

CORPORATE RESOURCES AND HEALTH

A record of decisions made by the Executive Member with responsibility for Corporate Resources and Health on:-

TUESDAY, 30th NOVEMBER, 2009

following consideration of the matters detailed below in the presence of:-

Councillor Mrs Thomas	Executive Member for Corporate Resources and Health
Councillor Shaw	Major Opposition Spokesperson
Councillor Hayes	Minor Opposition Spokesperson
Mr. S. Harriss	Chief Executive
Mr. A. Eastwood	Director of the Chief Executive's Department
Ms S. Johnson	Deputy Director of Corporate Resources
Mr. N. Maher	Head of Policy, Performance and Partnerships
Mrs B. Newman	Policy Accountant
Mr. A. Jennings	Democratic Services Manager

37. MONITORING OF EXECUTIVE MEMBER DECISIONS

The Director of Chief Executive's Department submitted a report which monitored the progress of decisions within the portfolio of the Executive Member Corporate Resources and Health.

The Executive Member Corporate Resources and Health NOTED the report.

38. CENTRAL DEPARTMENTS' PERFORMANCE DASHBOARD QUARTER 2 2009/10

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The Directors of Corporate Resources and Chief Executive's Department submitted a report that provided the Executive Member with an overview of the central departments service and financial performance for the second quarter of 2009/10.

It was reported that the central departments' continued to perform well in most areas as follows:-

- national indicators and key financial, human resources and customer service outcomes were largely on track.
- the majority of quarter 2 milestones set out in Service Improvement Action Plans (SIAPs) had been achieved.
- the vast majority of quarter 2 targets for Access Bolton had been met or exceeded.
- the central departments were making good progress in terms of providing better value for money and were further strengthening this by implementing their value for money strategy.
- overall the central departments were in good financial health, with revenue and capital expenditure on track, healthy balances and efficiency targets on track.

However, challenges remained in some areas and the Executive Member was requested to work with the respective Directors in the central departments to deliver the recommended improvement actions contained in the report as follows:-

- whilst customer service in the central departments was good and improving, there was scope to further strengthen learning from complaints and the rate of telephone calls answered within standard.
- all relevant services must collect data for inclusion in indicator NI 14 (avoidable contact).

- performance in Revenues and Benefits was good with 16 of the 22 indicators, on track. Close performance management would be undertaken to ensure that performance of the other indicators improved and that targets for the remaining quarters were achieved.
- financially, there was a projected shortfall in land and property income and the legal trading account was under pressure to break even; work was currently ongoing to manage this.

Proposed improvement actions were detailed in the report.

The Executive Member AGREED to work with Directors to deliver the recommended improvement actions contained in the report and, in particular, to work with the Director of Corporate Resources to address the actions around financial matters detailed in the report.

39. CENTRAL DEPARTMENTS' DRAFT 3 YEAR STRATEGIC PLAN 2010-13

The Director of the Chief Executive's Department and the Director of Corporate Resources submitted the draft three year strategic plan 2010/13 for the two central departments.

The strategic plan was contained in the appendix to the report and set out in detail the key strategic tasks and milestones that the departments would deliver over the next three years.

The departments had an important role to play in providing strategic leadership to the Council and a range of key corporate policy areas; providing strategic and operational support to a number of programmes and delivering a range of front line services. Proposed delivery activity was captured within the appendix to the report.

The Executive Member AGREED the draft Central Departments 3 Year Strategic Plan.

40. CENTRAL DEPARTMENTS RESOURCE OPTIONS 2010/11 TO 2011/12

The Director of Corporate Resources submitted a report that reminded the Executive Member that the Executive, at its meeting on 29th June, 2009, agreed that financial guidance be set for 2010/2011 and the following 3 years as follows:

- a. that services prepare plans to achieve efficiencies/savings of 30% over the next 4 years, with a specific target of 5% in 2010/11;
- b. that any growth will be very limited and would need to be offset by further savings; and
- c. that in terms of capital, services be requested to draw up proposals for the next 4 years based upon reduced levels of capital funding being available than in the last few years.

Additionally, services would have to meet their own demand led growth.

Consequently, the report detailed the financial implications for the Central Departments of the guidance set out in (a) above and detailed proposals to comply with the Council's Financial Guidance.

The savings target of 5% recommended by the Executive amounted to £1,255,900 and the suggested options to meet this target were as follows.

	£000
• Area working	40
• Policy Performance and Partnerships	28
• Human Resources	65
• Legal	30
• Regulatory Services	90
• Marketing and Communications	200

• Directorate management team	100
• Customer services income	30
• Summons income	30
• Housing benefits staffing	32
• Access Bolton	22
• Printing costs	55
• Housing benefits overpayments	100
• Oracle business case savings	45
• Procurement savings	80
• Rationalisation of payroll function	40
• Rationalisation of accounts payable	20
• Cash limited budgets	35
• FM contract extension negotiations	90
• Corporate ICT post	40
• Income generation	20
• Property Services management	55
• Accommodation	9

The Corporate Resources Department had identified several areas where work would be ongoing, which it was anticipated would enable savings in future years to be achieved.

- The Department had identified a series of Value For Money reviews, which should lead to further savings in future years; and
- The Department was continuing to explore opportunities for reviewing and revising business processes. Over the 2 years, the Department would be looking to achieve more savings in the major production areas, such as Tax and Benefits, Customer Services and Financial Services.

The Chief Executive's Department had also planned Value for Money reviews which it was anticipated would meet the savings targets for 2011/2012 and beyond.

The Executive Member AGREED - the proposed strategic resource options for eventual submission to the Executive.

