

**BUSINESS PLAN MONITORING STATEMENT FOR THE CUSTOMER,
DEMOCRATIC AND LEGAL SERVICES**

FOR THE PERIOD DECEMBER 2006 TO MARCH 2007

1. KEY MESSAGES

During this period the legal team had a high level of input into the successful housing stock transfer process. Other staff from across the Department also contributed - in particular those who will be providing services to CCH - Customer Services, Emergency Planning and Civics as well as legal.

Work started in earnest during January to start preparations for the May election. The size of each election as a project in its own right is often underestimated. This year the projects were made more difficult by changing legislation and the timing for election preparations coinciding with the new requirement to secure a signature from each postal voter. Although some postal voters lost their postal vote by failing to provide their signature and date of birth, overall the Council added 2,000 postal voters and now has around 21,000.

In February the new Community Fora came into operation following on from the pilot conducted last year. The Democratic Services team also supported two significant scrutiny enquiries to come to fruition.

SERVICE PERFORMANCE INDICATORS	YEAR END POSITION
Number of green PI's Number of blue PI's Number of red PI's Number of PI's not yet measured	

2. BUDGET UPDATE

3. SERVICE DEVELOPMENTS

Key service developments have already been referred to in section 1 and include the development of service level agreements and an emergency planning protocol with CCH and the introduction of the new Community Fora

4. PERFORMANCE VARIATION

Indicator Description	Target at 31 March 2007	Performance at 31 March 2007	Comments
Satisfaction – Contact Centre	95	97.98	Green Star

% of reports and agendas published on the internet	100	100	Blue Circle
% Committee Minutes published within Five working days	75	82	Green Star
% of Customer seen within 10 Minutes in the One Stop Shop	80	69.14	Red Triangle
Average Number of days to process personal license applications	12	1	Green Star
Average number of days to process premises/club licences	17	2	Green Star
Customer, Democratic and Legal Services Budget Spend – Year End Forecast	100		Blue Circle
Customer, Democratic and Legal % Invoices Processed within 30 Working Days	96.5	86.25	Red Triangle
Customer, Democratic and Legal Services Sickness Absence Days	9	11.41	Red Triangle

5. CONCLUSION

This has been a very busy three months for the Department and a great deal has been achieved.

Andy Docherty

DIRECTOR OF CUSTOMER DEMOCRATIC AND LEGAL SERVICES

Action Plan One. Indicator Number: CD 007

Indicator Short Name: % of Customers seen within 10 minutes in the One Stop Shop

Q4		End of Year Target
Performance	Target	
69.14	80	80

Please explain the reasons why progress has not reached expectations: A combination of leave, long-term sickness, a significant increase in customers to the one stop shop and diversion of resources to call centre have all contributed to a drop in performance.

Please detail corrective action to be undertaken: More resources are required and adequate cover for maternity and long-term sick leave. We are making inroads in addressing these issues but a recruitment freeze while the directorate restructure is ongoing will have an impact.

Action planned through financial year: Six new advisors have been appointed and have undergone undergoing training. Three vacant posts still exist (2 fixed term 12month contracts, one permanent) and recruitment will not take place until the recruitment freeze no longer applies. Initially extra resource will be targeted at dealing with high volume straightforward queries to the Call Centre. Extra advisors will help resource the Call Centre freeing up staff to the One Stop Shop which will hopefully reduce the wait times. There are also plans in place to look at changes to technology to enable service owners to answer overflow calls in their units. This is now in place but only used when very high volume calls are anticipated. Other technical changes to improve call handling will take longer to develop and embed.

Please give an objective assessment as to whether the year end target will be met: We are now monitoring the abandonment rate of customers in the One Stop Shop. This allows us to monitor the impact of longer waiting times on those customers who are not seen within the target time of 10 minutes. Performance for December 2006 showed a 2.2% abandonment rate. This information will be used as a baseline in 2006/07 and we will develop targets and specific actions to drive up performance in this area. Furthermore it is currently unclear what level of impact the of annual billing of council tax will have upon the service as this is the first year these call have been delay with by customer services. It is possible that a high volume of call will be experienced due to customers expecting a 0% increase with out understanding that this applies to the Chorley Council element of their Council Tax only. All possible to mitigate the impact of these factors will be put in place but it is likely that at year end the target will not be met.

Action Plan Two Indicator Number: BV012

Indicator Short Name: Sickness Absence – Customer, Democratic and

Legal Services

Q4		End of Year
Performanc	Targe	
10.24	9.00	9.00

Please explain the reasons why progress has not reached expectations:

The target for sickness absence is set Corporately. All possible action to address absenteeism and support affecting staff members is being taken.

Please detail corrective action to be undertaken:

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. These include regular welfare visits and the utilisation of our occupational health facilities and it's services. As a result of the application of the policy and with the support of HR our main long-term sickness has returned to work, which should reduce levels of sickness absence in the later part of 2006/07.

Action planned across the financial year:

Corporately the management of sickness absence will take a more proactive approach, with HR and the relevant Directorates working closely to proactively foresee problem areas. These will be managed in line with the Absence Policy.

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

There is still scope for the performance of this indicator to be brought back inline with the target.

Action Plan Owner: A. Docherty

Unit: CLDS

Contact Number: 5102

Date:

Action Plan Three Indicator Number: BVPI 008 Invoices Processed within 30 Days

Q4		End of Year
Performanc	Targe	
86.25	96.50	96.50

Please explain the reasons why progress has not reached expectations:

This relates to a period which largely preceded my appointment. It does though seem that a number of factors have contributed to the failure to meet the performance target:

- Staff becoming familiar with new systems
- Some suppliers failing to quote purchase order numbers (when they have been given) leading to delays in processing
- Some invoices being misdirected as a result of restructures
- Some delays resolving issues relating to invoices for work commissioned by the Department on behalf of the Highways Partnership which became due for payment after the Partnership ended.

Please detail corrective action to be undertaken:

The performance of this indicator is now monitored personally by the Director on a weekly basis. Staff have been reminded of the importance of processing invoices promptly and using purchase orders.

Action planned across the financial year:

Monitoring to continue.

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

It is unlikely that the target will be met

Action Plan Owner: A. Docherty

Unit: CLDS

Contact Number: 5102

Date: