

Report of	Meeting	Date
Assistant Chief Executive (Policy & Performance)	Overview and Scrutiny	21 <sup>st</sup> May 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 the fourth quarter of 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 organisation	√

### **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> January to 31<sup>st</sup> March 2009.

## KEY MESSAGES

7. During this quarter, the directorate co-ordinated the final stage of the Council's application for 'Beacon' status under the 'Better Outcomes for People and Places' theme. This involved a presentation and Q&A session in early January with the Beacon Advisory Panel in London.
8. Following this presentation, on March 3<sup>rd</sup> 2009 the Council was awarded Beacon status for 'Better Outcomes for People and Places' receiving an overall score of 6/6 'outstanding'. The theme is recognised by the Communities and Local Government Department as the 'gold standard of Beacons' and in winning the award, Chorley was recognised for its excellence in partnership working, community engagement and in improving outcomes for local people. Chorley was one of only two Councils nationally to achieve the award – and the only district to do so.
9. In addition, the work undertaken by the Council as part of the Lancashire Community Cohesion Partnership included in a joint bid with eleven other districts, Lancashire County Council, Lancashire Constabulary and Blackpool Council also resulted in Chorley gaining a further joint Beacon award for "Cohesive and Resilient Communities".
10. Following submission by the directorate of our self-assessment in December 2008, during this period, we received a very positive Direction of Travel report as part of the annual Audit Letter. However, in response to the new Comprehensive Area Assessment (CAA) framework, during this quarter, the Directorate also completed and submitted a further self-assessment for the revised Use of Resources judgement against a much broader and harder set of criteria. Under the new CAA framework, in November 2009, each council will receive a score on a scale of 1 to 4 on our approach to both Use of Resources and Managing Performance. These two scores will then be combined to produce an overall Organisational Assessment score for the Council.
11. At the end of the financial year, we have received grant offers to the Borough area, totalling £786,400 between 117 projects exceeding our target of £400,000.
12. Finally, we launched two key communications and marketing campaigns, the introduction of free swimming and the introduction of borough-wide changes to the waste and recycling collections including leaflets, posters and other marketing material such as signage for new vehicles, media relations and the production of three YouTube videos.
13. During the fourth quarter we also completed the following actions contained within our Business Improvement Plan:
  - In line with achieving our efficiency target and to continually develop our performance monitoring arrangements the new in-house performance management software is in the final stages of testing and will be ready to use in the first quarter of 2009/10.
  - The deferred 3<sup>rd</sup> survey of the Making Chorley Smile Panel was undertaken during this period. The focus of the survey was health inequalities and was part funded by Central Lancashire NHS. The results will be available in May and will be used to inform the new Health Inequalities Strategy for Chorley.
  - Working jointly with the PCT, considerable work has been done this quarter on analysing data and drafting priorities for inclusion in the Health Inequalities Strategy for Chorley. This information has been presented to the Health and Wellbeing Theme Group of the LSP, the Equality Forum and the LSP Board for information and comment. The Strategy itself will be developed over the next few months and will be presented to the Council and LSP Board for approval in the Summer.

- The Business Directorates VFM review report was drafted and will be taken to the May Executive Cabinet. In addition, the programme for the Value for Money review of Corporate Services was developed, with the review commencing in the first quarter of 2009/10.
  - End of year Lancashire Area Agreement (LAA) theme reports for Chorley were completed and submitted to Lancashire CC for inclusion in the Lancashire LAA annual report, which will be a key evidence/information source for informing the Lancashire Area Assessment element of the new CAA framework.
  - Support was provided to directorates in the development of their Business Improvement Plans (BIPS) for 2009/10 and we also carried out the annual quality checks to ensure adherence and consistency with the Corporate Business Planning Framework.
  - Relevant demographic and profile data was produced for inclusion in the seven neighbourhood action plans.
  - In order to support 3<sup>rd</sup> sector sustainability and development, during January we provided outreach funding workshops for VCFS groups.
  - In liaison with the Neighbourhoods Directorate we drafted a bid to DCLG for funding under the 'Timely Information' project to experiment with alternative communication techniques linked with our development and roll-out of neighbourhood working.
  - The signage for the newly refurbished leisure centre at Clayton Green which was officially opened in April 2009 was designed.
  - As part of our Beacon dissemination commitment re "Transforming Services through Citizen's Engagement and Empowerment" we supported the February Beacon Open day organisation held in the Lancastrian Suite including design and production of 100 delegate packs.
  - Development work to enhance the Council's approach to tourism was carried out, including the establishment of an authority-wide events working group.
  - The development and implementation of plans for the Big Picnic (June 09) in conjunction with directorates across the Council commenced during this period.
  - In conjunction with Lancashire County Council, we organised a 'meet your councillor' event in the Town Centre.
  - A bespoke Council Tax leaflet for Chorley 2009/10 was designed and produced including the organisation of a focus group to consult on the style and content of the leaflet.
  - Support was provided to the Chief Executive to organise her annual staff awards ceremony in February.
14. In the last BIP monitoring statement we outlined the reasons why the Locality Plan was delayed. To progress development, we met with representatives from LCC during quarter four and agreed the way forward on the content. However, in terms of approval of the document it was agreed that the Lancashire Locals and the District and County Cabinets would consider the Plan in July, post the June County elections.

## 15. SERVICE LEVEL BUDGET MONITORING 2008/2009

### POLICY & PERFORMANCE

#### OUTTURN 2008

£'000      £'000

#### ORIGINAL CASH BUDGET

732

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
- Parking Permits transfer to Neighbourhoods	(2)
- H.R. Expenses (Training/Recruitment)	8

Approved Slippage from 2007/08

- Preparation work for CPA	10
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Provision for JE	5
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Transfer from Earmarked Reserve - Matched Funding	2
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#### ADJUSTED CASH BUDGET

751

Less Corporate Savings:

- Staffing	(45)
- Efficiency Savings	(24)

#### CURRENT CASH BUDGET

682

#### FORECAST

#### EXPENDITURE

Staffing	(9)
Conferences - Staff	2
Publicity	(5)
Training Course Fees	(6)
Consultants Fees	(3)
General Subscriptions	(5)
Local Strategic Partnership projects	(3)
Other	4

Expenditure under (-) or over (+) current cash budget

(25)

#### INCOME

Consultancy work for Blackpool BC	(25)
Beacon Award Grant	(25)
Staff costs recovered	(12)
Recharges to Capital Schemes	20
Other Income	(7)

Income under (+)/ over (-) achieved

(49)

**FORECAST CASH OUTTURN 2008/2009**

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**608**

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**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
- staff costs charged to Veolia for publicity work on new refuse contract.

Slippage Requests:

- Total slippage requested £32,940 to carry forward budgets to 2009/10

## PERFORMANCE INDICATORS

Indicator Description	Target 2008/09	Actual 2008/09	Comments
Equality Standard Level	3	3	Achieved Target
% Residents who feel that their communities are places where people get on well together (79% by 2010)	82%	81.9%	Achieved Target
% of Corporate Strategy projects achieved or on track (by October 2009).	90%	97% (April 2009)	Mid-Year Figure
% of Sustainable Community Strategy projects achieved or on track	90%	100%	Achieved Target
Status in LSP accreditation	Amber/ Green (by 2009)	Green/ Positive report	Achieved Target
CPA Score and positive Direction of Travel	Excellent	Excellent	Achieved Target
Recorded value of grant offers (£) to the borough area	£400,000	£786,400	Exceeded Target
% of total projects costs contributed by Chorley Borough to externally funded schemes	25%	8.1% @ December	Exceeded Target (3 <sup>rd</sup> qtr figure)
% of projects with end of project report	100%	100%	Achieved Target
Number of staff trained in Project Management	66	71	Exceeded Target
% of Project Management training course spaces filled	100%	100%	Achieved Target
% of high priority functions and policies impact assessed	100%	100%	Achieved Target
% of third party Performance Indicators with agreed protocols for data collection	100%	100%	Achieved Target
Sickness Absence (Directorate)	7.29 FTE days	1.11 FTE days	Exceeded Target
% undisputed invoices processed within 30 days (Directorate)	96.71%	99.46%	Exceeded Target

## EQUALITY AND DIVERSITY UPDATE

- The directorate drafted and submitted a self-assessment for the IDeA peer challenge scheduled to take place during the 1<sup>st</sup> & 2<sup>nd</sup> April. The challenge was focused on whether the organisation meets the requirements of level 3 of the national Equality Standard. Preparation for the challenge also included organising for the team of five peers, a programme of interviews and focus groups with officers, members and key equality and diversity partners and stakeholders.

17. The on-Line equality and diversity training introduced during the previous quarter continued to be rolled out and by end March 2009 75% of staff had commenced the training and 66% had successfully completed the training. Work also commenced this quarter in developing further equality training for front line manual staff.

#### **RISK MANAGEMENT UPDATE**

14. All risks were managed in line with the planned actions and have not been an issue.

#### **VALUE FOR MONEY / EFFICIENCIES UPDATE**

15. The Directorate achieved a total of £67.5k through efficiency savings and income generation exceeding its efficiency savings target of £20k. This was achieved by:
- Saving £6k from the joint procurement exercise with LCC and districts for the Place Survey.
  - Receiving income of circa £4k from NWIN for project management advice; £25k from Blackpool BC for consultancy support; £1.5k from the PCT to part fund the 3<sup>rd</sup> survey with the Making Chorley Smile Panel; £1k from Lancaster City Council for the design of their council tax leaflet; £2k from Burnley BC for magazine design and development and £12k from Veolia for communications and media consultancy in relation to the introduction of the new waste management arrangements.
  - Circa 12K was saved from not producing and distributing Chorley Borough News in march and using this money to fund the April edition of the new Chorley Smile magazine and producing a Chorley Visitor Guide in line with our commitment to raise the profile of Chorley as a tourist destination.
  - £4k from learning events etc for authorities interested in developing an intranet.

**LESLEY-ANN FENTON**  
**ASSISTANT CHIEF EXECUTIVE (POLICY & PERFORMANCE)**

There are no background papers to this report.

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