

Departmental Quarterly Monitoring Report

<u>Directorate:</u>	Policy and Resources
<u>Department:</u>	Legal & Democratic Services
<u>Period:</u>	Quarter 1 – 1 st April 2011 to 30 th June 2011

1.0 Introduction

This monitoring report covers Legal and Democratic Services first quarter period up to 30th June 2011. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which the traffic light symbols and direction of travel indicators have been used to reflect progress is explained within Appendix 6.

2.0 Key Developments

The revised Constitution was approved by the Council at its meeting in April 2011. The Creamfields Event licensing application was dealt with effectively in April 2011.

The Local Election and Referendum were carried out successfully in May 2011. New Member inductions have been carried out.

The Internal Print Unit has introduced a satisfaction survey, which showed 97% satisfaction with service provision in Quarter 1.

3.0 Emerging Issues

The website project is underway between Communications and Marketing and I.T. Services to review and update content. The scope of this project covers branding, usability, site structure, content, features and functionality.

Work continues towards the opening of The Hive Leisure Park in October 2011. Substantial revision has been carried out to the Procurement Standing Orders to improve efficiency. Executive Board has approved the changes and referred them to Council in July. 2011.

4.0 Service Objectives / milestones

4.1 Progress against 'key' objectives / milestones

Total	2		2		0		0
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Both 'Key' objectives/milestones are on track to achieve annual targets. Additional information can be found in Appendix 1.

4.2 Progress against 'other' objectives / milestones

Total	11		9		2		0
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Of the 11 'other' objectives/milestones, 2 are being reported by exception at this time. Further details are in Appendix 2.

5.0 Performance indicators

5.1 Progress Against 'key' performance indicators

Total	1		1		0		0
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On target with good Quarter 1 progress. Details are in Appendix 3.

5.2 Progress Against 'other' performance indicators

Total	15		6		4		1
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Of the 15 'other' performance indicators, 5 are being reported by exception at this time. Additional details are provided in Appendix 4.

6.0 Risk Control Measures

During the Development of the 2011-12 Service activity, the service was required to undertake a risk assessment of all Key Service objectives.

Where a Key service objective has been assessed and found to have an associated 'High' risk, progress against the application of this risk treatment measures will be reported in quarters 2 and 4

7.0 Progress against high priority equality actions

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2011 – 2012

8.0 Data quality statement


The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sourced directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

9.0 Appendices


- Appendix 1 Progress against 'key' objectives / milestones
- Appendix 2 Progress against 'other' objectives / milestones
- Appendix 3 Progress against 'key' performance indicators
- Appendix 4 Progress against 'other' performance indicators
- Appendix 5 Financial Statement
- Appendix 6 Explanation of use of symbols

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
LD O1	To provide a high quality legal service to the Council and its departments to ensure that the Council is able to deliver its services effectively

Milestones	Progress Q 1	Supporting Commentary
Secure renewal of Lexcel & ISO Accreditation January 2012		On course to be achieved by target date as work on the ISO Internal Audits continues.

Ref	Objective
LD O2	To ensure that decision makers are supported through the provision of timely and accurate advice and information and are kept informed of changing legislation and responsibilities

Milestones	Progress Q 1	Supporting Commentary
Review Constitution May 2011		The Constitution was approved by full Council in April 2011.



Appendix 2: Progress Against 'other' objectives / milestones

Ref	Objective
LD O4	Improve the quality and effectiveness of the Council's communications

Milestones	Progress Q 1	Supporting Commentary
Review and retender press cutting service April 2011	?	Investigating other suppliers to compare services provided and costs.
Customer Satisfaction Survey September 2011	?	Will meet with Research & Intelligence to discuss the possibility of carrying out a survey of our internal customers.





Appendix 3: Progress Against 'key' performance indicators





Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
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Corporate Health							
<u>LDLI 01</u>	No. Of Members with Personal Development Plans (56 Total)	51 (91%)	56 (100%)	45 (80%)			Progress is good and the same as the corresponding stage last year.


Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery							
LDLI 06	Average time taken to complete Conveyancing Transactions	488	300	485			The figure has been distorted by the recent completion of very complex, longstanding matters.
LDLI 07	Average time taken to complete Child Care Cases (calendar days)	336	225	350			Child care cases are complex and lengthy and resultant timescales are not always within the control of the legal staff involved.

Fair Access							
LDLI 08	Members of Public attending Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	211	600	92			Every effort is made, for example through the timing of meetings, choice of venue etc, to encourage civic participation in the democratic process. However opportunities for engagement can be influenced by the constraints of board member availability and the nature of the subject matter within board agenda's which can directly influence public interest. The situation will be kept under review to ensure potential opportunities to increase participation are not missed.
LDLI 09	No. Of Questions asked by Members of the Public at Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	27	200	9			

Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
Fair Access continued							
LDLI 15	% of people satisfied or more than satisfied with visit to Council Website www.halton.gov.uk	68	85	65	?		Satisfaction is likely to be affected while there are two websites up and running, and content of the new site is incomplete. IT Services and Communications & Marketing have begun a major project to review the website. The scope of this project covers branding, usability, site structure, content, features and functionality The first phase is to work on the content of the site.

Appendix 5: Financial Statement

LEGAL & DEMOCRATIC SERVICES DEPARTMENT

Revenue Budget as at 30th June 2011

	Annual Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Employees	2,095	561	588	(27)	588
Supplies & Services	422	158	142	16	167
Civic Catering & Functions	59	7	5	2	5
Legal Expenses	229	74	64	10	64
Members Expenses	773	196	206	(10)	206
Total Expenditure	3,578	996	1,005	(9)	1,030
Income					
Land Charges	-130	-32	-23	(9)	-23
School SLA's	-24	0	0	0	0
License Income	-315	-60	-42	(18)	-42
Print Unit Fee Income	-303	-50	-29	(21)	-29
Government Grant	0	0	-34	34	-34
Other Income	-73	-18	-12	(6)	-12
Transfers from Reserves	-22	-22	-22	0	-22
Total Income	-867	-182	-162	(20)	-162
Net Operational Expenditure	2,711	814	843	(29)	868
Recharges					
Premises Support	485	106	106	0	106
Transport Recharges	39	10	10	0	10
Asset Charges	2	0	0	0	0
Central Support Recharges	1,574	393	393	0	393
Support Recharges Income	-2,239	-560	-560	0	-560
Net Total Recharges	-139	-51	-51	0	-51
Net Departmental Total	2,572	763	792	(29)	817

Comments on the above figures:

In overall terms spending is above the budget at the end of the quarter 1.

Regarding expenditure, Employee costs are in excess of the budget, which in the main is due to the costs associated with staging the May 2011 local elections.

Supplies & services expenditure is lower than the budget at the end of the quarter. It is anticipated that this trend will continue to the end of the year and will partly offset the anticipated shortfalls in income.

Appendix 5: Financial Statement




Regarding Income, Land Charges income is lower than the budget however this is being offset by the receipt of a Resolutionary Subsidy Grant to cover the costs of both potential claims and loss of fees for the revocation of personal search fees and local land charges.

Licenses income is currently below the budget, which is a result of reduced uptake in new licenses due to the economic downturn. It is anticipated that this income target will be unachieved at the end of the financial year.

Print Unit Fee income is also below budget. This is the result of saving pressures, which has had a knock on effect in the volume of printing requisitions passing through the print unit. It is anticipated that this income target will be unachieved at the end of the financial year.




At this stage it is anticipated that spend will be in excess of the budget at the end of the year.

Symbols are used in the following manner:

Progress		<u>Objective</u>	<u>Performance Indicator</u>
Green		Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
Amber		Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.</i>
Red		Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an <u>intervention or remedial action</u> taken.</i>

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green		<i>Indicates that performance is better as compared to the same period last year.</i>
Amber		<i>Indicates that performance is the same as compared to the same period last year.</i>
Red		<i>Indicates that performance is worse as compared to the same period last year.</i>
N/A		<i>Indicates that the measure cannot be compared to the same period last year.</i>