

Report of	Meeting	Date
Assistant Chief Executive (Policy & Performance)	Overview and Scrutiny Committee	11 <sup>th</sup> August 2008

## **BUSINESS IMPROVEMENT PLAN MONITORING STATEMENTS – SUMMARY OF DIRECTORATES' STATEMENTS**

### **PURPOSE OF REPORT**

1. To give a summary of the Business Plan Monitoring Statements completed by directorates for the first quarter of 2008/2009.

### **RECOMMENDATION(S)**

2. To note the report.

### **REASONS FOR RECOMMENDATION(S)**

#### **(If the recommendations are accepted)**

3. The Business Plan Monitoring Statements are a key tool for Members in ensuring that the Council is delivering against its Corporate Priorities. This summary report ensures that Members receive the information in an appropriate format.

### **ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

4. N/A

### **CORPORATE PRIORITIES**

5. This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the Central Lancashire sub-region	✓	Develop local solutions to climate change.	✓
Improving equality of opportunity and life chances	✓	Develop the Character and feel of Chorley as a good place to live	✓
Involving people in their communities	✓	Ensure Chorley Borough Council is a performing organisation	✓

### **BACKGROUND**

6. The Business Plan Monitoring Statements give an overview of the current performance of Directorates in completing actions contained within their 2008/09 Business Improvement Plans. This report gives a summary of the overall performance so that Overview and Scrutiny Committee can easily concentrate on potential issues. The detailed directorate related information is contained within each report.

## **BUSINESS DIRECTORATE**

### **7. Key Messages**

- Joint representations have been submitted by Chorley, with South Ribble and Preston, relating to the proposed modifications to the Regional Spatial Strategy, (the regional overarching planning strategy for the North West) and a separate response to the consultation on the Partial Review.
- The directorate is continuing to work closely with South Ribble and Preston on developing the joint Core Strategy, to shape the future of Central Lancashire.
- The progress made in the development of the Sustainable Resources Development Plan document is on schedule. It may, in fact, be adopted earlier than expected due to the quick response of the Inspector after the Examination in Public. This will require a revised Supplementary Planning Document that will give advice to developers on how to ensure that new development is both energy efficient and includes low carbon energy sources.
- A mini-review, looking at the value for money provided by the directorate support function is currently underway. This will feed into the larger value for money review which is due to be undertaken in autumn.

### **8. Performance**

Two of the directorate's indicators that can be measured on a quarterly basis are below target:

- NI 156 Number of households living in Temporary Accommodation
- NI 157a Processing of planning applications as measured against targets for 'major' application types

## **NEIGHBOURHOODS DIRECTORATE**

### **9. Key Messages**

- The Public Health team have engaged in a successful partnership with the HSE to actively promote the message of 'moving goods safely' at a major logistics company in Chorley.
- The Community Development team have supported Chorley Older People's Forum in organising and running their first ever conference. They also managed the voluntary and community sector elections for the Chorley Partnership.
- The CDRP team have commenced a pilot CDRP partnership with South Ribble
- The Neighbourhood Quality Team has successfully secured 4 prosecutions for littering and fly-tipping with 3 prosecutions pending (compared to 2 for the whole of last year). Their anti dog-fouling 'campaign' approach has also seen an increase of Fixed Penalty Notices issued to a level that exceeds the total issued for last year.
- The Public Health Team were involved in a rigorous Foods Standards Agency audit in the early part of May that resulted in a positive report, which is to be presented to Members shortly.
- The introduction of guidance on depot management has seen an increase in compliance with health and safety by both manual and office-based staff at the depot after a need was identified to formalise arrangements.
- The new waste contract has been awarded to Veolia. This will see our relationship with Veolia continue until 2017.

### **10. Performance**

Of the performance indicators that can be measured at this time, three are below target:

- NI 20: Assault with injury crime rate
- % Racist/offensive graffiti removed within 2 working days
- % Graffiti removed within 28 working days

## **PEOPLE DIRECTORATE**

### **11. Key Messages**

- The directorate restructure was completed in June 2008, although there are still key posts to be advertised and filled.
- Good progress has been made with the Astley Park HLF project. The landscaping and walled garden are complete and refurbishment of the Coach House is well under way.
- We have continued to develop activities for children and young people under the 'Get Up and Go' banner. Plans have been finalised to run summer activities across the rural areas over the summer holidays.
- Two out of four play rangers have been appointed as part of the Big Lottery project. It is expected that the other appointments will be made shortly.
- The building of Duxbury Park clubhouse is on target and expected to be completed in September 2008.
- The Circle of Need project is progressing as planned and to budget. The majority of the project deliverables have been completed and will be undergoing a quality review shortly. The project is carefully considering a further funding bid (£6.5k) from esd-toolkit to further enhance the Circle of Need model.

## **BUSINESS TRANSFORMATION DIRECTORATE**

### **12. Key Messages**

- Regular E-bulletins for Members have been implemented.
- The Council's Workforce Plan has been finalised and adopted.
- The Council has switched occupational health services providers to Chorley hospital.
- A new telephony system has been implemented, which will save the Council significant sums of money.

### **13. Performance**

The directorate Business Improvement Plan contains 60 performance indicators made up of 2 of the new indicators in the national indicator set, 17 that are required by the Department of Work and Pensions in relation to the benefits service and a further 41 which are local performance indicators. The local performance indicators centre around ensuring that the Council continues to provide high levels of value for money.

Of the 60 indicators, 6 were more than 5% below target:

- Right time performance indicator
- Average time to process benefit claims.
- Annual number of reductions in benefit entitlement.
- Number of fraud investigation per 1000 of population.
- Average time to process benefit applications for reconsideration
- Average time to process appeals.

The full monitoring statement contains information about the reasons for the lower than anticipated performance in the indicators, and what action is been taken.

## **POLICY AND PERFORMANCE DIRECTORATE**

### **14. Key Messages**

- During this period the Directorate's key focus was to organise and prepare the organisation for the week long CPA inspection in June.
- The Annual Report was published by the statutory deadline and a copy is available on the Council's website. The Directorate also submitted all BVPI data to the Audit Commission national database by the 30<sup>th</sup> June deadline and we are currently working with External and Internal Audit to prepare for the forthcoming data quality audit by the Audit Commission.

- During this period our approach to project management has also been reviewed and strengthened. In addition to procuring external project management training for delivery later in the year, the project management toolkit and templates have been refreshed and made more user friendly.
- Work continued to develop and support the LSP. This included working with the LSP Executive to select 11 new LSP projects for 2008/09, out of 35 bids received from partners.
- The Communications Team delivered a range of communications and marketing activity including, in particular; providing support to the elections including development of a media pack and a live online results service, the production of June edition of Talk of the Town newsletter, design and production of the “Get up and Go” summer brochure, production of the July issue of Chorley Borough News.

15. **Performance**

All of the performance indicators that the directorate can report on a quarterly basis are exceeding target

**IMPLICATIONS OF REPORT**

16. This report has implications in the following areas and the relevant Corporate Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	✓

LESLEY-ANN FENTON  
ASSISTANT CHIEF EXECUTIVE (POLICY AND PERFORMANCE)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Chris Sinnott	5337	29 <sup>th</sup> July 2008	BIP Monitoring Summary