

Report of	Meeting	Date
Director of Policy and Performance	Overview and Scrutiny Committee	4 th December 2006

BUSINESS PLAN MONITORING STATEMENT – POLICY & PERFORMANCE DIRECTORATE

PURPOSE OF REPORT

1. To report progress against the key actions and performance indicators included in the Policy and Performance Business Plan for 2006/07.

CORPORATE PRIORITIES

2. This report links to all corporate priorities.

RISK ISSUES

3. The report contains no risk issues for consideration by Members.

BACKGROUND

4. The Business Plan monitoring statement reports progress against the key actions and performance indicators included in the 2006/07 Business Plan for the Policy and Performance Directorate. The report covers the period 1st July to 30th September 2006.

KEY MESSAGES

5. The existing staff within the new directorate were finally located together in the Town Hall in late August and were joined by the new Director of Policy and Performance on 4th September.
 - 5.1 Performance management and reporting has been a key focus during this period. In particular, the Directorate was involved in producing a Data Quality Self-Assessment, a new requirement by the Audit Commission which sets out the Council's current approach to the collection, monitoring and reporting of Best Value Performance Indicators. Chorley's approach in this area is in line with most other council's and likely to score 2 out of 4. However, the Director of Policy and Performance in conjunction with the Director of Finance and Head of Audit and Risk Management will over the next 12 months seek to strengthen arrangements in this area with a view to securing a score of 3 in 2007.
 - 5.2 The first quarter performance report for 2006/07 was also produced during this period to a new format which was well received, and work is already underway to further develop the presentation of the report in liaison with officers and members. The report was positive and showed that performance is improving for 56% of

indicators, 59% of targets have been exceeded and 72% of indicators are currently in the upper quartile when compared to other councils.

- 5.3 The Audit Commission published the new guidelines for CPA for District Councils in July 2006. Based on the new approach the Directorate in liaison with the other Council departments carried out a CPA performance indicator analysis and Corporate Assessment inspection Key lines of Enquiry analysis, the outcome of which will be used to inform the Council's approach to applying for re-assessment and to support the work of the Overview and Scrutiny Committee Inquiry into this area.
- 5.4 Finally, in terms of performance management, work commenced at the end of September on the production of the Council's annual Direction of Travel self-assessment for submission to the Audit Commission by 16th October. Using the self-assessment, Interviews will be conducted by the Audit Commission with officers and members during November and their judgment will be announced in March 2007 alongside the Annual Audit letter and Use of Resources judgement.
- 5.5 Chorley LSP's new Board met for the first time in September and the 1st meeting of LSP Executive comprising the chairs of the LSP theme groups is being planned for November. This first meeting will focus on the establishment of the theme groups and to kick start the identification of the priority areas for delivery by the theme groups.
- 5.6 Following extensive consultation in July and August 2006, the development of an External Funding Strategy for the authority was also a key development for the unit in this period. This quarter also saw the launch of an online external funding database, Chorley4funding, In addition to an improved service for local communities in searching for available funding streams the new database has also realised non-cashable saving for the organisation, Previously, 1.5 hours of funding officer time per funding search would be required. With 56 funding searches being undertaken via the website in the first quarter of 2006/07, this has realised 84 hours of funding officer time being saved.
- 5.7 This quarter has seen continued intensive communications activity, ensuring that our focused activity raises the profile and standing of the authority both locally and nationally. Key areas of activity in the second quarter of 2006/07 include the issuing of 81 press releases, (the success of which is attested by a total 255 press cuttings featuring the authority in this period), the production of three area newsletters and the progression of the website project, with intensive consultation activity, and the procurement of a new content management system for the website, being critical milestones. The unit has also led the production of a number of Association of Public Services award entries.
- 5.8 Communications activity has also focused on the production of a series of newsletters including Talk of the Town, Food News, Britain in Bloom Brochure, Community Skip Leaflets and Count Down to Smoke Free Working Leaflets. The Communications team continues to raise the profile of the authority through features in key target publications such as the Local Government Chronicle.

6. BUDGET UPDATE

SERVICE LEVEL BUDGET MONITORING 2006/2007

POLICY & PERFORMANCE

SEPTEMBER 2006	£'000	£'000
ORIGINAL CASH BUDGET		535
Add Adjustments for In year cash movements		
Slippage from 2005/2006		
- Use of AMF Reserve		
Virements to/from other Services		
- Transfer of Admin. Assistant post to Streetscene		(11)
- Transfer of Funding Officer post from Finance		28
- Transfer Capital Recharge Income from ICT Services		(40)
Transfer from contingency		-
Cabinet approved decisions		
Delegated Authority decisions		
ADJUSTED CASH BUDGET		512
Less Corporate Savings:		
- Corporate & Policy (vacant posts)		(25)
- Senior Management review	20	
- Staffing Costs (restructure)		(14)
		(19)
CURRENT CASH BUDGET		493
FORECAST		
EXPENDITURE		
- Staffing Costs		(8)
- Computer Software - Maintenance	5	
- Copyright Licence Fees	2	
- Other	1	
Expenditure under (-) or over (+) current cash budget		-
INCOME		
Income under (+)/ over (-) achieved		-
FORECAST CASH OUTTURN 2006/2007		493

Key Assumptions

Restructure of Directorate from 1st Sept. 2006

Key Issues/Variables

Key Actions

SERVICE DEVELOPMENTS

- 7 Following the recent appointment of the Director of Policy and Performance, a key focus will be to implement the new structure for the Directorate approved by Cabinet in June 2006 to ensure that it is properly positioned to lead the authority to excellence. The third quarter and fourth quarters of 2006/07 will see the completion of the restructuring process and a fully resourced Directorate which will result in increased levels of activity aimed at driving up the performance, and raising the profile, of the authority.
- 7.1 The reporting of second quarter performance of the Corporate Strategy will be a critical development for the Directorate and will see the integration of project and performance management in ensuring that we are effectively driving forward the Council's Strategic Objectives. The continued development of the Council's website and the production of an annual report will also be key developments for the Directorate going forward.

8. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS

	CURRENT POSITION
Number of green KPI's	4
Number of blue KPI's	1
Number of red KPI's	3
Number of KPI's not yet measured	3
Number of Annual KPI's	5

* All the unmeasured indicators are only collectable at year end.

Indicator Description	Target Sept 2006/07	Performance at 30 Sept 06	Comments
% invoices processed within 30 days	96.5%	81.25% Red Triangle	Action Plan appended.
Sickness absence	4.50	8.30 Red Triangle	Action Plan appended
Budget Spend	100	100 Blue Circle	On track
% of projects using the project management toolkit	70%	60% Red Triangle	Action plan appended
% capital programme budget actually spent	50	51% Blue Circle	On target

Recorded value of grant offers (£) to the borough area	200,000	223409 Green Star	Exceeded target
% of total projects costs contributed by Chorley Borough to externally funded schemes	60	4.2 Green Star	Exceeded target (low % good performance)
% of bids which are led by, or involve a contribution from CBC can be linked back to the corporate objectives	100	100 Blue Circle	On target

CONCLUSION

9. Work within the Directorate is progressing well and we continue to constructively challenge performance and perceptions across the authority with the aim of driving forward real improvements. This has been a period of ongoing change, which will result in a Directorate that is fit for purpose and well positioned to drive the authority forward over the coming months.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

10. There are no HR implications in this report.

COMMENTS OF THE DIRECTOR OF FINANCE

11. The figures reflect those that were reported to the Executive Cabinet in the September budget monitoring report. There are no other financial implications in this report.

RECOMMENDATION(S)

12. That the report be noted.

LESLEY-ANN FENTON
DIRECTOR OF POLICY AND PERFORMANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Lesley-Ann Fenton	5323	22 nd November 2006	Committee report 4 Dec.doc

Appendix One Action Plan % Projects Using the Project Management Toolkit

FINANCIAL YEAR 2006 / 2007

Indicator Short Name: % of capital schemes using the project management toolkit

Q2		End of Year Target
Performance	Target	
60%	70	70%

Please explain the reasons why progress has not reached expectations:

Performance at the end of the second quarter is well on track to achieve the end of year target. Current performance has already exceeded the end of year performance for 2005/6 of 34%.

Please detail corrective action to be undertaken:

Projects not yet using the toolkit are targeted. Prioritised by the largest, and most high risk projects, which will benefit most from using the project management toolkit, to effectively monitor and control their progress. The Principal Advisor (Corporate Programmes and Projects) the lead officers for the projects and provides advice and guidance on the application of the project management approach. This work is ongoing.

Training sessions are ongoing and project managers are encouraged to attend. Support and advice is also available to project managers.

Action planned through financial year:

Training will continue on a monthly basis, with more sessions available depending on demand.

Project managers forums are being considered. These will bring users of the project management toolkit together on a quarterly basis to discuss what is working well, and which areas can be improved upon. (Jan 2007)

Support arrangements are also being reviewed in light of restructures to Policy & Performance and the Finance Directorate. Proposals are currently being considered by strategy group.

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

I am confident that the end of year target will be achieved, and hopefully exceeded. All new projects now have to use the project management toolkit, and older projects are being reviewed and brought on line with the toolkit where appropriate. Also the project management toolkit is becoming embedded within the Council with approximately 50 staff being trained in the last 10 months, and training sessions continuing on a monthly basis. The quality of the documentation is also improving.

Action Plan Owner:

Unit:

Contact Number:

Rebecca Ostapski

Performance Advisor (Programmes & Projects)

01257 515779

Appendix Two Sickness absence

FINANCIAL YEAR 2006 / 2007

Indicator Short Name: *Sickness Absence*

Q2		End of Year Target
Performance	Target	
8.30	4.50	10.00

Please explain the reasons why progress has not reached expectations:

The target for sickness absence is set Corporately. The number of staff within the Policy and Performance Directorate is small and as a consequence only a few individuals off sick will have a significant impact on the performance.

Please detail corrective action to be undertaken:

The increase in sickness is due to one individual who is currently on long-term sick. A new Corporate policy has been developed which has challenging targets for both long and short-term absence. The provisions and requirements set out in this policy are being adhered to in the Directorate and include regular welfare visits.

Action planned through the financial year:

The Directorate will continue to take a proactive approach to managing sickness absence within the Directorate in line with the absence policy.

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

It is unlikely at this stage that the year-end target will be met, all possible action will be taken to negate the impact on the Corporate Sickness Indicator.

Action Plan Owner: Lesley-Ann Fenton
Unit: Director of Policy and Performance
Contact Number: 01257 515323

Appendix Three % invoices processed within 30 days

FINANCIAL YEAR 2006 / 2007

Indicator Short Name: *Invoices processed*

Q2		End of Year Target
Performance	Target	
81.25	96.50	96.50

Please explain the reasons why progress has not reached expectations:

This indicator is the joint responsibility of the Finance Directorate and Policy and Performance.

There is an outstanding issue with the system used to process invoices which means that it is not possible to amend the system to reflect changes to the structure of the organisation. This has led in a number of instances of invoices being misdirected and consequently an impact on processing time. This can impact upon Policy and Performance disproportionately due to the relatively small number of invoices processed by the directorate.

Please detail corrective action to be undertaken:

This indicator will be closely monitored over coming months for further deterioration in performance, and if continued deterioration is experienced, additional ways of addressing performance will be explored. Plans exist to amend the system in 2007, which should mitigate this problem, in the interim, responsible officers will notify exchequer services immediately when invoices are misdirected so that performance is not adversely affected.

Action to improve performance will include:

- The Director will examine weekly reports issued by finance listing those invoices which are in danger of moving out of the prescribed timescales and will intervene where necessary.
- The Director will examine weekly reports issued to by Finance regarding those invoices issued without order numbers.

Action planned through financial year:

See above

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

At this stage in the year it is unlikely that the year-end target will be met as this is a cumulative indicator, all possible action will be taken to improve performance over the next six months and to negate the impact upon the Corporate indicator.

Action Plan Owner:

Unit:

Contact Number:

Lesley-Ann Fenton

Director of Policy and Performance

01257 515323