

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate & Policy

SERVICE: Legal and Member Services, Organisational Development & Human Resources

PERIOD: Quarter 4 to year end 31st March 2009

1.0 INTRODUCTION

This Monitoring Report covers the Legal and Member Services and Organisational Development & Human Resources fourth quarter period up to period end 31st March 2009. It describes key developments and progress against all objectives and performance indicators for the service.

Given that there are a considerable number of year-end transactions still to take place a Financial Statement for the period has not been included within this report in order to avoid providing information that would be subject to further change and amendment. The final 2008/09 Financial statements for the Department will be prepared and made available via the Council's Intranet once the Council's year-end accounts have been finalised. A notice will be provided within the Members' Weekly Bulletin as soon as they are available.

The way in which traffic light symbols have been used to reflect progress is explained within Appendix 5.

2.0 KEY DEVELOPMENTS

The Department's accreditation for the Lexcel & ISO standard was renewed in January.

A working group completed proposed revisions to the constitution, which were approved by Executive Board prior to being referred to Annual Council.

The Conveyancing Team has been involved in the completion of significant land acquisitions.


3.0 EMERGING ISSUES

The equal pay litigation is reaching an important phase.

The Mersey Gateway public inquiry will open on 19th May involving considerable support from the Department.

HR are playing an important role in supporting and refreshing training for Managers to deal with sickness absence.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	7		6		0		1
--------------	----------	---	----------	---	----------	---	----------

All targets have been met apart from the completion of job evaluation appeals, as previously reported. Further details are included within Appendix 1.

5.0 SERVICE REVIEW

There are no issues regarding service review to be reported for the period.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	9		3		0		6
--------------	----------	---	----------	---	----------	---	----------

As predicted last quarter, indicators relating to sickness absence and BME/Disabled staff and ill-health retirements have marginally failed to achieve annual targets. Details are in Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	7		4		0		3
--------------	----------	---	----------	---	----------	---	----------

It is pleasing to report the all 'service delivery' targets have been met. With regard to 'fair access' work continues to be done in relation to public attending Council meetings and under 'corporate health' Considerable work continues to reduce sickness absence. More information is contained Appendix 3.

7.0 PROGRESS AGAINST LPSA TARGETS

There are no LPSA targets for this service

8.0 RISK CONTROL MEASURES

During the production of the 2008-09 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

No 'high' risk treatment areas were deemed to be necessary.

9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

No high priority actions have been identified as a result of undertaking the Equality Impact Assessment.






10.0 DATA QUALITY

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.



11.0 APPENDICES

Appendix 1- Progress against Objectives/ Milestones
Appendix 2- Progress against Key Performance Indicators
Appendix 3- Progress against Other Performance Indicators
Appendix 4- Explanation of traffic light symbols





Progress against objective/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Year end	Commentary
LOD 01	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.	Secure renewal of Lexcel & ISO Accreditation January 2009		Accreditations secured as planned.
LOD 02	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.	Review Constitution May 2008		Constitution was reviewed as planned.
LOD 03	To provide efficient and effective Democratic Support Services that provides Elected Members, as key decision makers, with the necessary information, support and training opportunities to fulfil their individual potential and management and governance role effectively.	To ensure that all members have been given the opportunity of a having a MAP meeting		MAP interviews continue to take place as planned.
		To induct all new members – by October 2008		Induction completed on 7 th May 2008.
LOD 04	To ensure the Council's strategic approach to the management of Human Resources is reviewed and is consistent with best practice and reflects a modern, excellent authority.	Implement Priority Actions identified within the new HR Strategy March 2009		As previously reported, as a result of emerging issues and to ensure synergy and consistency with best practice, the HR Strategy will now become an integral part of the People Strategy that is currently being developed.



Progress against objective/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Year end	Commentary
LOD O5	To ensure that the Council rewards staff in accordance with legislation through a modern pay and grading system.	Implement the outcomes of the completed Pay and Grading Review and undertake any appeal hearings that may arise March 2009		Appeals are well under way but the sheer volume means that they will not be completed until later in the year.
LOD O6	To ensure that the Council has a modern and effective Human Resource management IT system to improve the relevance, availability and use of HR information.	Implement the remaining modules of the Trent IT system. March 2009		Implementation continues to progress on a phased basis.




Progress Against Key Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Corporate Health						
LOD 2	No. Of Members with Personal Development Plans (56 Total)	51	52 (92%)	52		Target achieved
LOD 4 (BVPI 11)	The percentage of top 5% of earners that are: -					
	Women	46.86	45.00	45.58		Target Achieved
	From black and ethnic minority communities	1.84	2.00	0.83		We had three employees in the top 5% of earners last year who were from an ethnic minority background - two of them left in the year so we only have one employee fitting that criterion now.
	With a disability	3.05	3.30	2.87		Staff turnover in the final quarter has resulted in the target being slightly missed. With this and the preceding indicator, small changes in numbers can result in significant percentage variations.

Progress Against Key Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
<u>LOD 5</u> (BVPI 12)	The number of working days / shifts lost due to sickness (Corporate)	12.58	11.25	13.52		A significant amount of work to support effective sickness absence management across the Council has been completed to date and further work is programmed for implementation during 2009 - 10.
<u>LOD 6</u> (BVPI 14)	Early retirements (excluding ill-health) as a percentage of the total workforce.	0.08	0.14	0.05		Target achieved



Progress Against Key Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Corporate Health Cont'd						
<u>LOD 7</u> (BVPI 15)	% Of employees retiring on grounds of ill-health as a percentage of total workforce	0.15	0.12	0.18		Each of these 3 indicators very narrowly failed to reach target, despite some improvement in LOD 10 in the final quarter. Work continues to attempt to address these issues.
<u>LOD 8</u> (BVPI 16a)	No of staff declaring that they meet the Disability Discrimination Act as a % of the total workforce.	1.41	1.50	1.21		
<u>LOD 10</u> (BVPI 17a)	Minority Ethnic community staff as % of total workforce.	0.83	1.00	0.78		

Progress Against Other Performance Indicators



Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Corporate Health						
LOD 1	Proportion of departmental working days lost to sickness absence (%)	5.2	4.5	7.3		Considerable work has been put in place to re-enforce procedures and carry out training with a view to driving down figures.
LOD 3	% of Members attending at least one organised Training Event	100	100	100		Target achieved.
Fair Access						
LOD 12	Members of Public attending Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	686	600	492		Targets have not been met despite significant improvement in the final quarter. Levels of public participation are of course largely determined by subject matter under discussion.
LOD 13	No. Of Questions asked by Members of the Public at Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	138	150	91		
Service Delivery						
LOD 14	Average Time taken to issue prosecutions from receipt of instructions (working days) ^{NB}	7.3	10	9.3		Target achieved.

Progress Against Other Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Service Delivery cont'd						
LOD 15	Average time taken to complete Conveyancing Transactions	321	350	351		Target achieved.
LOD 16	Average time taken to complete Child Care Cases (calendar days)	222	275	238		Target achieved.

Application of Traffic Light Symbols

The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 Indicates that the <u>objective</u> has been <u>achieved</u> within the appropriate timeframe.	Indicates that the annual 08/09 <u>target has been achieved</u> or exceeded.
<u>Red</u>	 Indicates that <u>the objective has not been achieved</u> within the appropriate timeframe.	Indicates that the annual 08/09 <u>target has not been achieved</u>