons why progress has not reached expectations:

There is no national BVPI target for the authority to follow and the differences in the definition of BV016a and BV16b has still not been resolved nationally. As the authority has in place all mitigating actions to ensure it attracts members of the disabled community it will be impossible to improve on the current performance figure unless the authority takes the decision to actively discriminate in favour of disabled candidates.

Please detail corrective action to be undertaken:

- The authority's recruitment and selection processes continue to be fair and consistent. All applicants have the option of having recruitment materials including the application form in large print, etc.
- Advertisements are placed in various media and all display the two-tick symbol.
- All applicants are asked whether they have any requirements to attend interview and all applicants who meet the definition of the DDA are guaranteed an interview if they meet the essential criteria for the role.
- In 2005/06, the Authority advertised 74 jobs, there were 40 applicants who indicated that they had a disability, of these 9 were shortlisted and 2 were employed.

Action planned in next financial year:

- HR will actively promote working for the council through advertising, publications and attending relevant events.
- The authority will continue to make reasonable adjusts for staff.
- HR will continue to monitor the number of disabled employees within the authority and continue to undertake the actions as above.

Please give an objective assessment as to whether the end target will be met:

N/A as reporting year end.

Action Plan Owner: Paula Harris
Unit: HR
Contact Number: 01257 515178

Date: 19/05/06

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV86

Indicator Short Name: Cost of Waste Collection

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performance	Target	Performance	Target	Performance	Target	
£46 (Estimate)	£42.85	£46 (Estimate)	£42.85	£46 (Estimate)	£42.85	£45.12	£42.85	£42.85

Please explain the reasons why progress has not reached expectations:

The cost reflects the implementation costs of the Enhanced Recycling Service (£120,000) and the revenue costs of capital grant funded schemes.

The costs of introducing the recycling scheme were a one-off and will not be in the costs for future years.

Please detail corrective action to be undertaken:

Calculation of 06/07 target in accordance with Audit Commission guidance.

Continued implementation of cost controls:

- Monthly budget monitoring meetings with Finance to enable better budget forecasting
- More robust implementation of default provisions in the contract
- Reduced reliance on a third party contractor for rectifying missed collections

Action planned in next financial year:

As above

Please give an objective assessment as to whether the end target will be met:

Not applicable

Action Plan Owner: John Lechmere
Unit: SNED
Contact Number: x5720

Date: 19/5/06

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV218b

Indicator Short Name: Abandoned vehicles removed within 24 hours

Q1		Q2		Q3		Q4		End of Year
Performance	Target	Performance	Target	Performance	Target	Performance	Target	Target
80	85	63	85	70	85	71	85	85

Please explain the reasons why progress has not reached expectations:

This was a realistic target, but deficiencies in administration of vehicle removals through a third party contractor have led to a shortfall in performance

Please detail corrective action to be undertaken:

The following have already been introduced:

- Strengthen administrative procedures to ensure contractors are ordered to remove vehicles within 24 hours of notice expiry
- Introduction of quality checks on data entry to ensure removal details are recorded correctly

Action planned in next financial year:

- Introduce a new system of data entry using a small number of designated officers. This will improve the consistency of data recording and allow users to becoming more familiar with the system and procedures.

Please give an objective assessment as to whether the end target will be met:

Not applicable

Action Plan Owner: John Lechmere
Unit: SNED
Contact Number: x5720

Date: 19/5/06

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV064

Indicator Short Name: Number of private sector dwellings returned to occupation

2004/05		2005/06		End of Year Target
Performance	Target	Performance	Target	
7	17	13	17	17

Please explain the reasons why progress has not reached expectations:

Improved performance (in comparison with 2004/05 actual) due to financial initiative offered to Landlords in 2005/06.

Please detail corrective action to be undertaken:

Targets to be reviewed by new management unit

Action planned in next financial year:

- The targets have been revised. The new targets are believed to be challenging yet achievable given the current private sector housing market in Chorley.
- Known empty properties will be visited to assess their condition and if still empty the owners will be contacted to ascertain their future plans for the property.

Please give an objective assessment as to whether the end target will be met:

N/A as reporting year end.

Action Plan Owner: Dave Bradley
Unit: SNED
Contact Number: x5728

Date: 19/05/06

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV184a

Indicator Short Name: Percentage change in Decent Homes Failures

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performance	Target	Performance	Target	Performance	Target	
						-194.7%	50%	50%

Please explain the reasons why progress has not reached expectations:

The target of 50% for year-end 05/06 was based on the information contained in a stock condition survey carried out in 02/03 by Michael Dyson Associates. During 2005/6 Savills carried out, a new stock condition survey, and this reported 501 properties failing decent homes (17%). The out-turn figure, for BVPI 184a of -194.7% has arisen because of the variance in the two surveys.

Please detail corrective action to be undertaken:

Based on the new stock condition survey the Council does not have the funding available to meet the cost of properties falling non-decent between now and Government's target for meeting decent homes by 2010.

The cost of meeting decent homes, based on the new survey, is estimated to be £12m between now and 2010. Capital funding through the Major Repairs Allowance is £9m a shortfall of £3m.

The ability to deliver Decent Homes is entirely reliant on the success of the proposed transfer to Chorley Community Housing.

For this financial year funds will target those properties requiring least costly repairs to achieve the target.

Action planned in next financial year:

The Large Scale Voluntary Transfer (LSVT) of the Council's housing stock will release the necessary funding in future years not only to meet Decent Homes but meet the enhanced 'Chorley Homes Standard'

Please give an objective assessment as to whether the end target will be met:

If all work identified and funded in this year's programme is carried out then the end target will be met.

Action Plan Owner: Mike Wingeatt
Unit: Housing Services
Contact Number: 515954

Date: 12 May 2006

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BVPI 183b

Indicator Short Name: Length of stay in temporary accommodation (hostel)

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performanc	Target	Performanc	Target	Performanc	Target	
8.51		12.09		13.13		13.51		12

Please explain the reasons why progress has not reached expectations:

The difficulty in obtaining suitable permanent move on accommodation within the Borough's rented stock has resulted in the length of stay in hostel accommodation's increase.

Please detail corrective action to be undertaken:

- Review of RSL Nominations Agreement to be undertaken by the Strategic Housing Team
- Implement use of alternative temporary accommodation (non Hostel) provision with partner organisations – HALS Scheme
- Seek to work with partners to increase in affordable homes for rent within the Borough
- Further actions to be planned through the Prevention of Homelessness Strategy to be reviewed by the Strategic Housing Team

Action planned in next financial year:

- Through Cotswold House Keywork Support Service seek to advocate for homeless clients in order to seek suitable appropriate permanent accommodation more quickly and prevent occurrences of future homelessness
- Develop Private Landlord accreditation scheme. Increase the numbers of private landlords that house homeless applicants through smartmove
- Increase accommodation provision for Women fleeing domestic violence
- Expand Central Lancashire floating Support Scheme in Chorley
- Please see attached Draft Prevention of Homelessness action Plan (year 1)

Please give an objective assessment as to whether the end target will be met:

The increase of additional non hostel provision, permanent move on accommodation and the prevention of homelessness and Keywork Support services should see a reduction in the length of stay in hostel accommodation and continuing good performance in the reduction of numbers of homeless applications

Action Plan Owner: Strategic Housing Manager
Unit: Development and Regeneration Directorate
Contact Number: 01257 515285

Date: 28th April 2006

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV 76a

Indicator Short Name: Number of claimants visited

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performance	Target	Performance	Target	Performance	Target	
205	200	174.4	200	189	200	198.2	200	200

Please explain the reasons why progress has not reached expectations:

We selected more than enough visits to satisfy our Verification Framework Target but we fell short of completing 13 of these visits to make the BVPI target. The VF target required 1340 intervention visits to be commenced whereas the BV76a required 1400 and only counts the number of 'effective' visits. That is, visits that have been completed which have resulted in benefit entitlement being confirmed/amended or referred to fraud. If claimants do not respond to our initial attempts to visit it can take up to 2 months to complete the visit as 'effective'.

Explanatory note

Verification Framework or 'VF' is a Department for Work and Pensions' initiative that the Council signed up to in 1999. It consists of 3 components; new claims, visits and reviews. The purpose of VF is to provide a secure gateway into the benefit scheme by specifying what proofs are acceptable to support new claims. It also specifies the number of claims that should be subject to a review (50% of caseload). 20% of the caseload must be reviewed by carrying out a home visit with the remaining 30% being reviewed by another method (review form, fraud investigation, office interview)

Please detail corrective action to be undertaken:

- Closer monitoring to be carried out to ensure that visits are being recorded as effective. This will be carried out at monthly intervals.
- Colleagues on the Quality Control team will also provide assistance to the visiting officer with the administration required to complete the process. That is, deal with the assessment of changes in circumstances brought to light by the visit to ensure that visits are 'completed' quickly. This in turn will give more time to the visiting officers to carry out verification visits.
- Two members of the Quality and Control team have also undergone Health and Safety training in order to carry out home visits. This will provide an extra resource to cover for periods when the Verification visiting officers are on annual or sick leave..

Action planned in next financial year:

- Closer monitoring of the number of visits completed on a monthly basis. This will ensure that visits completed are correctly recorded as effective. Visiting targets can also be adjusted to ensure the target is met at the end of the year.
- Review the procedure of verification visits to speed up process of recording visits as 'effective' (ongoing)
- Where capacity allows, utilise assessment staff who are trained to carry out home visits, as an extra resource to call on when needed

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

Please give an objective assessment as to whether the end target will be met:

As we have only narrowly missed out on the target previously and that fact that BVPI and VF require the same information for the coming year, the changes put in place should mean that the target will be met

Action Plan Owner: Margaret Stansfeild
Unit: Finance
Contact Number: 01257 515424
Date: 15th May 2006

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV170c

Indicator Short Name: Number of pupils visiting museums and galleries

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performance	Target	Performance	Target	Performance	Target	
435	450	582	620	1032	1575	1272	2100	2100

Please explain the reasons why progress has not reached expectations:

The capital works at the Hall restricted the use of the classroom at the beginning of the year. Rather than reduce the target at this point we reprofiled the target performance. One of the two Visitor Services Officers left and the post was held vacant to contribute towards the corporate savings target. The second Visitor Service Officer was on long term sick during the last three months of the year; this reduced our capacity to correct the performance.

Please detail corrective action to be undertaken:

See below

Action planned in next financial year:

- An educational resource has been prepared with St Michael's CE High School to enhance the offer to schools. This is going to be launched to all secondary schools in Chorley in October 2006 .
- Discussions are ongoing with a number of providers to develop a partnership to deliver a new schools programme, given our limited capacity. A plan is currently being devised by the Curator and specific Chorley schools are being targeted. A programme of research involving a freelance education consultant visiting schools to discover why Chorley Schools do not currently use the Hall is proposed for September/October 2006 for the initial questioning. By February 2007 we will have a plan in place to work with Chorley primary schools
- We are also planning to link more activities in the park to the Hall, which will have a positive impact on the performance target. This will involve parties using the park visiting the Hall for short sessions and will be combined with the development of the park regeneration project. This plan is currently being developed and will be actioned from September 2006.
- Special Christmas sessions for local primary schools which were very successful in 2005 are being organised for Christmas 2006, this will see an increase in school visits during this period.

Please give an objective assessment as to whether the end target will be met:

N/A – at year end

Action Plan Owner: Louise McCall, Curator, Astley Hall
Unit: Leisure and Cultural Services
Contact Number: 01257 515929

Date: 19 May 2006

**CHORLEY B.C. PERFORMANCE MANAGEMENT
ACTION PLAN**

FINANCIAL YEAR 2005 / 2006

Indicator Number: BV 179

Indicator Short Name: % Standard searches completed within 10 days

Q1		Q2		Q3		Q4		End of Year Target
Performance	Target	Performance	Target	Performance	Target	Performance	Target	
93.09	100	96.65	100	97.62	100	97.93	100	100

Please explain the reasons why progress has not reached expectations:

Standard searches involve both Legal Services and Development and Regeneration. At the start of the year, there were delays within Development and Regeneration and only 93.09% were completed within 10 days. The issue was addressed and performance has increased in each subsequent quarter.

Please detail corrective action to be undertaken:

The issues arising were addressed through improved communication between the units and improved work planning in Development and Regeneration.

Action planned in next financial year:

Whilst this is no longer a BVPI for 06/07, it is one of the indicators within the CPA performance information set for use in the analysis of service performance information. The Land Charges function will still continue and liaison will continue with the relevant departments to ensure performance is maintained.

Potential options to improve access to the software have been identified. Officers from Development and Regeneration and IT are working to identify the best option and how best to implement it.

Please give an objective assessment as to whether the end target will be met:

Performance is cumulative. Once the target has been missed, the year- end target cannot be achieved.

Action Plan Owner: Claire Hallwood
Unit: Legal Services
Contact Number:

Date: 23 May 2006

CHORLEY B.C. PERFORMANCE MANAGEMENT ACTION PLAN

COMMENTS ON SPECIFIC INDICATORS

Missing Data

Environment BVPIs

BV199d.05 Environmental Cleanliness – Flytipping

This is a new indicator, introduced for 2005/06. The ODPM definition states that performance is measured on baseline data gathered from the previous year. As this is a new indicator, a performance grade will not be available until after April 2007. In the interim, a spreadsheet is being developed to allow Local Authorities to monitor their own performance, which is to be made available through the DEFRA and Flycapture websites, but is as yet unavailable. The return for the Audit Commission for this indicator will be calculated and sent to authorities by DEFRA.

Further Information

For further information, please contact:

Jenny Rowlands Ext 5248, Lindsay Parr Ext 5341, Sarah Dobson Ext 5325.