

Departmental Quarterly Monitoring Report

<u>Directorate:</u>	Children & Enterprise
<u>Department:</u>	Economy, Enterprise and Property (Extract)
<u>Period:</u>	Quarter 3 - 1 st October – 31 st December 2011

1.0 Introduction

This quarterly monitoring report covers the Economy, Enterprise and Property Department third quarter period up to 31st December 2011. It describes 'key' developments and progress against 'key' milestones and performance indicators for the service.

The way in which the Red, Amber and Green, (RAG), symbols and Travel Indicator symbols have been used to reflect progress to date is explained in Appendix 7.

2.0 Key Developments

2.1 Halton Employment Partnership

A key development in this quarter was the Halton Employment Partnership working closely with Tesco Extra to deliver 15 Information Workshops to 1000 local residents who had been unemployed for six months or more. In addition Skills for Life and Employability staff delivered 19 Interview skills workshops and carried out 1270 Skills for Life Assessments on 635 individuals. The second phase of this recruitment will take place in quarter 3. Following this around 120 of the cohort will be offered employment and the Skills for Life and Employability team will deliver a 6 week pre-employment programme to these staff. The store is due to open 26th March 2012.

2.3 Work Programme

During the quarter a performance improvement plan has been implemented in respect of the Work Programme contract. This has included working with Ingeus Deloitte staff to learn from their experiences and conducting a peer review.

2.4 Apprenticeships

Greater emphasis has been placed on the role of apprenticeships both within organisations and the wider Borough. A further report on the Apprenticeship Strategy has been prepared for the Executive Board to be reported on in Quarter 4.

2.5 Annual Self-Assessment Report

The Annual self-assessment report was uploaded to the Skills Funding Agency Provider Gateway. Overall, the division graded itself as 'Good' with some 'Outstanding' features.

3.0 Emerging Issues

There are currently no emerging issues to report at this time.

4.0 Service Objectives / milestones


4.1 Progress against 'key' objectives / milestones

Total	8		5		1		2
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Of 'key' the objectives and milestones, there were five where progress was as expected, one where progress was uncertain at this stage of the year if the milestone will be achieved and two where progress did not meet the target set.

More information can be found in Appendix 1.

4.2 Progress against 'other' objectives / milestones

Total	11		9		0		2
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Of 'other' the objectives and milestones, there were nine where progress was as expected and two where progress did not meet the target set and are reported by exception.

More information can be found in Appendix 2.

5.0 Performance indicators

5.1 Progress Against 'key' performance indicators

Total	8		5		2		1
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Of the eight key performance indicators, there were five where progress was as expected, and two where progress is uncertain whether it will meet the end of year target and one where it will not meet the end of year target.

For more information please refer to Appendix 3

5.2 Progress Against 'other' performance indicators

Total	8		6		0		2
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Of the ten 'other' performance indicators, there were seven where progress was as expected and two where progress will not meet the target, these are reported by exception.

There are also two further indicators that can not be reported at this time.

Further information can be found in Appendix 4.

6.0 Risk Control Measures

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

There are no High Priority Equality Actions identified in the quarter.





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, sourced externally, 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 Area Partner performance indicators
- Appendix 6 Financial Statement
- Appendix 7 Explanation of use of symbols

Appendix 1: Progress Against 'key' objectives / milestones


Ref	Objective	
EEP7 (previous reference: EEB02)	Foster Enterprise and entrepreneurship in order to grow an enterprise culture in Halton	
Milestones	Progress Q 3	Supporting Commentary
Deliver Enterprising Halton Business Start Up Programme (WNF). Deliver 90 contracted outputs by March 2012 .		HPIJ continues to deliver an extended business start-up programme in Halton. During Q3, 23 new business start-ups were supported and each successfully secured £500 business start-up grant.
Deliver 12 Kick Start courses by March 2012 .		4 Kick Start courses were delivered in Q3, providing pre-start up advice to 49 local residents. Individuals have now been referred to access one-to-one practical support with a business advisor.
Manage Intensive Start Up Support Programme (North West Development Agency) on behalf of A4e. Deliver 67 contracted outputs by December 2011 .		Delivery of the ISUS programme ceased 31 st Dec 2012. The project was successful in achieving 67 profiled business start-ups for year 3 of the contract.
Source alternative funding to continue Enterprise Services beyond March 2012 .		HBC was unsuccessful in its bid to secure the New Enterprise Allowance contract. However, funding will still be available to Halton via Blue Orchid. Referral processes have now been agreed to ensure HPIJ clients can access the NEA accordingly. ERDF 4.2 funding is also being explored for business support, including start up advice.

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
EEP8 (previous reference: EEB3)	Reduce unemployment/worklessness by assisting people to secure employment



Milestones	Progress Q 3	Supporting Commentary
Deliver the extended Apprenticeship Support Programme. Deliver 43 contracted outputs by March 2012 .		All 43 Apprenticeship Business Support Grants have been committed. Additional funding also secured to support a further 10 businesses up to 31 st March 2011.
Develop Apprenticeships within the Council by September 2011 .		An apprenticeship pilot scheme to create circa 6 new apprenticeship vacancies within the Waste Management Division was approved by Management Team in Q2. Interviews with apprenticeship framework providers took place and a preferred provider identified. Discussions are now underway with the unions and HR to finalise the project and work towards a go live date for the recruitment via HPIJ. The objective is anticipated to be achieved by the end of Q4.
Secure future funding for HPIJ from the DWP Work Programme – June 2011 .		At the end of Q1 it was unclear if the authority had been successful as sub-contractor for the DWP work programme. Although it is confirmed that we are successful in this venture we do not receive funding up front. The contract is for 5 years and Halton People in to Jobs are paid by result with fees coming from Job Centre Plus referrals.

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective	
EEP8 (Continued) (previous reference: EEB3)	Reduce unemployment/worklessness by assisting people to secure employment	
<p>Deliver the Work Programme in Halton via sub contract arrangement to Prime Contractors A4e and Ingeus Deloitte. Deliver 1279 starts on joint programmes, 257 job entries and 94 sustained job outcomes by March 2012.</p>		<p>Ingeus: There have been numerous issues which have impacted upon delivery for Ingeus, but mainly around IT, training and volume of customers. An action/improvement plan has been developed for the following quarter.</p> <p>A4e: IT issues have impacted upon implementation but not to the same extent as Ingeus. An action/improvement plan has been developed for the following quarter.</p> <p>(Please note that due to contractual requirements Work programme data cannot be published until April 2012)</p>






Appendix 2: Progress Against 'other' objectives / milestones

Ref	Objective
EEP8 (previous reference: EEB3)	Reduce unemployment/worklessness by assisting people to secure employment

Milestones	Progress Q 3	Supporting Commentary
Increase the number of Information and Advice interventions. Deliver 1431 one to one sessions by March 2012 .		HPIJ continues to deliver Next Step (Information & Advice) in Halton on behalf of Greater Merseyside Connexions Partnership (GMCP). During Q3, 254 one to one sessions were delivered (which equates to 915 in total from the start of Q1). It is unlikely that the target of 1431 sessions will be achieved by the end of March 2012
Develop and implement Employer Engagement Action Plan by October 2011 .		During Q3, the Employer Engagement Plan identified in Q2 was further refined. However, it will be during Q4 as part of the phase 2 restructure within the Employment, Learning & Skills Division that will see the plans fully implemented. The milestone to develop the action plan was completed in the timescale but the implementation did not meet the deadline.

Appendix 3: Progress Against 'key' performance indicators





Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery							
<u>ELS LI01</u> <u>(previous reference EEB LI04)</u>	Number of enrolments on Employment and Learning Courses (for the academic year)	3763	3450	3609			3609 cumulative enrolments for Q3 show that enrolments are already above targets set for 2011/12, despite a reduction in staffing and delivery.
<u>ELS LI02</u> <u>(new)</u>	Number of adults engaged in Skills for Life learning	New indicator	500	21 courses 206 enrolments			18 HEP Award courses and 3 Employability courses have been delivered (206 enrolments) up to the end of Quarter 3.
<u>ELS LI03</u> <u>(new)</u>	Number of starts on DWP Work Programme	N/A	1557	Refer comment		N/A	The number of referrals from Jobcentre Plus has been much higher than the original profiles that were set by the prime contractors; hence the contracts are on target to exceed the number of starts upon the Work Programme. (Please note that due to contract requirements Work programme data cannot be published)



Appendix 3: Progress Against 'key' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
<u>ELS LI04 (new)</u>	Number of job starts on DWP Work Programme	N/A	514	Refer comment	?	N/A	The number of job outcomes on the Work Programme is below profile due to a number of reasons but mainly the impact of the IT issues creating a backlog of customers to be dealt with. The trend is that the number of job starts is increasing month on month and an action plan has been developed to improve performance. (Please note that due to contract requirements Work programme data cannot be published)
<u>ELS LI05 (new)</u>	Number of sustained (13/26wks) job outcomes on DWP Work Programme	N/A	232	Refer comment	?	N/A	Customers only commenced employment from August onwards and have therefore not yet reach the 13/26 week threshold. (Please note that due to contract requirements Work programme data cannot be published)

Appendix 3: Progress Against 'key' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
<u>ELS LI06</u> <u>(new)</u>	Number of new or additional apprenticeships created using £3,000 Apprentice Support Grant	154	43	16			In 2010/11, there was more funding allocated to this activity. In 2011/12, all 43 grants have been either awarded or committed. Additional funding has been secured via A4e to support the recruitment of an additional 3 apprentices alongside this programme.
<u>ELS LI07</u> <u>(new)</u>	Learners accessing HBC services achieving a Level 1 qualification in literacy (links to NI161)	44	30	25			11 learners achieved Literacy Level 1 in Q3 Reduced provision compared to last year as a result of the restructure and reduction in staff

Appendix 3: Progress Against 'key' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
<u>ELS LI08</u> <u>(new)</u>	Learners accessing HBC services achieving a Level 3 qualification in numeracy (links to NI162)	33	50	15			<p>4 learners achieved Numeracy Entry Level 3 in Q3</p> <p>Reduced provision compared to last year as a result of the restructure and reduction in staff</p> <p>Error in Q2 report – 35 Numeracy Entry Level 3 qualifications was incorrect – total number of Numeracy qualifications achieved was 35, of which 11 were Entry Level 3 so Q2 report should have shown 11 achieved.</p>

Appendix 4: Progress Against 'other' performance indicators




Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
Service Delivery							
ELS LI17 (new)	Number of Next Step Information and Advice interventions.	1497	1431	915		N/A	During quarter 3, 254 customers accessed one to one interventions with a Next Step advisor. Figures will be profiled with Prime Contractor
ELS LI18 (previous reference EEB LI2)	Number of local people with disabilities into permitted/paid work	29	33	5			The Work Programme has had a negative impact on this measure. It was hoped that the Work Programme would provide a source of referrals but to date the majority of referrals have been JSA customers and none on health related benefits. In addition, at present 1 member of staff works on sourcing permitted placements but for only 1/2 day per week and unlike 2010/11 there is no additional funding for permitted work. HPiJ will undergo a restructure during the next quarter which may have a positive impact upon this.

Appendix 5: Progress Against 'area partners' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Area Partner National Indicators							
NI 146	Adults with Learning Disabilities in Employment	32	28	Refer comment	?	N/A	The economic recession has continued to have an impact on the no of disabled people in employment. This is a DWP indicator.
NI 150	Adults in contact with secondary mental health services in employment.	13	7	Refer comment	?	N/A	This National Indicator is the responsibility of the NHS 5 Borough Partnership.
NI 151	Overall employment rate	66.6% (2009/10)	TBC	67.4%	✓	↑	Latest data: Jan 2010-Dec 2010 67.4% source annual population survey. During Q2, recruitment at the Hive leisure development created 75 new jobs the majority of which went to previously unemployed Halton residents.
NI 152	Working age people on out of work benefits	18.9% (Feb 2011)	18.0%	18.9%	?	↑	In Halton 18.9% of the working age population are claiming out of work benefits.
NI 161	Learners achieving a Level 1 qualification in literacy	549 (2007-08)	TBC	See comment	?	N/A	HBC does not own this NI data, which is only available from Skills Funding Agency 18 months after

Appendix 5: Progress Against 'area partners' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
							learners achieve the qualification.
NI 162	Learners achieving an Entry Level 3 qualification in numeracy.	51 (2007-08)	TBC	See comment	?	N/A	HBC does not own this NI data, which is only available from Skills Funding Agency 18 months after learners achieve the qualification.
NI 163	Working age population qualified to at least Level 2 or higher	60.4% (2009)	TBC	61.4%	?		61.4% Jan-Dec 2010 source Annual Population Survey HBC does not own this NI data, which is only available from Skills Funding Agency 18 months after learners achieve the qualification.
NI 164	Working age population qualified to at least Level 3 or higher	37.5% (Jan 09 – Dec 09)	TBC	40.3%	?		40.3% Jan-Dec 2010 source Annual Population Survey HBC does not own this NI data, which is only available from Skills Funding Agency 18 months after learners achieve the qualification.
NI 165	Working age population qualified to at least Level 4 or higher	18.3% (Jan 09 – Dec 09)	22.0%	21.3%	?		21.3% Jan-Dec 2010 source Annual Population Survey HBC does not own this NI data, which is only available from Skills Funding Agency 18 months after learners achieve the qualification.

Appendix 5: Progress Against 'area partners' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
NI 166	Average earnings of employees in the area	£443.60 (March 2010)	To close the Gap to the North West Average	Refer to comment	N/ A	N/A	This data is available annually and will be added once published. The Gross median weekly earnings of residents is £501.80 for all England and £471.20 for the North West. A rising trend was noted from 2008 to 2010 showing an increase in gross weekly earnings of Halton residents.
NI 171	Business growth rate (rate per 10,000 population aged 16+)	39.1 (2009)	TBC	Refer to comment	N/A	N/A	Historically, Halton has had a low level of new VAT registrations, but equally has also seen a low level of de-registrations. The most up to date data is from 2009 (2 years in arrears) in the worst period of the recession.

Appendix 6: Financial Statement

ECONOMY, ENTERPRISE & PROPERTY DEPARTMENT

SUMMARY FINANCIAL POSITION AS AT 31st DECEMBER 2011

	Annual Budget £'000	Budget to Date £'000	Expenditure to Date £'000	Variance to Date (Overspend) £'000
<u>Expenditure</u>				
Employees	4,563	3,740	3,761	(21)
Repairs & Maintenance	2,736	1,432	1,470	(38)
Energy & Water Costs	936	505	453	52
NNDR	918	914	926	(12)
Rents	1,061	880	887	(7)
Marketing Programme	11	10	10	0
Promotions	35	27	23	4
Development Projects	85	25	25	0
Supplies & Services	1,921	1,779	1,786	(7)
Agency Related Payments	193	56	63	(7)
Property Rationalisation Saving Target	-327	0	0	0
Total Expenditure	12,132	9,368	9,404	(36)
<u>Income</u>				
Rent - Markets	-806	-604	-576	(28)
Rent - Industrial	-953	-721	-603	(118)
Rent - Commercial	-560	-420	-439	19
Sales	-3	-2	-10	8
Fees & Charges	-336	-170	-205	35
Reimbursements	-440	-94	-80	(14)
Government Grant Income	-1,407	-542	-541	(1)
Recharges to Capital	-908	-297	-201	(96)
Schools SLA Income	-714	-694	-698	4
Transfer from Reserves	-353	0	0	0
Total Income	-6,480	-3,644	-3,353	(291)
Net Operational Expenditure	5,652	5,824	6,051	(227)
<u>Recharges</u>				
Premises Support	1,713	1,207	1,207	0
Office Accommodation	282	211	211	0
Transport	57	38	38	0
Central Support Services	1,768	1,326	1,326	0
Asset Charges	2,307	5	5	0
Accommodation Recharge	-3,838	-2,879	-2,879	0
Support Service Recharges	-2,125	-1,614	-1,614	0
Repairs & Maintenance	-2,366	-1,774	-1,774	0
Net Total Recharges	-2,202	-3,480	-3,480	0
Net Department Total	3,450	2,344	2,571	(227)

Appendix 6: Financial Statement

Comments on the above figures

At the end of Quarter 3 revenue spending is over budget due to a number of reasons.

Firstly, Employee expenditure is above budget as staff savings targets will not be achieved within the department (due to the insufficient level of staff turnover within the Department, particularly within the Corporate and School cleaning services).




Energy and Water costs are under budget due to efficiency improvements that been implemented within the buildings throughout the Council.

Rental income for both Markets and Industrial units are below budget because of low occupancy rates due the current economic climate which still remains challenging, in particular there are a large number of vacant units in Seymour Court.

There is a significant shortfall in capital salaries income to date, as the scope to attribute fees to capital salaries has reduced considerably. As a result the related costs will need to be reviewed for the future.




Appendix 7: Explanation of Symbols

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