

Report of	Meeting	Date
Assistant Chief Executive (Policy & Performance)	Overview and Scrutiny	10 <sup>th</sup> February 2009

## BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – POLICY & PERFORMANCE DIRECTORATE

### PURPOSE OF REPORT

1. To report progress against the key actions and performance indicators in the Policy & Performance Business Improvement Plan for 2008/2009

### RECOMMENDATION(S)

2. To note the report.

### REASONS FOR RECOMMENDATION(S)

#### (If the recommendations are accepted)

3. Business Plan Monitoring Statements form an important part of the Council Performance Management Framework and Business Planning Process. The statement gives the Overview and Scrutiny Committee the opportunity to monitor the successful implementation of Business Improvement Plans.

### 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 organization	√

### BACKGROUND

6. The Business Plan Monitoring Statement reports progress against the key actions and performance indicators included in the 2008/09 Business Improvement Plan for the directorate. The report covers the period 1<sup>st</sup> October to 31<sup>st</sup> December 2008.

## KEY MESSAGES

7. During this period we co-ordinated a site visit and final panel presentation for the Council's application for 'Beacon' status under the 'Better Outcomes for People and Places' theme. The authority was visited on the 27<sup>th</sup> November by an assessment panel comprising representatives from the CLG and I&DeA and a specialist government advisor. The visit was very successful in showcasing Chorley's best practice around the Chorley Smile campaign, Weeks of Action and community asset management. The Council achieved a very high overall score of "Excellent Plus" 5.5 out of a maximum of 6 and performing excellently well in all assessment areas. The final results will be announced in March
8. During this period we also received a positive Data Quality Report from the Audit Commission, which confirmed that our collection and reporting arrangements for performance data was robust and reliable. This achievement will place us in a good position for one of the key elements in the new harder test for Use of Resources being introduced for 2009.
9. Finally, we continued to receive more grant offers to the Borough area, currently totalling £499,479 between 74 projects and well on track to meet our target. In addition, based on our success as a relatively small borough in securing grant funding, in early November our External Funding Officer presented our approach on securing resources for community empowerment and engagement at a national conference in London attended by over 50 other local authorities
10. During the third quarter we also completed the following actions contained within our Business Improvement Plan:
  - We organised jointly with Manchester Business School a successful LSP Capacity Building Session funded by the North West Regional Improvement and Efficiency Partnership, the outcomes of which will be used to inform the future development and focus of the LSP
  - We launched in partnership with the LSP the Chorley Business Grant Programme in November to support businesses, 3<sup>rd</sup> sector and local people to reduce the carbon footprint for the Chorley area.
  - We produced and submitted to the Audit Commission the Council's annual Direction of Travel Self-Assessment, the results of which will be included in the annual Management Letter expected in March 2009.
  - Performance Management arrangements have been reviewed to ensure that they are fit for purpose with regard to CAA and the NIS. This has included a performance management framework for directorates, and a review of the Data Quality Strategy.
  - The Directorate worked with members to finalise the Corporate Strategy 2008/09 – 2010/11 including developing the measures for the Corporate Strategy, including full definitions.
  - Following approval, draft mandates for the 26 new key Corporate Strategy projects have been developed to ensure delivery of the Council's strategic objectives.
  - The Council's Strategic Risk Register has been updated to reflect new risks, changes to the Corporate Strategy, new key projects and mitigating actions.
  - With colleagues in Business Transformation, the Directorate undertook the Value for Money Review of the Business Directorate and wrote the final report
  - The external project management training programme has been delivered with 75 staff receiving bespoke training on the use of the Council's Project Management Toolkit. This will strengthen the Council's project management capacity and the performance of key and capital projects. Feedback from staff attending the courses has been excellent.
  - We supported the organisation and delivery of the two-day Local Government Week event involving local school children

- We have researched and developed a bespoke Council Tax leaflet for Chorley 2009/10 including the organisation of a consultation focus group with the Citizen's Panel on the style and content of the leaflet. In addition we liaised with Lancaster City Council and secured a commission to produce their Council Tax leaflet for 2009/10.
- We created a communications design toolkit area on theloop to help staff self-serve internal documents without formal design.
- We redesigned customer receptions in Union Street and the Town Hall in line with the Chorley Smile brand.
- The waste and recycling calendars were designed and produced for 10 different neighbourhoods zones and an A-Z of contacts and services leaflets were produced jointly with other organisations for Buckshaw residents.
- Event and communications expertise was provided to Chorley's Christmas Celebrations, including design and print of marketing materials.

11. Outlined below are a few actions contained within our business improvement plan which we have not been able to complete as planned in the third quarter, mainly due to matters outside our control, including the steps being taken to ensure they are addressed in quarter four.

- As planned the Place Survey fieldwork commissioned earlier in the year, was undertaken by MORI on behalf of all the Lancashire Councils during this period. However, we have not been able to report the findings in late December/early January as planned, as there has been a delay in MORI providing councils with the survey results. The delay was due to poor response rates in parts of the County and the need for booster samples to ensure the final results were statistically representative. The final report for Chorley is now expected in February and the Directorate will report the findings of the Place Survey to Cabinet in the final quarter.
- Working with NWA, the Directorate organises three surveys per annum of the Making Chorley Smile Panel. The third survey scheduled for this period was not undertaken as it clashed with the statutory Place Survey and we were concerned that if two surveys were running at the same time in the borough it may cause confusion and consultation fatigue. The second Making Chorley Smile Panel Survey has now been deferred until February 2009.
- The Council's second Locality Plan was due to be approved by the Borough and County Council's respective Cabinets at the back end of this quarter. A successful Locality Plan - citizen's panel consultation event undertaken jointly with LCC was held in October and a draft Locality plan has been produced, however we are still awaiting final amendments from LCC and plans are in place to secure approval during this quarter.
- A draft performance management framework for neighbourhoods has been developed but we are awaiting the approval of the final Neighbourhood Action Plans expected at the March Cabinet before the framework is finalised for implementation.

## 12. SERVICE LEVEL BUDGET MONITORING 2008/2009

<b>DECEMBER 2008</b>	<b>£'000</b>	<b>£'000</b>
<b>ORIGINAL CASH BUDGET</b>		<b>732</b>
Add Adjustments for In year cash movements		
Virements to/from other Services:		
- Transfer of Reprographics Officer to Communications		26
- Allocation of budgets for 2008/09 LSP Projects		(55)
- Transfer Events & Tourism growth item from People directorate		25
Approved Slippage from 2007/08		
- Preparation work for CPA		10
Provision for JE		5
<b>ADJUSTED CASH BUDGET</b>		<b>743</b>
Less Corporate Savings:		
- Staffing		(45)
- Efficiency Savings		(24)
<b>CURRENT CASH BUDGET</b>		<b>674</b>
<b>FORECAST EXPENDITURE</b>		
Staffing	(3)	
Conferences - Staff	2	
Chorley Smile Awards	6	
Other	4	
<b>Expenditure under (-) or over (+) current cash budget</b>		<b>9</b>
<b>INCOME</b>		
Intranet workshops & design	(3)	
Chorley Smile Awards - contributions	(6)	
Consultancy work for Blackpool BC	(25)	
Other Income	(5)	
<b>Income under (+)/ over (-) achieved</b>		<b>(39)</b>
<b>FORECAST CASH OUTTURN 2008/2009</b>		<b>644</b>

### Key Assumptions

#### Key Issues/Variables

Staffing savings:

- Funding Officer - saving from reduction in working hours.
- additional part-year staff savings from Communications restructure.

Other:

- savings on consultants fees re: Citizens Panel
- income generated from consultancy work done for Blackpool BC
- efficiency saving on Performance Plus Software maintenance

## PERFORMANCE INDICATORS

13.

Indicator Description	Target 08/09	Target Quarter Three	Quarter Three Performance
Sickness Absence (lower better)	7.29 FTE days	5.47 FTE days	0.89 FTE days
% of indisputed invoices processed within 30 days (Higher better)	96.71%	96.71%	100%

## EQUALITY AND DIVERSITY UPDATE

14. The introduction of the Equality Forum during 2008/09, included a commitment to establish task and finish groups as appropriate on issues relevant to a particular diversity strand. The first task and finish group established met this quarter and is looking at service and transport access in rural communities and will be used to inform neighbourhood working.
15. As part of our commitment to achieving level 3 of the Equality Standard by April 2009, as planned, during this period we introduced on-Line equality and diversity training for all staff and members.

## RISK MANAGEMENT UPDATE

16. All risks are currently being managed in line with the planned actions and to date have not been an issue.

## VALUE FOR MONEY / EFFICIENCIES UPDATE

17. The Directorate is on track to achieve its efficiency savings target of £20k. We have achieved £10k to date ie income of circa £4k from NWIN for project management advice and £6k from the joint procurement exercise with LCC and districts for the Place Survey which would have cost us circa £12/13k if procured individually. We are currently in the process of replacing our performance information system with a bespoke council developed system which should save us as a minimum circa £6k per annum for the licence fee

LESLEY-ANN FENTON  
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There are no background papers to this report.

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