

Report of	Meeting	Date
Assistant Chief Executive (Business Transformation)	Overview and Scrutiny Committee	August 2008

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – BUSINESS TRANSFORMATION

PURPOSE OF REPORT

- To report progress against the key actions and performance indicators in the Business Transformation Directorate Business Improvement Plan for 2008/2009

RECOMMENDATION

- To note the report.

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the central Lancashire sub region		Improved access to public services	
Improving equality of opportunity and life chance		Develop the character and feel of Chorley as a good place to live	
Involving People in their Communities		Ensure Chorley is a performing Organisation	✓

BACKGROUND

- The Business Plan Monitoring Statement reports progress against the key actions and performance indicators included in the 2008/09 Business Improvement Plans for the Finance, Legal and Democratic Services, Human Resources and Information Technology parts of the business.

KEY MESSAGES

- There are 28 tasks/projects included in the combined Business Improvement Plan, of those 28, 17 were due to be started and/or completed in the first quarter. In terms of the 17 the following table summarised the position.

Projects Green on track	10
Project Amber	4
Project Red	3

6. Of the projects on track (green) some of the key actions undertaken in the period include:
- Implementation of E-bulletins for members
 - New filtering arrangements for local standards implemented
 - Adoption of the Councils Workforce Plan
 - The Council has switched occupational health services providers to Chorley hospital
 - A new telephony system has been provided and implemented which will save the Council significant sums of money

7. With regard to the three projects that are classed as amber the reason for this rating is that projects are slightly behind schedule in relation to in particular:

- Engaging a task and finish group to look at the Council web site in relation to accessibility
- The roll out of the thin client computer technology is slightly behind schedule due to having to switch resources to the telephony implementation.
- The Council is currently undertaking a strategic asset review looking at the Councils 3 main administrative buildings at the Town Hall, Union Street and Bengal Street. The intention of the review is to determine if the assets are fit for purpose and if there is any opportunity for rationalisation. The data gathering has started later than I would have anticipated given a completion target of September and for this reason I have some concerns about the September deadline being achieved.

In relation to all of the above action will now be taken to progress these issues and manage the completion, however none of the tasks are significantly behind schedule.

8. In relation to these tasks/projects which have not achieved their intended target date, these relate to the following projects:

- The completion of energy efficiency works on the Councils administrative buildings
- The implementation of a new Human Resources Management Information System
- Implementation of an online recruitment system

In terms of progress on these projects, the position is as follows:

Energy Efficiency Works

9. I had expected the contract for the works to be let by July 08. Whilst the specification is complete, the invitation to tender is about to go out and we are therefore approximately one month behind schedule.

Implementation of a new HR Information Management System

10. We had hoped to have completed an updated business case in the first quarter of the year. Whilst a lot of the work has been done in terms of reviewing the Councils options, the option of partnership working and exploring possible joint procurements as you might expect is taking longer than planned. Consequently the project is approximately one

month behind schedule, but plans are in place to ensure that the project is still delivered by the target date of January 09.

Implement jobs go public Online Recruitment System

11. Many local authorities now use the jobs go public portal for recruitment. This is a web site which allows local authorities to advertise their jobs via a naturally recognised web site which is also transactional, and give us the backend processing capacity not available through our own website. I expect this project to go live by the middle of August as we are now beginning to make good progress following issues with the supplier which have now been resolved.

BUDGET MONITORING

12. The first quarter monitoring position for the quarter ended June 2008
The table shows that the directorates are on track to achieve the cash budgets set for 2008/09

JUNE 2008	£'000	£'000
ORIGINAL CASH BUDGET		4,730
Add Adjustments for in year cash movements		128
ADJUSTED CASH BUDGET		4,858
Less Corporate Savings:		
- Staffing		(80)
CURRENT CASH BUDGET		4,778
FORECAST		
EXPENDITURE		
Staffing	(76)	
Insurances	16	
External Audit Fees	18	
Chorley Community Housing - Stock Transfer final costs.	15	
Computer Software - Licences/Maintenance	11	
Members Allowances/Expenses	(7)	
Publications	5	
Electricity	5	
Occupational Health	(2)	
Training	8	
Recruitment	(10)	
Computer Equipment-Purchase	(9)	
Computer Software-Maintenance	8	
Other	9	
Expenditure under (-) or over (+) current cash budget		(9)
INCOME		
Business Improvement & Efficiency Grants	(18)	
NNDR Collection Allowance	(1)	
Housing Benefit Data Collection Grant	(4)	
Income - Rent	(2)	
Income - Other	(1)	
Legal Fees Income	(4)	
Hackney/Prvt Carriage Licences	(4)	
Income under (+)/ over (-) achieved		(34)
FORECAST CASH OUTTURN 2008/2009		4,735

PERFORMANCE INDICATORS

13. The 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 table below summarises the positions for the first quarter at 2008/09

Green circle (on target)	36
Blue circle (5% off target but within acceptable tolerances)	6
Red triangle more than 5% of target	6
Not measured	12
Total	60

14. Overall therefore the messages are very positive with 42 out of the 48 targets that can be measured performing at an acceptable level. The six that are not achieving targets are as follows:

	Measure	Target	Actual to June
National Indicator	Right time performance indicator	9.35	10.8
DWP Indicator	Average time to process claim	<17 days	18.8 days
DWP Indicator	Annual number of reductions in benefit entitlement	1313	846
DWP Indicator	Number of fraud investigation re 1000 of caseload	50	5.46
DWP Indicator	Average time to process application for reconsideration	14	32
DWP Indicator	Average time to process appeals	30 days	51 days

15. In relation to the above, I would make the following observation:
16. The right first time indicator is a new national indicator for 2008/09 and measures the combined effect of processing new claim and changes of circumstances. At present there are no comparables nationally so our target is based upon our own assessment of what constitutes good performance. We are slightly below the target we set due to the slight under performance in processing new claims. It is likely that the target set of 9.35 days will be upper quarter and therefore performance is still relatively good but not what we hoped to achieve.

17. The indicator measuring the number of reductions in benefit entitlement is a new measure which is designed to encourage local authorities to be proactive in identifying changes of circumstances and therefore reducing the overall benefits bill to the government. Once again there is no relative measure of performance but we under achieved our own target but still achieved a significant number of changes, as is the governments expectation.
18. Fraud investigation were less than target in the quarter as a result of a vacancy which has never been filled and annual leave. The indicator measuring how the Council deals with requests for reconsideration of benefit entitlement and any subsequent appeals has not achieved what we expected. Again no relative data is available on this indicator as it is a new measure, but we have allocated additional resources to try to improve processing times.

EQUALITY AND DIVERSITY UPDATE

19. Following the completion of the Equality Impact Assessment for all the services in the group an action plan has been produced to enable the Council to move forward and achieve level 3 of the Equalities Standard. Actions taken to date include:
 - In local tax, the discount application forms now asks for information by Equality Standard.
 - Plain English 'crystal mark' has been obtained for many of the leaflets.
 - Officer training has been provided on Equality and Diversity issues.
 - The Council's Procurement and Partnership Framework have been updated so that partners subscribe to equality and diversity principles.
 - A review of accessibility of meeting rooms is underway.

RISK ASSESSMENT

20.

Description of Risk
Disruption to services as a result of the development of the shared financial services solution
Uncertainty regarding legislative changes for filtering of complaint against member of the Council
Significant I.T infrastructure changes planned for 2008/09
Costs and disruption from potential equal pay claim

21. In terms of the risks identified to date and through the mitigation, put in place none of the risks have caused any significant business disruption:
 - The Shared Financial Services implementation is on track and has not resulted in any performance issues.
 - Local filtering arrangements have been put in place.

- Whilst there are minor delays on the thin client implementation due to other priorities, there have been no major issues with the roll out to date.
- Job Evaluation has been fully completed and we are in the process of dealing with a number of equal pay claims that are relatively insignificant in terms of number and potential cost.

VALUE FOR MONEY EFFICIENCIES UPDATE

22.

YR	Gain Anticipated	Estimated Value of Gain £
08/09	More efficient use of photocopies by reduction in number of copiers	2,700
08/09	More uptake of usage of Lancastrian Suite as an events venue	22,850
08/09	Staff savings through reduced hours on post deletion and better deployment	55,810
08/09	Reduction in contract prices through renegotiations	10,000
08/09	Replace civic vehicle council with something more economical	3,000

23. In terms of progress on VFM and efficiencies all but the uptake on the Lancastrian have been achieved. In terms of the staffing reduction and it's impact, this report demonstrates that in the main performance is still good and in the main on track. With regard the Lancastrian the position is as follows:

24. Additional income has been generated this year following the review of the pricing structure resulting in 50% of the total target of £32k per annum being achieved. However, there have been a number of operational issues relating to the letting of the room for private parties and we are currently reviewing this position as it has created significant health and safety issues. The outcome of that review will determine whether the target set is achievable.

GARY HALL
ASSISTANT CHIEF EXECUTIVE
(BUSINESS TRANSFORMATION)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Gary Hall	5480	25/07/08	ACE (BT)/Reports/2008/BIP Monitoring Statement

