

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy
SERVICE: Policy & Performance
PERIOD: Quarter 4 to year end 31st March 2009

1.0 INTRODUCTION

This Monitoring Report covers the Policy & Performance Department third 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 4.

2.0 KEY DEVELOPMENTS

New web site Content Management System now purchased and web /IT staff have received training. Detailed implementation planning is now underway.

New performance management software has now been purchased for use by Council and Halton Strategic Partnership. Implementation and training to take place during first 6 months of 2009/10. This will enhance the flexibility and robustness of existing arrangements and its web based platform will reduce duplication between the Council and its partners.

The Head of Risk and Emergency Planning commenced a six month secondment to the Cabinet Office Civil Contingencies Secretariat in January.

3.0 EMERGING ISSUES

There are no significant emerging issues that have not been previously reported.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	16		11		0		5
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The majority of key objectives and milestones have been achieved. Of the five remaining objective/milestones all are underway and due to be completed in 2009/10. Details are provided in Appendix 1

4.1 PROGRESS AGAINST OTHER OBJECTIVES / MILESTONES

Total	3		2		0		1
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All 'other' service objective/milestones have been achieved or will be achieved by the end of June 2009. Details are provided in Appendix 2

5.0 SERVICE REVIEW

A review of the Data Observatory and Local Intelligence databases is presently underway.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	3		2		0		1
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Due to a review and revision in the approach to commissioning one target was missed due to a delay in the start of some projects, but there was no negative financial impact to the Council. Details are available in Appendix 3.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	12		11		0		1
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NI 1, 2, 4, 5 and 37 are new indicators for 2008/09 and form part of the new Place Survey; results of which should be available by the end of 2009. PPLI 12, 13 and 14 and NI 140 are no longer applicable. Of the 12 'other' indicators that can be reported 11 are on or above target and the remaining indicator will be available by the end of June 2009. Details can be found in Appendix 4.

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 measures were deemed to be necessary

9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

There were no high priority actions 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 Other Objectives/Milestones
Appendix 3- Progress against Key Performance Indicators
Appendix 4- Progress against Other Performance Indicators
Appendix 5- Explanation of traffic light symbols





Progress against 'key' objectives

Service Plan Ref.	Objective	Key Milestone	Progress Year end	Commentary
PP 01	Improve the effectiveness of the support intelligence and advice provided by the Council and its partners to review policy, resource planning service delivery and performance.	Monitor performance against Community Strategy targets and review delivery plans June 2008 .		Progress report completed and information reported to all PPB's
		Agree new Local area Agreement with government and secure ministerial sign-off June 2008 .		LAA signed June 2008. Revised version signed off 2 April 2009 following "refresh".
		Review Community Engagement Strategy and agree annual Action Plan March 2009 .		Work has commenced on the review. However, in the course of the detailed planning of the project it was decided to conduct an Audit of all our engagement activity. This is underway, but has delayed completion of the review.
		Monitor and review progress in delivering Local Area Agreement targets with partners March 2009		Mid year review completed November 2008. Full year progress report completed and received by Halton Strategic Partnership 20 May 2009.
		Complete design of and Undertake Place Surveys September 2008		Completed by December 2008
		Analyse, evaluate and disseminate results to relevant audiences February 2009		Not yet available because the DCLG have intervened to question the weightings methodology

APPENDIX ONE – PROGRESS AGAINST OBJECTIVES/ MILESTONES (Policy & Performance)




Service Plan Ref.	Objective	Key Milestone	Progress Year end	Commentary
PP O2	Improve the quality and effectiveness of the Council's external communications	Undertake customer survey November 2008 .		Three surveys have been completed – an Inside Halton reader survey; plus two Halton 2000 surveys covering 'soft' communications issues and web usage
		Complete analysis of data and produce report and recommendations by March 2009 .		Data included in web strategy, reader feedback incorporated in plans for future editions of Inside Halton. Communications Guide update underway to address issues of creating 'trustworthy', plain English and effective communications
		Implement revised Communications Strategy March 2009		Communications strategy updated. Progress report presentation to PPB to be arranged for Summer 09
PP O3	Address inequalities and improve opportunities by narrowing the gap between the most deprived wards in the borough and the rest through the delivery of neighbourhood management arrangements.	Evaluate impact of Neighbourhood Management Teams and review delivery plans March 2009 .		There has been a slight delay in signing-off the Neighbourhood Action Plans because of the need to align with Halton's 2008 LAA and the mid-term review of the Community strategy. This will be completed by June 2009
		Produce and publish NM Update Quarterly .		It was decided not to issue a released in Q4 as this was replaced by an inaugural partnership celebration event in Feb 2009 at the Stobart Stadium.
PP O4	To ensure that the organisation remains fit for purpose through the ongoing development of business continuity, risk management and health and safety arrangements.	Implement current action plan and further review arrangements for business continuity in Directorates by December 2008 .		Plans reviewed, and exercise held in May 2008. Updated templates have been issued to directorates to enable them to produce more detailed plans during 2009.

APPENDIX ONE – PROGRESS AGAINST OBJECTIVES/ MILESTONES (Policy & Performance)

Service Plan Ref.	Objective	Key Milestone	Progress Year end	Commentary
PP O4 cont'd	To ensure that the organisation remains fit for purpose through the ongoing development of business continuity, risk management and health and safety arrangements.	<p>Review the embeddedness of strategic risk management arrangements December 2008</p> <p>Corporate & Directorate Risk Registers reviewed by Corporate Risk Group, performance monitoring reports delivered and manager / member training provided by December 2008</p> <p>Secure external accreditation for Health and Safety March 2009.</p> <p>Review the Council's preparedness for pandemic flu and have appropriate plans in place March 2009.</p>	   	<p>Reviewed as part of the Audit Commission Use of Resources process and found to be embedded</p> <p>Corporate Risk register reviewed by corporate Group in March 2009. Directorate Risk registers not yet reviewed Work delayed by secondment of Head of Risk and Emergency Planning to the Cabinet Office</p> <p>The Legal Services and Organisational Development Department was assessed for accreditation in January 2009, but was unsuccessful. A new external adviser is to be appointed before re-applying.</p> <p>Plan produced, with further work being carried out with directorates.</p>



APPENDIX ONE – PROGRESS AGAINST OBJECTIVES/ MILESTONES (Policy & Performance)


Progress against 'other' Service Objectives / milestones

Service Plan Ref.	Objective	Key Milestone	Progress Year end	Commentary
PP O5	<i>Improve the effectiveness of the service improvement and overview and scrutiny framework for the Council to deliver efficient, effective and high quality services through a programme of continuous improvement.</i>	Review progress on implementing Overview and Scrutiny Action Plan March 2009		Plan review undertaken in conjunction with PPB Chairs, December 2008
PP O6	<i>Work with the Policy and Performance Boards to develop and review policy proposals and hold Executive to account.</i>	Complete 07 – 08 Work Programme by 30th June 2008		2007/8 topics complete or withdrawn excepting 2 late additions and 1 delayed by Govt guidance. All due to complete June 2009
		Agree 08-09 Work Programmes for each PPB by 30th June 2008		Agreed by 30 th June 2008

APPENDIX TWO – PROGRESS AGAINST OTHER OBJECTIVES/ MILESTONES (Policy & Performance)


Progress against Key Performance Indicators







Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Corporate Health						
PPLI 1	% Of LAA / WNF Spend (%)	100	100	92		A number of partnerships undertook in depth reviews of their commissioning approach during 2008/9 leading to delayed starts for projects. No money has been lost from Halton.
PPLI 5	% Of Departments with up to date Risk Registers	100	100	100		Target achieved

Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Cost & Efficiency						
PPLI 11	% of departmental working days lost due to sickness absence.	4.5	4.0	3.85		Target achieved.


APPENDIX THREE – PROGRESS AGAINST KEY PERFORMANCE INDICATORS (Policy & Performance)

Progress against 'other' performance indicators





Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Corporate Health						
NI 1	% of people who believe that people from different backgrounds get on well together	N/A	N/A	74.5	Refer comment	New indicator for 2008/09 compiled in accordance with the new Place Survey. Full results are still awaited from the DCLG who are questioning the weighting methodology.
NI 2	% of people who feel that they belong to their neighbourhood.	32 (2006 Best value survey)	N/A	54		
NI 4	% of people who feel that they can influence decisions in their locality.	N/A	N/A	23.9		
NI 5	Overall / general satisfaction with local area.	66 (2006 Best value survey)	N/A	70		
NI 37	Awareness of civil protection arrangements in the local area	N/A	N/A	17.4		
PPLI 3	% of neighbourhood element funding committed / spent	100 %	100 %	100%		Fully committed/spent

Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Corporate Health cont'd						
PPLI 4	% of Departments with up to date Business Continuity Plans	100 %	100 %	100%		BC plans were updated during 2008 and Directorates have now been issued with updated templates.
PPLI 6	Number of accidents resulting in injuries to staff	38	50	36		This year has seen a slight reduction in accidents, particularly in schools. This is primarily due to a programme of raising awareness and implementing control measures around Health and Safety.
PPLI 7	% of employees attending emergency planning training exercises.	100	100	100		Briefings have been held for all First Responders
PPLI 8	% of Objective 2 Action Plan ERDF committed.	96	N/A	96		Programme ended Dec 2008. Not all ERDF was taken up as a result of the slowdown in the economy. Government did not take up the option to extend the Objective 2 Programme
PPLI 9	% of Objective 2 Action Plan ERDF outputs achieved.	57	80	75 (Estimate)		Final claims for the programme are currently being collated and audited. Final figures will, therefore, be available in the for quarterly monitoring report at the end of June 2009. The indications are that 75% of programme targets will be met. This slightly below the target but there is a need to reflect on the impact the economic down turn had particularly on capital economic development projects.
PPLI 10	% of invoices paid within 30 days	93	94	98		Annual Target achieved.

APPENDIX FOUR – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Fair Access						
PPLI 12	The duty to report Race Equality (Does the authority have a Race Equality scheme in place (%))	84	84	N/A	N/A	No longer applicable following introduction of new framework and standard
NI 140	Fair treatment by local services	N/A	N/A	68.1	N/A	New indicator for 2008/09 compiled in accordance with the new Place Survey. Full results are still awaited from the DCLG who are questioning the weighting methodology
Quality						
PPLI 13	Overall satisfaction with the communications of the Council (%)	48% (2006 BVUS Survey)	N/A	49%	N/A	Question changed in survey to Satisfaction with amount of information from the Council. Similar levels of satisfaction with clarity (47%) and accuracy (45%)
PPLI 14	Satisfaction with internal communications of the Council (%)	78% (2006/7 survey)	75	-	N/A	Survey to be incorporated within Staff Survey, due to take place in Sept 09
PPLI 15	% of residents in Halton's NM pilot areas reporting an increase in satisfaction with their neighbourhoods.	47% Telephone survey	Survey undertaken every 2 years	Survey undertaken every 2 years		Work started with Research and intelligence Unit and Halton Strategic Partnership team to commission external contractor to deliver the next survey by the end of December 2009 in line with the biennial requirement.



APPENDIX FOUR – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Ref	Description	Actual 2007/8	Target 08/09	Actual 2008/09	Progress	Commentary
Quality cont'd						
PPLI 16	% Of NM pilot area residents who feel that they can influence decisions affecting their local area	18% Telephone Survey 32.9%?	Survey undertaken every 2 years	Survey undertaken every 2 years		Work was commissioned as part of 2008 Places Survey confirmation of the results is awaited (see commentary for NI 1 above). The NMA report has not been completed pending confirmation of weightings by DCLG. The next survey is due to be undertaken before the end of December 2010.
PPLI 17	% of residents in NM pilot areas engaged in Neighbourhood Partnership activity.	2931 (17.8%)	3224 (19.6%)	4074 (24.7%)		Target exceeded. Totals include only those residents actively engaged (attending events & participation etc) but excludes 'passive' engagement such as receiving newsletter or information
Service Delivery						
PPLI 18	Value of external funding bids supported (£000's)	1722	1000	2631		This figure relates to the total amount of grant awarded during 08/09, where the division wrote an application. However, the division has also contributed to a number of joint bids, by providing specialist support on respective funding regimes. Successful co-written bids in this quarter alone amount to £2.8 million.
PPLI 19	% of neighbourhood management improvement targets achieved	77	80	85		PPLI 19 and 20 are now combined. 23 out of 27 targets, milestones and objectives have been met. Of the remaining 4, the Neighbourhood Champions project did not proceed due to lack of resources. The other 3 will be completed by the end of June 2009.
PPLI 20	% of milestones and objectives within annual Neighbourhood Management Action Plan achieved.	76	80			

APPENDIX FOUR – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Explanation of the use 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</u> has <u>not been achieved</u> within the appropriate timeframe.	Indicates that the annual 08/09 <u>target has not been achieved</u>