



**Corporate Services Policy and
Performance Board**

**Tuesday, 4 November 2008 6.30 p.m.
Civic Suite, Town Hall, Runcorn**

A handwritten signature in black ink, appearing to read 'David WR', positioned above the Chief Executive title.

Chief Executive

BOARD MEMBERSHIP

Councillor Robert Gilligan (Chairman)	Labour
Councillor Alan Lowe (Vice- Chairman)	Labour
Councillor John Bradshaw	Conservative
Councillor Peter Browne	Conservative
Councillor Ellen Cargill	Labour
Councillor Mark Dennett	Labour
Councillor Susan Edge	Labour
Councillor Diane Inch	Liberal Democrat
Councillor Paul Nolan	Labour
Councillor Ulfar Norddahl	Liberal Democrat
Councillor Kevan Wainwright	Labour

*Please contact Gill Ferguson on 0151 471 7395 or e-mail
gill.ferguson@halton.gov.uk for further information.
The next meeting of the Board is on Tuesday, 6 January 2009*

**ITEMS TO BE DEALT WITH
IN THE PRESENCE OF THE PRESS AND PUBLIC**

Part I

Item No.	Page No.
1. MINUTES	
2. DECLARATIONS OF INTEREST (INCLUDING PARTY WHIP DECLARATIONS)	
<p>Members are reminded of their responsibility to declare any personal or personal and prejudicial interest which they have in any item of business on the agenda, no later than when that item is reached and, with personal and prejudicial interests (subject to certain exceptions in the Code of Conduct for Members), to leave the meeting prior to discussion and voting on the item.</p>	
3. PUBLIC QUESTION TIME	1 - 3
4. EXECUTIVE BOARD MINUTES	4 - 10
5. HALTON STRATEGIC PARTNERSHIP BOARD MINUTES	11 - 21
6. DEVELOPMENT OF POLICY ISSUES	
(A) TOPIC GROUP - TRANSFER OF ASSETS	22 - 24
(B) SERVICE PLANS 2009-12	25 - 26
7. PERFORMANCE MONITORING	
(A) QUARTERLY MONITORING REPORTS	27 - 124

In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.

REPORT TO: Corporate Services Policy & Performance Board

DATE: 4 November 2008

REPORTING OFFICER: Strategic Director, Corporate and Policy

SUBJECT: Public Question Time

WARD(s): Borough-wide

1.0 PURPOSE OF REPORT

1.1 To consider any questions submitted by the Public in accordance with Standing Order 33(5).

1.2 Details of any questions received will be circulated at the meeting.

2.0 RECOMMENDED: That any questions received be dealt with.

3.0 SUPPORTING INFORMATION

3.1 Standing Order 34(11) states that Public Questions shall be dealt with as follows:-

- (i) A total of 30 minutes will be allocated for members of the public who are residents of the Borough, to ask questions at meetings of the Policy and Performance Boards.
- (ii) Members of the public can ask questions on any matter relating to the agenda.
- (iii) Members of the public can ask questions. Written notice of questions must be submitted by 4.00 pm on the day prior to the meeting. At any meeting no person/organisation may submit more than one question.
- (iv) One supplementary question (relating to the original question) may be asked by the questioner, which may or may not be answered at the meeting.
- (v) The Chair or proper officer may reject a question if it:-
 - Is not about a matter for which the local authority has a responsibility or which affects the Borough;
 - Is defamatory, frivolous, offensive, abusive or racist;
 - Is substantially the same as a question which has been put at a meeting of the Council in the past six months; or
 - Requires the disclosure of confidential or exempt information.

- (vi) In the interests of natural justice, public questions cannot relate to a planning or licensing application or to any matter, which is not dealt with in the public part of a meeting.
- (vii) The Chairperson will ask for people to indicate that they wish to ask a question.
- (viii) **PLEASE NOTE** that the maximum amount of time each questioner will be allowed is 3 minutes.
- (ix) If you do not receive a response at the meeting, a Council Officer will ask for your name and address and make sure that you receive a written response.

Please bear in mind that public question time lasts for a maximum of 30 minutes. To help in making the most of this opportunity to speak:-

- Please keep questions as concise as possible.
- Please do not repeat or make statements on earlier questions as this reduces the time available for other issues to be raised.
- Please note that public question time is not intended for debate – issues raised will be responded to either at the meeting or in writing at a later date.

4.0 POLICY IMPLICATIONS

None.

5.0 OTHER IMPLICATIONS

None.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

None

6.2 Employment, Learning and Skills in Halton

None

6.3 A Healthy Halton

None

6.4 A Safer Halton

None

6.5 Halton's Urban Renewal

None

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

8.1 There are no background papers under the meaning of the Act.

REPORT TO: Corporate Services Policy and Performance Board
DATE: 4 November 2008
REPORTING OFFICER: Chief Executive
SUBJECT: Executive Board Minutes
WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

- 1.1 The Minutes relating to the Corporate Services Portfolio which have been considered by the Executive Board and Executive Board Sub are attached at Appendix 1 for information.
- 1.2 The Minutes are submitted to inform the Policy and Performance Board of decisions taken in their area.

2.0 RECOMMENDATION: That the Minutes be noted.

3.0 POLICY IMPLICATIONS

- 3.1 None.

4.0 OTHER IMPLICATIONS

- 4.1 None.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

None

5.2 Employment, Learning and Skills in Halton

None

5.3 A Healthy Halton

None

5.4 A Safer Halton

None

5.5 Halton's Urban Renewal

None

6.0 RISK ANALYSIS

6.1 None.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

8.1 There are no background papers under the meaning of the Act.

APPENDIX 1

Extract of Executive Board and Executive Board Sub Committee Minutes Relevant to the Corporate Services Policy and Performance Board

EXECUTIVE BOARD MEETING HELD ON 25th SEPTEMBER 2008

47. Corporate Service PPB Compliments and Complaints Review

The Board considered a report of the Strategic Director – Corporate and Policy detailing the recommendations of the Corporate Services Policy and Performance Board (PPB) for improving how the Council responded to compliments and complaints.

The Corporate Services PPB had undertaken a review of compliments and complaints that had involved customer surveys, interviews and comparison with good practice local authorities. The report outlined the review process and detailed the key findings and reasoning behind the proposed recommendations. The recommendations described how improvements in relation to compliments and complaints intended to be delivered and the report and action plan were attached as appendices to the main report for the Executive Board's consideration.

Members noted that, whilst there was a need for consistency across the Council, there would still be variances due to statutory requirements in some areas such as those relating to health.

In presenting the report, the Portfolio Holder commended this piece of scrutiny work.

RESOLVED: That

- (1) the recommendations of the Corporate Services Policy and Performance Board (PPB) set out in Appendix 1 to the report be noted;
- (2) the recommendations set out in Section 4 of the report, as set out in the Appendix to these Minutes, be approved; and
- (3) the Strategic Director – Corporate and Policy report to the Corporate Services PPB on progress against the Action Plan set out in Appendix 2 to the report.

EXECUTIVE BOARD SUB COMMITTEE MEETING HELD ON 11TH SEPTEMBER 2008

24. Spending as at 30th June 2008

The Sub-Committee considered a report which summarised the overall revenue and capital spending position as at 30th June 2008.

In overall terms, Revenue Expenditure was below the budget profile. However, the budget profile was only a guide to eventual spending and spending was historically higher in the latter part of the financial year. Therefore, it was important that budget managers continue to closely monitor and control spending to ensure that overall spending remained in line with budget by year-end.

It was noted that income was already below budget profile in a number of areas including: trade and bulky waste collection, planning fees, building control fees, school meals, land search fees, market rents and industrial estate rents.

In addition, it was noted that investment returns were currently better than expected despite the volatility in the financial market. As a result, investment income was expected to exceed the budget target by year-end.

With regard to Capital Spending, it was reported that spending to the 30th June 2008 totalled £7.3m, which was 87% of the planned spending of a £8.4m at this stage.

However, this only represented 15% of the total capital programme of £49m, although, historically capital expenditure was significantly higher in the last part of the financial year, it was important that Project Managers maintained pressure to keep projects and spending on schedule and in particular to ensure all external funding was maximised.

RESOLVED: That the report be noted.

25. Treasury Management 2007/08

The Sub-Committee considered a report which reviewed activities on Treasury Management for the year 2007/08.

The Annual Report covered:

- the Council's current treasury position;
- performance management;
- the borrowing strategy for 2007/08;
- the borrowing outturn for 2007/08;
- compliance with treasury limits;
- investments strategy for 2007/08;
- investments outturn for 2007/08;
- debt re-scheduling; and
- other issues.

It was noted that during the year the Council had complied with the Treasury limits set out in the Council's Treasury Policy Statement and Treasury Strategy Statement.

RESOLVED: That the report be noted.

26. Retrospective approval for the award of contract for the provision of services at Grangeway Court

The Sub-Committee was advised that from 1st October 2008, Halton Housing Trust (HHT) would no longer deliver homeless services in Halton, this included the provision of services at Grangeway Court Hostel for homeless families. As the Council had a statutory duty under the Housing Act 1996 Part VII (as amended by the Homelessness Act 2002) to provide temporary accommodation to homeless families, Executive Board gave approval in April 2008, to obtain a new service provider through an open tender process by September 2008.

Expressions of interest were invited through adverts and 6 tenders were submitted, out of which 1 was eliminated at Stage 2. Tenders were evaluated on price and quality and the outcome of the evaluation was outlined in the report.

The evaluation showed that whilst Arena Options Limited did not submit the lowest tender, the hourly rate for support to clients was lower than that submitted by the lowest tenderer. As the evaluation of cost was based on the tender price and the hourly rate, two organisations

were scored equally on cost. However, 60% of the evaluation was based on quality and Arena Options Limited scored higher on quality and therefore represented the most economically advantageous tender.

The Sub-Committee considered a request for retrospective approval for the waiver of Standing Order 1.6, Procurement Orders 3.1 – 3.7 and 3.10, as compliance with Standing Orders was not practicable for reasons of urgency in that delaying award of the contract would not leave sufficient time for the new provider to be operational before the existing provider ends the service on 1st October 2008. Homeless families placed at Grangeway Court were amongst the most vulnerable members of our community and failure to act in a timely manner would increase the risk of a temporary loss of service to this vulnerable group.

In this event, as the Council has a duty to accommodate, the Council would be liable for increased costs to secure alternative bed and breakfast accommodation.

The report also sought retrospective approval for the Operational Director – Health and Partnerships in conjunction with the Portfolio Holder, Community to award the contract to Arena Options Limited.

RESOLVED: that

- (1) subsequent to consultation, retrospective approval be given for the award of the contract for the provision of services for homeless families at Grangeway Court to the contractor – Arena Options Limited, in the sum of £1,061,559 for a five-year contract, and that in light of the exceptional circumstances detailed, for the purpose of Standing Order 1.6, Procurement Orders 3.1 – 3.7 and 3.10 be waived on this occasion, as compliance with the tendering requirements of Standing Orders is not practicable for reasons of urgency, in that delaying the award of contract would not leave sufficient time for the new provider to be operational before the existing provider ends the service on 1st October 2008 and the potential closure of this service will place vulnerable homeless families at risk of loss of service and would result in the Council having to forego a clear financial benefit and bearing in mind that if Grangeway Court closed, the Council, in order to fulfil its statutory duty, would have to place families in more costly bed and breakfast accommodation; and
- (2) in conjunction with Portfolio Holder – Community the Operational Director Health & Partnerships be authorised to take such retrospective and future action as is necessary to implement recommendation set out above.

**EXECUTIVE BOARD SUB COMMITTEE MEETING HELD ON 25th
SEPTEMBER 2008**

28. Acceptance of Tender Cavendish School Runcorn

Minutes:

The Board considered a report which informed Members that the Strategic Director, Corporate and Policy had accepted a tender relating to the extension and remodelling of Cavendish School, Runcorn and a contract had been entered into with the successful contractor.

It was noted that Tenders had been invited from six contractors in a two stage tendering process, designed to ensure that the contractor offering 'best value' was appointed to carry out the project. The first stage entailed the contractors tendering their percentage additions for preliminaries, overheads and profit only against a notionally priced document already prepared for them to make a comparison assessment.

The Board was advised that from analysis of the stage one bids which were assessed on both price and quality, three contractors were chosen to progress to stage two. A detailed presentation and rigorous interview of each of these contractors was undertaken by an appointed panel to further establish quality levels as part of the overall review. The aggregate of both price and quality from this two-stage process resulted in a preferred contractor, John Turner Construction Ltd, being chosen for the project.

RESOLVED: That the Strategic Director, Corporate and Policy accepted the tender submitted by John Turner Construction Ltd, and a contract has been entered into, with a contract sum of £1,239,218.00 be noted.

REPORT TO: Corporate Services Policy and Performance Board
DATE: 4 November 2008
REPORTING OFFICER: Chief Executive
SUBJECT: Halton Strategic Partnership Board minutes
WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

1.1 The Minutes relating to the Corporate Services Portfolio which have been considered by the Halton Strategic Partnership Board are attached at Appendix 1 for information.

2.0 RECOMMENDATION: That the Minutes be noted.

3.0 POLICY IMPLICATIONS

3.1 None.

4.0 OTHER IMPLICATIONS

4.1 None.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

None

5.2 Employment, Learning and Skills in Halton

None

5.3 A Healthy Halton

None

5.4 A Safer Halton

None

5.5 Halton's Urban Renewal

None

6.0 RISK ANALYSIS

6.1 None.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

8.1 There are no background papers under the meaning of the Act.

HALTON STRATEGIC PARTNERSHIP BOARD

Minutes of a meeting held on Wednesday, 10 September 2008 at the Halton Suite, Halton Stadium

Present:

Board Members:	Councillor Rob Polhill Nick Atkin Debbie Dalby Beth Edwards Gary Finchett Pat Grunwell Fiona Johnstone Gerald Meehan Kevin Mothersdale John Redmond John Rowlands Dianne Sproson Councillor John Swain Councillor Marie Wright	Chair Halton Housing Trust Halton Voluntary Action Community Empowerment Network Cheshire Police Halton College PCT Children and Young People Learning and Skills Council Cheshire Fire & Rescue Service Halton High School Greater Merseyside Connexions Service
-----------------------	---	---

Advisors to the Boards

David Parr Rob MacKenzie Shelah Semoff Helen Murphy Nick Mannion Lynn Derbyshire	Chief Executive Policy and Performance Unit HBC HSPB Team HSPB Team Neighbourhood Management Committee Administrator
---	---

In Attendance: Colin Billingsley (Job Centre Plus), Jane McCusker (Government Office North West), Jim Wilson (Halton & St Helens PCT) and Peter Forrester (Audit Commission).

15 APOLOGIES

Apologies had been received from Mike Fry, Jo Lappin, Mark Wilson, Rebecca Burke-Sharples, Terry Parle and Chris Koral.

16 MINUTES OF THE LAST MEETING AND MATTERS ARISING

The Minutes of the meeting held on 21st May 2008 having been printed and circulated were agreed as a correct record.

In relation to Minute Number 6, Page 4 on the agenda, Local Area Agreement Process it was reported that they had been signed of now and congratulations to everyone who had been involved. Preliminary discussions had also taken place regarding the LAA's and a matrix would be circulated shortly outlining the timetable.

17 COMPREHENSIVE AREA ASSESSMENT

The Board received a presentation from Peter Forrester, Audit Commission regarding the Comprehensive Area Assessment (CAA) which:-

- Explained the CAA and the key differences from existing assessments;
- Outlined the November 2007 proposals and the current proposals and how they would align with other performance frameworks;
- Set out how the CAA would be carried out and that they would be based around three questions:-
 1. How do local priorities express community needs?
 2. How well are outcomes and improvements needed to be delivered; and
 3. What are prospects for future improvements?
- Explained the green (innovation and excellent practice) and red flag (areas for improvements, significant concerns) system and that there would be an overall score;
- Highlighted that the organisational assessments for Councils and fire and rescue authorities will cover three areas, finance, governance and managing resources. Managing performance and use of resources would be scored 1 – 4 (1= poor and 4 = excellent);
- Outlined that CAA would be reported via the website to enable the community to look at what was happening in their areas. An example of what an Area Assessment would look like on the website, including details on red and green flags was given;
- Explained that there were ten sites currently trialling the process; and
- Outlined the timeline as follows:-
 1. the consultation period ends on 20th October 2008;
 2. October/November the consultation responses and learning from the trialling sites would be analysed;

3. early 2009 the final CAA framework will be published;
4. February 2009 – the final council CPA results will be published; and
5. November 2009 – Publish the first CAA results.

The following arose from the discussion:-

- It was noted that the criteria for the flag system had as yet to be determined. There would be no amber flag as such, but this could be considered to be the dialogue between the audit commission and the council during the process;
- Concerns were raised that the flag system could be interpreted as league tables by the media. It was reported that there would be a press strategy in place to deal with this issue. It was highlighted that the audit commission were keen to avoid the issue of league tabling and the strategy would aim to manage this issue;
- It was noted that the use of Short Notice Inspections could be considered more widely;
- It was noted that the assessments would be compared nationally and with other similar authorities and a judgement would be taken within a local context;
- It was noted that there needed to be a close dialogue between the Audit Commission and Government Office in respect of the assessment. If there was a difference of interpretation, there would be discussions between Government Office and the Commission. However, it was also noted that a close dialogue between the two currently existed in this area; and
- It was noted that the assessments would focus on better outcomes for local people. The process and implications of the flag system was also noted. Managing resources and performance was also be part of the assessment process.

RESOLVED: That

- (1) the presentation and comments made be noted;
- (2) Mr Forrester be thanked for his informative presentation.

18 AMBITION 4 HEALTH

The Board received a presentation from Fiona Johnstone, Halton and St Helens Primary Care Trust concerning Ambition for Health which:-

- Outlined the aims for the Ambition for Health strategy and explained the six key themes:-

How to make a difference in;

1. supporting a healthy start in life;
2. managing long term conditions effectively;
3. preventing avoidable ill health;
4. meeting the needs of vulnerable people;
5. strengthen local communities; and
6. improving access to services and facilities;

- outlined the ambitions in respect of the six key themes above;
- set out the strategic plan initiatives in respect of the six priority areas, alcohol, obesity, early detection (diabetes, reporting heart disease, cancer), early detection (depression), preventative tobacco control and safety, quality and efficient services planned and urgent care;
- set out what would be delivered in the next five years in respect of the six priorities above; and
- outlined the next steps as follows:-
 1. Development of detailed plans – finalised 10th October 2008;
 2. Consider the role of the Board in respect of designing solutions and delivery against outcomes;
 3. the final Ambition 4 Health Commissioning Plan would be published in January 2009; and
 4. Propose an assurance of progress against the Plan is provided through the Health SSP.

The following arose from the discussion:-

- It was noted that proxy indicators would be built into the plan year on year to monitor outcomes;
- It was noted that the communications group would be looking at the possibility of organising training in respect of alcohol and this would help promote greater awareness in the community;
- The link between mental health and worklessness and the role of the Board regarding this issue was noted;
- The importance of feeding back the outcomes and effectiveness of the plan to the community was noted;

- The issues relating to the lack of dentist provision in the area and the obstacles keeping health high on the communities agenda was noted; and
- The support mechanisms that had been put in place to enable the Voluntary Sector Organisations to involvement of the delivery of the Commissioning services was noted.

RESOLVED: That

- (1) The presentation and comments made be noted: and
- (2) Fiona Johnstone be thanked for her informative presentation.

19 NEIGHBOURHOOD MANAGEMENT

The Board considered a report on the progress in respect of developing Neighbourhood Management in Halton.

The Board was advised of the key developments that had taken place over the past quarter. An awayday had been held at Norton Priory on 8th July 2008 which had been well attended. The main focus of the day was to scrutinise in detail the recommendations contained in the Winchurch report relating to the future development of the partnership, to discuss partnership development priorities between now and the end of external funding in 2010. Participants also considered how best to maintain the ongoing development of neighbourhood management in Halton after 2010.

The Board was further advised that the following key areas of work had been identified for the partnership over the coming months:-

- A review of the partnership's neighbourhood management 'vision';
- To track success with 'closing the gap' regard to key indicators between the neighbourhood management areas in Halton;
- To build the value for money/business case for sustaining neighbourhood management beyond 2010; and
- To reach a consensus about if, when and how to roll out neighbourhood management after 2010 beyond the current pilot areas.

The Board noted the importance of Neighbourhood Management and the difference it has made to the community. However, it was also recognised that during the next few months evidence would need to be collated on how effective it had been.

RESOLVED: That

- (1) a value for money/business case is developed for sustaining Neighbourhood Management beyond 2010;
- (2) the partnership's SSP's are urged to work with neighbourhood management on 'closing the gap' issues and where appropriate, agree neighbourhood level objectives etc; and
- (3) consideration be given to including more gap targets in the Community Strategy at the time it is next reviewed.

20 MID TERM REVIEW OF THE SUSTAINABLE COMMUNITY STRATEGY / VISION 2025

The Board considered a report which proposed a mid term review of the Sustainable Community Strategy to ensure that the vision for Halton in 2025 was set out and to update the targets in the light of changes to the national performance framework.

The Board was advised that the Community Strategy required updating to be more explicit about the long-term vision and to bring some of the indicators and targets in line with the new framework. The revised strategy needed to be based on up to date local intelligence and consultation in order to maintain our approach to sustainability. It would also link to or embrace other strategies for housing and homelessness,

The Board was further advised that there were a number of reasons for conducting a mid-term review of the plan and it would be helpful to complete this at the same time that the refreshed LAA was finalised so that there was a single, clear planning and performance framework. The next step would be to establish a timetable.

RESOLVED: That

- (1) the principle of a mid term review of the Sustainable Community Strategy be approved;
- (2) the next steps as set out in section five to the report be agreed; and
- (3) a project report and a more detailed project plan be presented to the next meeting of the Board.

21 EQUALITIES AND COMMUNITY COHESION

The Board considered a report which highlighted progress on a range of issues surrounding equalities and community cohesion.

The Board was advised that since January 2008 the group had met three times and attached to the report was the groups terms of reference. Considerable progress had been made during the first six months including:-

- Completion of a baseline information exercise mapping issues of commonality across partner organisations;
- Agreement of priorities following the baseline exercise. These were described in the report;
- A meeting with the Housing Partnership Board to explore equality and community cohesion issues and agreed further work with the North West Housing Federation Group;
- Contact with Government Office North West (GONW) to prepare a community cohesion planning and tension monitoring strategy. A meeting had been arranged for next week; and
- Assist and support Halton Borough Council with their aim to achieve Level 3 of the National Equality Standard.

The Board was further advised that the group had considered a range of issues surrounding migrants and it was felt that further work would need to be undertaken as follows to:-

- Provide clearer data on the number of migrants living in the Borough for both short and long term stays;
- Work with private sector landlords and the Council tax team in an attempt to support the above;
- In line with the communities and Local Government Department Guidance, develop a strategy for community cohesion, contingency planning and tension monitoring;
- Develop a welcome pack for migrants;
- Prepare strategies to assist the LSP with issues surrounding migrants; and
- Work with educational organisations who are assisting migrants with their learning.

RESOLVED: That

- (1) The report be noted; and
- (2) the LSP Equalities and Community Cohesion Group should co-ordinate issues surrounding migrants on behalf of partner organisations.

22 COMMUNICATIONS UPDATE

The Board considered a report regarding communications activities to date, in particular the recent formation of the partnership communications group.

Helen Murphy introduced herself as the new communications officer within the team. The Board was advised that since Helen had commenced in the post she had re-established the e- newsletter and updated the partnership website.

The Board was further advised that the Community Radio was now operational and there was an opportunity for everyone to advertise, be interviewed and relay key messages.

RESOLVED: That the report be noted.

23 WORKING NEIGHBOURHOOD FUND: FINANCIAL SUMMARY

The Board considered a report which provided Members with a summary of financial spend for the first quarter of Working Neighbourhood Fund, April 2008 – June 2008.

The Board was advised that there was still some concern regarding how SSP's were revising their allocations, and members were asked to remember that any changes to agreed allocations must be approved by relevant Chair and David Parr in his capacity as Chief Executive of the accountable body.

The Board was further advised that the lack of completed paperwork had also made the quarterly return process rather complicated with the central team not in possession of all contact details for relevant project managers.

RESOLVED: That

- (1) the financial summary set out in the report as being a true and accurate statement be noted; and
- (2) the Board, especially SSP chairs note the concern regarding outstanding paperwork and low spend in the first quarter, and ensure approval to revised allocations is agreed by those required.

24 WNF COMMISSIONING AND LAA PROCESSES

The Board considered a report which provided an update for the Board on the Working Neighbourhoods Fund Commissioning Pot and work being undertaken for monitoring the Local Area Agreement (LAA).

The Board was advised that a meeting with individual SSP Chairs would be arranged in the near future regarding the LAA processes.

RESOLVED: That the content of the report and the support future working be noted.

25 ANY OTHER BUSINESS

The Communications Officer reported that she had not received any responses to an email concerning the Annual Conference Awards. The Board Members were encouraged to nominate a winner and runner up for these awards as soon as possible.

Meeting ended at 11.50 a.m.

REPORT TO: Corporate Services Policy and Performance Board

DATE: 4 November 2008

REPORTING OFFICER: Strategic Director – Corporate and Policy

SUBJECT: Topic Group – Transfer of Assets

WARDS: Borough-Wide

1.0 PURPOSE OF REPORT

1.1 To provide a brief update to Members of the Board on the work of the Topic Group on Asset Transfer.

2.0 RECOMMENDED: That:

- 1) **progress be noted; and**
- 2) **the draft policy be considered at the next meeting of the Board.**

3.0 BACKGROUND

3.1 As part of the 2008/9 Work Programme the Board included a piece of work aimed at developing a policy for recommendation to the Executive Board as to how the Council might approach the issue of transferring assets to the third sector. The Government had raised the profile of this issue following publication of a report by Barry Quirk – “Making Assets Work”. The Council has already had to respond to a number of requests of this nature and the Board therefore felt it would be helpful to all concerned if the Council developed a policy and criteria to guide how such requests could be dealt with in the future.

3.2 The Topic Group has now met and comprises Councillors Bradshaw; Ellen Cargill; Gilligan and Alan Lowe. The Working Party reviewed model procedures from other Local Authorities and guidance produced by the Development Trusts Association. The Group agreed that the Council needed to develop a policy that had a clear set of criteria, against which any potential requests for asset transfer could be tested.

Following guidance from Members of the Topic Group, officers are in the process of drafting a policy for Halton which, subject to the agreement of the Topic Group, will be brought to the next meeting of this Board, the intention being that this Board will make a recommendation to the Executive Board as to an appropriate policy.

4.0 POLICY IMPLICATIONS

4.1 Developing a policy approach to this issue will provide clarity to any organisation who wishes to propose a transfer as to the criteria the Council will apply.

5.0 OTHER IMPLICATIONS

5.1 The criteria will deal with the overall financial implications to the Council.

6.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

6.1 There are no background papers under the meaning of the Act.

7.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

7.1 Children and Young People in Halton

None.

7.2 Employment, Learning and Skills in Halton

None.

7.3 A Healthy Halton

None.

7.4 A Safer Halton

None.

7.5 Halton's Urban Renewal

None.

8.0 RISK ANALYSIS

8.1 The risk of not having a policy in place is that insufficient information is provided to Members when making such decisions.

9.0 EQUALITY AND DIVERSITY ISSUES

9.1 The existence of a policy and criteria ensures that any requests are dealt with in a fair and transparent manner.

REPORT TO: Corporate Services Policy and Performance Board

DATE: 4 November 2008

REPORTING OFFICER: Strategic Director Corporate and Policy

SUBJECT: Service Plans 2009–12

WARDS: Boroughwide

1.0 PURPOSE OF THE REPORT

- 1.1 To offer an opportunity for Members to contribute to the development of Service Plans at the beginning of the planning process.

2.0 RECOMMENDED

That the Board indicates priority areas for service development or improvement over the next 3 years.

3.0 SUPPORTING INFORMATION

- 3.1 The 3-year departmental service plans are reviewed and rolled forward annually. The plans are developed in parallel with the budget. The process of developing service plans for 2009-2012 is just beginning. At this stage members are invited to identify a small number (3-5 perhaps) of areas for development or improvement that they would like to see built into those plans. Operational Directors will then develop draft plans which will be available for consideration by PPBs early in the New Year.
- 3.2 Plans can only be finalised once budget decisions have been confirmed in March.
- 3.3 To assist Members at this stage it is proposed that each Operational Director will give the Board a short presentation setting out the key issues and challenges for their service over the coming 3 years.

4.0 POLICY IMPLICATIONS

- 4.1 The service plans form a key part of the Council's policy framework.

5.0 OTHER IMPLICATIONS

- 5.1 Service plans will identify resource implications.

6.0 RISK ANALYSIS

- 6.1 Risks are assessed in service plans. This report mitigates the risk of Members not being involved in setting service objectives.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 Equality impact assessments of service plans are conducted and high priority actions will be included in the milestones.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
2008 Service Planning Guidance	2 nd Floor Municipal Building	Rob MacKenzie 0151 471 7416

REPORT TO: Corporate Services Policy and Performance Board

DATE: 4 November 2008

REPORTING OFFICER: Chief Executive

SUBJECT: Performance Management Reports for 2008/09

WARDS: Boroughwide

1. PURPOSE OF REPORT

1.1 To consider and raise any questions or points of clarification in respect of the 2nd quarter performance management reports on progress against service plan objectives and performance targets, performance trends/comparisons, factors affecting the services etc. for:

- Policy & Performance
- Exchequer & Customer Services
- Legal, Organisational Development and Human Resource Services
- ICT Services
- Financial Services
- Property Services
- Stadium & Hospitality

2. RECOMMENDED: That the Policy and Performance Board

- 1) Receive the 2nd quarter performance management reports;**
- 2) Consider the progress and performance information and raise any questions or points for clarification; and**
- 3) Highlight any areas of interest and/or concern where further information is to be reported at a future meeting of the Policy and Performance Board.**

3. SUPPORTING INFORMATION

3.1 The departmental service plans provide a clear statement on what the services are planning to achieve and to show how they contribute to the Council's strategic priorities. The service plans are central to the Council's performance management arrangements and the Policy and Performance Board has a key role in monitoring performance and strengthening accountability.

- 3.2 The quarterly reports are on the Information Bulletin to reduce the amount of paperwork sent out with the agendas and to allow Members access to the reports as soon as they have become available. It also provides Members with an opportunity to give advance notice of any questions, points or requests for further information that will be raised to ensure the appropriate Officers are available at the PPB meeting.

4. POLICY AND OTHER IMPLICATIONS

- 4.1 There are no policy implications associated with this report.

5. RISK ANALYSIS

- 5.1 Not applicable.

6. EQUALITY AND DIVERSITY ISSUES

- 6.1 Not applicable.

7. LIST OF BACKGROUND PAPERS UNDER SECTIONS 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
-----------------	----------------------------	------------------------

CORPORATE AND POLICY DIRECTORATE

QUARTER 2 2008/09 – MONITORING REPORT

OVERALL SUMMARY

Purpose

The purpose of this report is to provide a summary of performance issues within the Directorate for the 2nd Quarter of 2008/09. It reports on each of the six Departments within the Directorate.

Exchequer and Customer Services

Council Tax collection rates are slightly up compared with the corresponding period last year. Whilst business rate collection is slightly down, primarily due to the introduction of the empty property rate change, Housing Benefit performance continues to be strong. However, the new inspection regime (now through the Audit Commission rather than the Benefit Fraud Agency) is proving much tougher and requires substantially more work to achieve the scores the Council has been used to.

Property Services

Whilst most targets are generally on schedule the two significant issues affecting the service relate to managing priorities, given the major projects with which the Council is involved, and in levels of income from the Council's estates. Income levels are a particular concern and every effort is being made to maximise them. The current economic climate is not helping.

Financial Services

The Council's external auditors completed the audit of the Council's 2007/08 year end accounts and provided an unqualified audit opinion.

All performance indicators are on target.

ICT Services

The two principal areas of concern are:

1 Implementing the Government's Code of Connection

The Council is required to comply with 94 criteria in order for it to work across the Government's secure network.

As well as being a major technical challenge it will also change the way people are used to doing business. Good progress is being made and a lot of the work required was already in hand.

- 2 The targets set in relation to the delivery of a new PC have not been met. However, work is in place to improve this performance with the introduction of the Microsoft Enterprise Contract. This is anticipated to improve performance over the next 6-12 months.

Legal and Member Services and Human Resources

There are no significant areas to highlight from the current quarter.

Policy and Performance

There are no significant areas to highlight from the current quarter.

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy
SERVICE: Policy & Performance
PERIOD: Quarter 2 to period end 30th September 2008

1.0 INTRODUCTION

This Monitoring Report covers the Policy & Performance Department second quarter period up to period end 30th September 2008. It describes key developments and progress against all objectives and performance indicators for the service.

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

2.0 KEY DEVELOPMENTS

The annual CPA Use of Resources assessment has been completed and work in relation to direction of Travel is now underway.

3.0 EMERGING ISSUES

Arrangements for the monitoring and delivery of the Local Area Agreement (LAA), and of National Performance Indicators needs to be integrated across the Council and partnerships. The review and refresh of the LAA has now commenced

4.0 PROGRESS AGAINST OBJECTIVES / MILESTONES

Total	8		7		0		1
--------------	----------	---	----------	---	----------	---	----------

The majority of objectives for the service are progressing as planned with the exception of the completion of the PPB work programme for 07-08. Additional details are provided within Appendix 1.

5.0 SERVICE REVIEW

The external review of some elements of the service e.g. Risk Management, have taken place as an element of the annual Use of Resources assessment. Upon completion of the review a report will be published in January 2009.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



Only 1 of the key performance indicators for the service can be reported at this stage and additional details are provided within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS







The majority of other performance indicators are presently on track to achieve annual target although a small number are slightly below anticipated levels. Additional details are provided within Appendix 3.

7.0 APPENDICES




- Appendix 1 - Progress against Objectives/ Milestones
- Appendix 2 - Progress against Key Performance Indicators
- Appendix 3 - Progress against 'other' performance indicators
- Appendix 4 - Financial Statement
- Appendix 5 - Use of traffic light symbols

Progress against objectives


Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP 01	<p>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.</p>	<p>Monitor performance against Community Strategy targets and review delivery plans June 2008.</p> <p>Agree new Local area Agreement with government and secure ministerial sign-off June 2008.</p> <p>Review Community Engagement Strategy and agree annual Action Plan March 2009.</p> <p>Monitor and review progress in delivering Local Area Agreement targets with partners March 2009</p> <p>Complete design of and Undertake Place Surveys September 2008</p> <p>Analyse, evaluate and disseminate results to relevant audiences February 2009</p>		<p>Progress report completed as part of the 2007 LAA monitoring process. Information has now been reported to all PPB's (excepting Children and Young People who will receive report in November)</p> <p>LAA signed 30th June 2008.</p> <p>Progress presently on track. Review will be coordinated by HSPB cohesion group.</p> <p>Progress presently on track. Report is to be submitted to Government Office North West by 25th November 2008.</p> <p>Survey is currently underway.</p> <p>Refer comment above.</p>

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP O2	Improve the quality and effectiveness of the Council's external communications	<p>Undertake customer survey November 2008.</p> <p>Complete analysis of data and produce report and recommendations by March 2009.</p> <p>Implement revised Communications Strategy March 2009</p>		<p>Progressing as planned.</p> <p>Refer comment above</p> <p>Refer comment above</p>
PP O3	Address inequalities and improve opportunities by narrowing the gap between the most deprived wards in the borough and the rest thorough the delivery of neighbourhood management arrangements.	<p>Evaluate impact of Neighbourhood Management Teams and review delivery plans March 2009.</p> <p>Produce and publish NM Update Quarterly.</p>		<p>On target; HNMB Awayday in Norton Priory in July 2008 helped kick-start process and challenges ahead. Key milestones inserted in Development Plan.</p> <p>On target. Most recent update released Sept 2008. Next one due prior to Christmas 2008.</p>
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.	<p>Implement current action plan and further review arrangements for business continuity in Directorates by December 2008.</p> <p>Review the embeddedness of strategic risk management arrangements December 2008</p>		<p>Business continuity crisis management exercise held in May 2008. Extended template for directorate plans in preparation for November update.</p> <p>Initial feedback from Audit Commission assessment confirms that Risk Management is more embedded.</p>


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

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	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>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>Corporate Risk Group revisited Impacts Register July 2008. Directorate registers will; be updated in November leading to update of Corporate Register.</p> <p>Pilot in legal services underway with a view to December 2008 completion.</p> <p>Local Resilience Forum Pandemic Flu Plan to be validated November 2008. Halton plan will be revisited and updated in light of lessons learned from validation process.</p>
PP O5	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.	Review progress on implementing Overview and Scrutiny Action Plan March 2009		Progress presently on track.
PP O6	Work with the Policy and Performance Boards to develop and review policy proposals and hold Executive to account.	Complete 07 – 08 Work Programme by 30th June 2008		11 of the 07/08 topics remain to be completed for a variety of reasons e.g. extension of scope, late addition to programme, delayed government guidance. 5 topics due to report during November PPB cycles.


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








Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP O6	Work with the Policy and Performance Boards to develop and review policy proposals and hold Executive to account.	Agree 08-09 Work Programmes for each PPB by 30th June 2008		2008 – 09 work programmes agreed as planned.



Key Performance Indicators



Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Quality						
<u>PPLI 13</u>	Overall satisfaction with the communications of the Council (%)	N/A	N/A	N/A	See comment	A question is included within Place Survey. Results expected January 2009.
<u>PPLI 14</u>	Satisfaction with internal communications of the Council (%)	N/A	75	N/A		Survey to be conducted later in 2008 – 09. However staff have been consulted as to how to improve the monthly In Touch magazine including options for a more interactive on-line version.
<u>PPLI 15</u>	% Of residents in Halton's NM pilot areas reporting an increase in satisfaction with their neighbourhoods.	47 Telephone survey	N/A Survey every 2 years	N/A	See comment	Next survey scheduled for Q3 2009/10

Other Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
NI 1	% Of people who believe that people from different backgrounds get on well together	N/A	N/A	N/A	See comment	To be measured by Places Survey in Autumn 2008. Comparability with 2006 Best Value Survey results will depend upon consistency of questions and the methodology and analysis determined by DCLG.
NI 2	% Of people who feel that they belong to their neighbourhood.					
NI 4	% Of people who feel that they can influence decisions in their locality.					
NI 5	Overall / general satisfaction with local area.					
NI 37	Awareness of civil protection arrangements in the local area					
PPLI 1	% Of LAA / WNF Spend (%)	100	100	71 Q1		Performance against this measure is reported quarterly in arrears and at quarter 1 this was slightly below anticipated levels.
PPLI 2	% Of LAA Outputs achieved (%)	N/A	N/A	See comment	n/a	Due to changes in the way that WNF is managed compared to LAA grant this indicator is no longer relevant and it is recommended that it be deleted from Service Plan and future reports.

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
PPLI 3	% Of neighbourhood element funding committed / spent	100 %	100 %	100%		Spend in line with budget projections..
PPLI 4	% Of Departments with up to date Business Continuity Plans	100 %	100 %	100%		Progress as planned.
PPLI 5	% Of Departments with up to date Risk Registers	100	100	100%		As above
PPLI 6	Number of accidents resulting in injuries to staff	38	50	17		Progress is presently within targeted levels.
PPLI 7	% Of employees attending emergency planning training exercises.	100	100	100		All first responders have attended refresher training.
PPLI 8	% Of Objective 2 Action Plan ERDF committed.	96	N/A	96	See comment	Programme ends Dec 2008 and it is not possible to commit to further projects.
PPLI 9	% Of Objective 2 Action Plan ERDF outputs achieved.	75	80	75%		Spend on capital projects, in particular, has slowed considerably and this has had an effect on the achievement of outputs
PPLI 10	% Of invoices paid within 30 days	93	94	93		Slightly below anticipated level at half year although annual target still attainable by year-end.

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Cost & Efficiency						
PPLI 11	% Of departmental working days lost due to sickness absence.	4.5	4.0	4.99		Half year position has been significantly affected by unusually long absences following hospitalisation and surgery. As affected staff have now returned to work figure should improve over the remainder of the year.
Fair access						
PPLI 12	The duty to report Race Equality (Does the authority have a Race Equality scheme in place (%))	84	84	See comment	N/A	Progress against this measure is assessed annually.
NI 140	Fair treatment by local services	N/A	N/A	See comment	N/A	Measured by Place Survey as referred to earlier in this report.
Quality						
PPLI 16	% Of NM pilot area residents who feel that they can influence decisions affecting their local area	32.9 Telephone Survey	N/A Survey undertaken every 2 years	See comment	N/A	At the time that the Service Plan was written it was hoped that this could be measured by the Place Survey but the additional sample required was not considered cost effective.
PPLI 17	% Of residents in NM pilot areas engaged in Neighbourhood Partnership activity.	New for 07/ 08	Baseline established (+ 10%)	See comment		Data collated quarterly is showing year-on-year increase. Target agreed by Neighbourhood Management Board as an increase of 10% in numbers involved in neighbourhood management by end of year 2008 - 09 as compared to 2007 - 08

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Service Delivery						
PPLI 18	Value of external funding bids supported (£000,s)	1722	1000	20		Mixed results in this quarter. Although only a small amount of grant was secured, pipeline bids totalling £3.2m have been submitted
PPLI 19	% Of neighbourhood management improvement targets achieved	77	80	See comment	N/A	Performance against annual targets reported at year-end.
PPLI 20	% Of milestones and objectives within annual Neighbourhood Management Action Plan achieved.	76	80	87.5		An exact figure is not available at the time of writing the report. Although there has been some slippage but outstanding milestones will be achieved in Q3

Financial Statement to be inserted
POLICY AND PERFORMANCE

Revenue Budget as at 30th September 2008

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Item
	£'000	£'000	£'000	£'000	£'000
<u>Expenditure</u>					
Employees	2,329	1,181	1,099	82	1,128
Premises	147	0	0	0	0
Supplies & Services	524	273	324	(51)	385
Corporate Subscriptions	128	64	40	24	81
Agency & Contracted	213	106	102	4	102
Transport	59	30	28	2	28
Support Services	2,779	0	0	0	0
Total Expenditure	6,179	1,654	1,593	61	1,724
<u>Income</u>					
Support Service Recharges	-2,001	0	0	0	0
Emergency Planning Grant	-151	-151	-165	14	-165
Grants	-527	-425	-417	(8)	-417
Reimbursements & Other Grants	-22	-11	-17	6	-17
Total Income	-2,701	-587	-599	12	-599
Net Expenditure	3,478	1,067	994	73	1,125

Comments on the above figures:

In overall terms spending is currently below the budget to the end of the second quarter. This is mainly due to a number of staff vacancies within the section. It is expected that the overall total net spending will be in line with the Department budget by year-end.

POLICY AND PERFORMANCE**Capital Projects as at 30th September 2008**

Capital Expenditure	2008/09 Capital Allocation	Allocation To Date	Actual Spend To Date	Total Allocation Remaining
	£000	£000	£000	£000
Risk Management	120	0	0	120
Net Expenditure	120	0	0	120

Comments on the above figures

It is expected that the full allocation will be spent by the financial year-end.




Local Strategic Partnership expenditure as at 30th September 2008

	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£000	£000	£000	£000
Local Strategic Partnership				
LSP Team	256	128	42	86
Community Pot	545	272	0	272
Net Expenditure	801	400	42	358

Regular monitoring reports are sent to the Local Strategic Partnership (LSP) in respect of all LSP projects and any areas of concern are dealt with throughout the year by the LSP support team and individual project managers. Some variances against the budget to date are expected, as the LSP have deliberately over-programmed in order to ensure that the full allocation of Working Neighbourhood Fund is spent during the year.

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>	 <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p>	Indicates that the <u>target is on course to be achieved</u> .
<u>Amber</u>	 <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	Indicates that it is either <u>unclear</u> at this stage or too early to state <u>whether the target is on course to be achieved</u> .
<u>Red</u>	 <p>Indicates that it is <u>highly unlikely or certain that the objective will not be achieved</u> within the appropriate timeframe.</p>	Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy Directorate
SERVICE: Exchequer and Customer Services
PERIOD: Quarter 2 to period end 30th September 2008.

1.0 INTRODUCTION

This Monitoring Report covers the Exchequer and Customer Services second quarter period up to period end 30th September 2008. It describes key developments and progress against all objectives and performance indicators for the service.

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

2.0 KEY DEVELOPMENTS

Revenues & Benefits

McMillan Trust - A partnership agreement has been drawn up with the PCT and McMillan Trust. This will involve the Macmillan Trust funding two full time Welfare Rights Advisers who will be managed by HBC and located at Catalyst House. Their role will be to provide Welfare Rights advice to cancer sufferers throughout the Borough.

Changes in Benefit rules

From October 2008, the maximum period that Benefit claims can be backdated is reduced from 52 weeks to just 3 months. Halton has historically tried to maximise benefit entitlement as much as possible by backdating claims where appropriate but this change in legislation will clearly have an effect. There is better news for some categories of claimants as there will now be a full disregard of child maintenance in the calculation of benefit entitlement.

Customer Services

National Indicator 14 (NI14). This indicator came in to force on the 1st October 2008 and will have a major impact on HDL Customer Services is a corporate issue and indeed effects many Divisions across the Council including Revenues & Benefit, Waste Management, Planning, Environmental Health etc

The indicator measures the 'Avoidable Contact' to the Council across all channels. The HDL system has already been amended to record Avoidable Contact but other areas of the Council will also have a responsibility to measure their Avoidable Contacts. Progress will be monitored and reported in the third quarter's report.

Customer Service Excellence Accreditation. As part of the Cabinet Office's Performance Management Framework (PMF) initiative all publicly funded Contact Centres are being requested to become accredited in Customer Excellence. Although work already underway within HDL to become accredited, there is now a Corporate initiative for the Council, as a whole, to gain accreditation. The Council initiative will therefore become the basis for the HDL process.

Procurement Savings. The table below shows the savings to date achieved through the introduction of corporate contracts across the Council. Projected savings for the financial year are forecast to be in the region of £300k.

Contract	YTD Contract Savings £
Agency Workers	50,392
Rail Tickets	10,077
Hotel Accommodation	330
Post	18,979
Stationery	3,162
Office Furniture	16,341
PPE - Personal Protective Equipment	23
Civic Newspaper	11,692
In-Touch Magazine	1,392
MFD's	1,093
MFD's - Toner Savings	10,339
Monthly Savings Value £	123,820

3.0 EMERGING ISSUES

Customer Services

Telecommunications.

This was reported in the previous report. The current telephone infrastructure is now some 15+ years old and a program of work is being put together with the objective of ensuring the system is fit for purpose and to examine other new and emerging technologies to see if we can make better use of our telephone and data networks and improve efficiencies whilst delivering cost savings. Work has now started to evaluate options and a visit has already taken place to a neighbouring authority to discuss how they are migrating to a replacement infrastructure.




Short Messaging Service (SMS)

SMS is text messaging. A workstream has been set up to examine how we can utilise this technology across the authority to improve customer service.

Revenues & Benefits

KLOE/ Audit Commission Inspections - The Audit Commission has taken over the role of inspecting Benefits services. This has meant a change in the way in which the Service is measured, monitored and inspected with the introduction of a Benefits KLOE. The new regime is much tougher and requires substantially more work to achieve the same level of standard that would have been achieved under the previous inspection regime. The emphasis has also changed and the Section needs to carry out an extensive initial self- assessment to identify the areas where more work is needed. Although this is an assessment of the Benefits Service it has references and requirements to a number of other areas within the Council that will impact on the assessment and measurement of the Benefits Service.

4.0 PROGRESS AGAINST SERVICE OBJECTIVES / MILESTONES

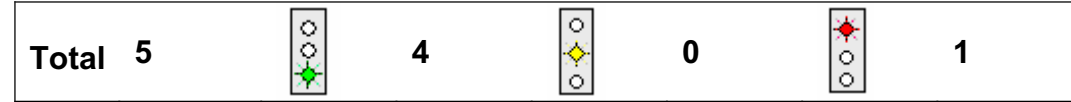
Total	9		9		0		0
-------	---	---	---	---	---	---	---

All of the objectives for the service are proceeding as planned and additional details are provided within Appendix 1.

5.0 SERVICE REVIEW

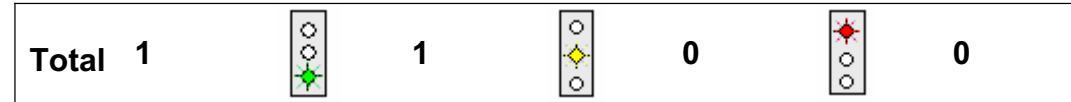
No service reviews in this period

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



With the exception of payment of invoices, which is marginally below the 98% target, all key performance indicators are achieving or exceeding targeted level at half year, additional details are provided within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS









The one remaining indicator for the service that can be reported at half-year is presently on track and additional details are provided within Appendix 3.




7.0 APPENDICES

- Appendix 1 - Progress against Objectives/ Milestones
- Appendix 2 - Progress against Key Performance Indicators
- Appendix 3 - Progress against 'other' Performance Indicators
- Appendix 4 - Financial Statement
- Appendix 5 - Debtor Summary Statistics
- Appendix 6 - Use of traffic light symbols

Progress against service objectives

Service Plan Ref.	Objective	Key Milestone(s)	Progress Quarter 2	Commentary
ECS 01	Home working	Have staff signed up for scheme by 31 st March 2008		Home working continues to be rolled out across the Division. Staff are still joining the scheme. The pilot has now finished and there are now 23 staff successfully working from home
ECS 02	Business Improvement Districts	Staff training on legislation Purchase and install new BIDS software Staff training on software Bill properties in BID area		Implemented on time. Business Improvement Districts were introduced in April at Halebank and Astmoor. Although payments were due in full at the end of April the collection rate at the 31.07.08 was 81% for Halebank and 69% in Astmoor. Recovery action has commenced.
ECS 03	Implementation of Local housing allowance	Purchase new system software, install and test Staff training on both system and legislation General awareness for all key stakeholders (RSLs, local landlords, claimants etc.)		Project completed on time.


Service Plan Ref.	Objective	Key Milestone(s)	Progress Quarter 2	Commentary
ECS 04	Implementation of Empty Property Relief	<p>Install new software</p> <p>Test and train staff on system and legislation</p> <p>Publicity for scheme to local businesses</p> <p>Bill businesses</p>		This project was successfully implemented on time for billing in April.
ECS 05	Move all staff to new Revenues & Benefits software (Version 6)	<p>Plan of action for transfer</p> <p>Train all new staff on new version of system</p> <p>Assess and monitor impact of new system</p>		Phase 1 completed although further work is necessary when another module of V6 is released in October.
ECS 06	Rollout NVQ to Cheshire LAs	<p>Carry out presentations to interested LAs</p> <p>Assess current Halton staff on scheme</p>		Completed. The Division is an accredited NVQ assessment Centre for the Institute of Revenues Rating and Valuation. The course of study has been offered to staff within the Division. 2008 also saw this being offered to staff from other LAs in Cheshire. The Division is to take another cohort of students in September

Service Plan Ref.	Objective	Key Milestone(s)	Progress Quarter 2	Commentary
ECS 07	To continue to promote and introduce more effective procurement	Further develop ongoing spend analysis identifying for potential saving		A number of quick wins highlighted and reviewed from the Spend Analysis Report in 06/07 have resulted in a number of Corporate Contracts being implemented. The table shown in the main body of this report shows the saving to date and the projected savings for the year.
ECS 08	Continue to develop appropriate e-solutions in conjunction with ICT / Directorates to further enhance service delivery through HDL	Review available service options Continue BPR		This is an ongoing project as the teams are continuing to examine service delivery options to free back office resources through business process re-engineering.
ECS 09	Examine implications/implementation of "Government Gateway"	Feb 08 - Undertake risk analysis		<p>Government Connect is a centrally driven common national infrastructure for government that HBC will be connecting into. It will allow the authority to securely share, transfer and receive data.</p> <p>It mandates a set of guidelines that define how we will use, access and store data within HBC. "If" we wish to interact with any Government bodies into the future. A risk analysis has been undertaken and a working party led by IT heading the project.</p>

Progress against Key Performance Indicators.

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
<u>ECSLI 01</u> (BVPI 8)	The percentage of undisputed invoices which were paid in 30 days	96.80	98.00	97.69		Directorate Performance C&YP 93% C&P 98% Environment 98% H&C 99%
<u>ECSLI 02</u> (BVPI 9)	Proportion of Council Tax collected	96.41	96.85	57.11		Qtr 2 shows an increase of 0.50% on the corresponding period last year
<u>ECSLI 03</u> (BVPI 10)	The percentage of Business Rates which should have been received during the year that were received	99.93	98.85	60.3		Qtr 2 collection is slightly lower 0.91% than the corresponding period last year. This is due to introduction of the empty rate charge effective from April this year.
Service Delivery						
<u>ECSLI 05</u> (BVPI 78a)	Average time for processing new claims (Housing & Council Tax Benefit)	17.77	23 Days	16.95		Performance is ahead of target
<u>ECSLI 06</u> (BVPI 78b)	Average time for processing notifications of changes in circumstances	3.99	6 Days	5.68		Performance is ahead of target

Progress against other performance indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
NI 14	Average number of customer contacts per received customer request.	New for 2008	TBA	Refer comment	N/A	The requirement to report this indicator only commenced on 1st October 2008
NI 180	Changes in HB / CTB entitlements during the year.	New for 2008	TBA	1381	N/A	New indicator
NI 181	Time taken to process HB / CTB claims and change events (days)	New for 2008	TBA	10.83	N/A	New indicator
Quality						
ECSLI 04	% Of fairer charging assessments completed within 10 days of referral	100	98.00	100		Performance is ahead of target

Financial Statement

Revenue Budget as at 30th September 2008

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<u>Expenditure</u>					
Employees	5,685	2,835	2,739	96	2,742
Premises	550	93	68	25	85
Supplies & Services	1,001	483	377	106	560
Telephone System Costs	76	38	92	(54)	92
Insurance	1,954	1,723	1,777	(54)	1,777
Transport	103	51	46	5	46
Charitable Relief	103	0	0	0	0
Concessionary Travel	1,975	824	824	0	833
Asset Charges	258	0	0	0	0
Council Tax Benefits	9,430	9,430	9,491	(61)	9,491
Support Services	3,424	0	0	0	0
Non HRA Rebates	168	84	0	84	0
Total Expenditure	24,727	15,561	15,414	147	15,626
<u>Income</u>					
Sales	-12	-6	-61	55	-61
Halton Housing Trust	-19	-9	-6	(3)	-6
Fees & Charges	-2	-1	-5	4	-5
Support Service Recharges	-4,981	0	0	0	0
SLA to Schools	-46	-23	-24	1	-24
Telephone Recharges	-338	0	0	0	0
Insurance Recharges	-2,309	-245	-245	0	-245
NNDR Administration Grant	-169	0	0	0	0
Hsg Ben Administration Grant	-1,479	-739	-742	3	-1,032
Concessionary Travel Grant	-300	-150	-210	60	-210
Council Tax Benefits Grant	-9,249	-4,624	-4,629	5	-4,629
Liability Orders	-574	-279	-206	(73)	-206
Non HRA Rent Rebates	-169	-84	-40	(44)	-40
Total Income	-19,647	-6,160	-6,168	8	-6,458
Net Expenditure	5,080	9,401	9,246	155	9,168

Comments on the above figures:

In overall terms spending is currently below the budget to the end of the second quarter. With regards to expenditure, employee costs are lower than budget due to vacancies within the Housing Benefits section, and it is expected that spending will be below budget at the year end.

EXCHEQUER AND CUSTOMER SERVICES**Local Strategic Partnership expenditure to 30th September 2008**




	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£000	£000	£000	£000
Local Strategic Partnership				
Benefits Bus	150	75	33	42
Net Expenditure	150	75	33	42

Regular monitoring reports are sent to the Local Strategic Partnership (LSP) in respect of all LSP projects and any areas of concern are dealt with throughout the year by the LSP support team and individual project managers. Some variances against the budget to date are expected, as the LSP have deliberately over-programmed in order to ensure that the full allocation of Working Neighbourhood Fund grant is spent during the year.

Analysis of Outstanding Debts

	Arrears b/f	Raised in Year			Total Debits	Receipts / Refunds		Total Receipts	Manual Adjustments	Other Adjustments	Balance Outstanding
		Debits	Credit Notes	Write- Offs		Payments	Refunds				
Education	522,931	1,963,752	-56,579	-3,882	2,426,223	-2,133,535	10,414	2,123,121	-11,129		291,973
Children & Young People	522,931	1,963,752	-56,579	-3,882	2,426,223	-2,133,535	10,414	2,123,121	-11,129		291,973
Benefits	808,590	140,555	-7,701	-6,516	934,928	-85,172	2,430	-82,741	-3,882		848,304
Executives	6,894	195,671	-6,946	-40	195,579	-185,460		-185,460	0		10,119
Legal	34,123	14,400	-1,407	-3,150	43,966	-990		-990	-1,396		41,580
Resources	722,509	1,838,820	-60,361	17,373	2,483,594	-1,616,552	3,232	1,613,320	-48,076	-272	821
Corporate & Policy	1,572,115	2,189,446	-76,416	27,078	3,658,067	-1,888,174	5,662	1,882,512	-53,353	-272	1,721
Environment	431,177	1,378,272	-38,783	-6,868	1,763,799	-1,293,063	1,592	1,291,472	-15,801	-318	456
Neighbourhood Services Regeneration	320,647 -50,000	2,212,286 3,633	115,528	-7,451	2,409,955 -46,368	-1,502,882 -2,633	5,690	1,497,192 -2,633	-3,311		909 -49,000
Environment	701,824	3,594,191	154,310	14,319	4,127,386	-2,798,578	7,282	2,791,296	-19,112	-318	1,316,661
Culture & Leisure	195,692	1,340,329	103,347	-533	1,432,142	-396,092	45	-396,046	-133		1,035,962
Social Care & Housing	336,986	858,781	-3,117	-3,351	1,189,300	-592,019	1,520	-590,499	511	-5	599,308
Social Services	825,460	2,167,610	114,025	-1,844	2,877,200	-1,834,954	14,496	1,820,459	-20,534	-21	1,036,187
Health & Community	1,358,139	4,366,720	220,489	-5,727	5,498,642	-2,823,065	16,061	2,807,004	-20,155	-26	2,671,458
Suspense	-15,752				-15,752	-41,406		-41,406	67,883	380	11,105
Grand Total	4,139,256	12,114,110	507,794	51,006	15,694,566	-9,684,758	39,419	9,645,338	-35,866	-236	6,013,126

The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 <p>Indicates that the <u>objective</u> is <u>on course to be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target is on course to be achieved</u>.</p>
<u>Amber</u>	 <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.</p>
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain that the objective</u> will not be achieved within the appropriate timeframe.</p>	<p>Indicates that the <u>target</u> will not be achieved unless there is an intervention or remedial action taken.</p>

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Financial Services

PERIOD: Quarter 2 to period end 30th September 2008

1.0 INTRODUCTION

This Monitoring Report covers the Financial Services second quarter period up to period end 30th September 2008. It describes key developments and progress against all objectives and performance indicators for the service.

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

2.0 KEY DEVELOPMENTS

The Audit Commission has completed the audit of the Council's 2007/08 year-end accounts. They have provided an unqualified audit opinion and reported the findings from their audit to the Business Efficiency Board on 25 September 2008. The Statement of Accounts has now been published and is available on the Council's website.

3.0 EMERGING ISSUES

There continues to be turmoil within global financial markets. Action is now being taken by leading governments to inject stability into the banking system. The Council did not hold any investments with the Icelandic banks which collapsed recently and the Council will continue to act prudently so as to minimise financial risk during this uncertain period.

Inflation, as defined by the Consumer Prices Index (CPI), has risen from 4.7% in August to 5.2% in September, driven by continuing rises in food, utility and fuel prices. This compares to the Government's inflation target of 2.0%. Analysts predict that the peak of inflation could now have been reached and that prices will begin to fall over coming months particularly due to reductions in oil prices and with the slowdown in consumer spending. The impact of inflation upon the Council's costs will be considered as part of the Medium Term Financial Strategy to be reported to Executive Board in November.

Work is underway to prepare the Council's 2009/10 Base Budget and support is being provided to Directorates in the development of growth and savings options.

The Audit Commission has completed the 2008 CPA Use of Resources assessment and are expected to publish the results in December.

The Government has issued a consultation on proposals for changes to the Local Authority Business Rates Growth Incentives Scheme (LABGI). The Scheme is intended to provide financial incentives to encourage economic regeneration.

The Council's efficiency partner KPMG will present the potential "efficiency themes" to a Members seminar following the October Council meeting.

The Government has issued a consultation on the inclusion of efficiency information within Council Tax leaflets. The Council is responding to the consultation as part of a joint response from the Merseyside Councils.

By 24 October, the Council is required to submit a return to the DCLG setting out its forecast 2008/9 value for money gains as one of the 198 indicators in the new National Indicator set. A further return will be submitted in July 2009 stating the actual cumulative gains achieved. Collectively, local government is expected to achieve annual cash-releasing value for money gains of 3 per cent. However, there are no specific targets for individual councils.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	5		5		0		0
--------------	----------	---	----------	---	----------	---	----------

All of the key objectives / milestones for the Department are on track and additional details are provided within Appendix 1.

5.0 PROGRESS AGAINST OTHER OBJECTIVES / MILESTONES

Total	9		9		0		0
--------------	----------	---	----------	---	----------	---	----------

All of the remaining objectives / milestones for the Department are on track and additional details are provided within Appendix 2.

6.0 SERVICE REVIEW

Following the CPA Use of Resources assessment, an action plan was developed and is being used as the basis for continued improvement across the Department. This will also be updated in preparation for the changes to the assessment from 2009, when it becomes a Comprehensive Area Assessment and is more outcome rather than process based.

7.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	2		2		0		0
--------------	----------	---	----------	---	----------	---	----------

Both key performance indicators for the Department are on track to be achieved. A target for the remaining indicator, NI179 (Value of cashable efficiency gains) has not yet been determined and therefore, it is not possible to apply a traffic light at this stage. Additional details are provided within Appendix 3.

7.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS






Total	6		6		0		0
--------------	----------	---	----------	---	----------	---	----------

The remaining performance indicators for the Department are on track to be achieved and additional details are provided within Appendix 4.





8.0 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 traffic light symbols


Progress against key objectives

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
FS 01	Set the Revenue Budget, Capital Programme and recommend Council Tax	Report Medium Term Financial Forecast to Executive Board November 2008.		On track to report Strategy to Executive Board in November 2008.
		Report to Council in March 2009		On track to report Strategy to Council in March 2009.
FS 02	To effect financial prudence by assisting managers to control their budgets by monitoring spending and providing timely and accurate financial reports	Provide monthly financial reports to budget holders within 8 days of month end (CA – Chief Accountant).		Reports issued on schedule to date.
		Provide quarterly financial monitoring reports to Operational Directors for inclusion in Performance Monitoring Reports (GA – Group Accountant).		Quarter 2 reports provided on schedule to Operational Directors.
		Provide quarterly monitoring reports on the overall budget to Executive Board Sub Committee. (CA)		Quarter 1 was reported to Executive Board Sub Committee on 11 th September 2008, showing that expenditure to date was below the revenue budget profile.



Progress against other Objectives / milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
FS 03	Provide for public accountability by reporting the Councils stewardship of public funds and its financial performance in the use of resources by preparing the final accounts as required by statute and in accordance with the latest accounting standards.	<p><i>Complete the Draft Abstract of Accounts and report to the Business Efficiency Board by 30th June 2008.</i></p> <p><i>Publish the Abstract of Accounts by 30th September 2008.</i></p>	 	<p>The draft Abstract of Accounts was approved by the Business Efficiency Board on 26 June 2008.</p> <p>The 2007/08 Abstract of Accounts was published on 29 September 2008 along with a brief Summary of the Accounts. Both documents have been made available via the Council's website, HDL, Libraries and information points.</p>
FS 04	Make best use of cash resources available to the Council and meet its statutory responsibility by setting, implementing and monitoring the Treasury Management Policy	<p><i>Establish treasury Management Policy and report to the Executive Board Sub-Committee by April 2008.</i></p> <p><i>Provide monitoring reports to the Executive Board Sub-Committee on a quarterly basis.</i></p>	 	<p>The Treasury Management Policy was approved by Executive Board Sub-Committee on 20 March 2008.</p> <p>Quarter 1 was reported to Executive Board Sub Committee on 25 July 2008. The half year position will be reported on 6th November 2008.</p>




Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
FS O5	Ensure that the Capital Programme is affordable, prudent, and sustainable by setting and monitoring prudential borrowing indicators.	<p><i>Report prudential indicators to Council in March 2008.</i></p> <p><i>Provide monitoring reports to the Executive Board Sub-Committee on a quarterly basis</i></p>	 	<p>Prudential Indicators for 2008/09 were approved by Full Council on 5 March 2008</p> <p>Quarter 1 capital spending was reported to Executive Board Sub Committee on 11 September 2008, showing 87% of planned spending at that stage.</p>
FS O6	Provide an independent and objective opinion of the Council's control environment by evaluating its effectiveness in achieving the Council's objectives.	<p><i>Obtain approval from the Business Efficiency Board for the Internal Audit Plan for 2008/9 June 2008.</i></p> <p><i>Carry out sufficient audit work across the whole of the organisation to ensure that a confident, evidence based audit opinion can be provided on the Council's control environment. A commentary on the audit work undertaken will be provided in quarterly progress reports to Business Efficiency Board.</i></p>	 	<p>The 2008/9 Internal Audit Plan was approved by the Business Efficiency Board on 27 February 2008.</p> <p>The first quarter Internal Audit progress report was approved by the Business Efficiency Board on 25 September. The second quarter report is due to be presented on 12 November.</p> <p>Internal Audit is on target to complete sufficient audit work to ensure that a confident, evidence based opinion can be provided on the Council's control environment at the end of the financial year.</p>




Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
FS O6 con'td	Provide an independent and objective opinion of the Council's control environment by evaluating its effectiveness in achieving the Council's objectives.	<i>Provide an overall opinion on the Council's system of internal control in the Internal Audit Annual Report (2007/8) to the Business Efficiency Board June 2008.</i>		An overall opinion on the Council's system of internal control was provided in the Internal Audit Annual Report which was approved by the Business Efficiency Board on 4 June 2008.

Progress against 'Key' Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
FSLI 1	Receive an unqualified audit opinion on the accounts.	Yes	Yes	Yes		The Audit Commission reported the findings of their audit of the 2007/08 final accounts to the Business Efficiency Board on 25 September 2008.
Cost & Efficiency						
NI 179	Value of (organisational) cashable efficiency gains	New PI from 2008	TBA	TBA	N/a	The Council is required to submit a forecast of the efficiency gains expected to be achieved in 2008/9 by 24 October 2008. A further return has to be submitted in July 2009 stating the actual value of gains achieved in 2008/9.
Quality						
FSLI 6	Undertake the external assessment for 75% of the Council's schools undergoing the Financial Management Standard in Schools (FMSiS) accreditation process.	N/A	75 %	100%		All schools undergoing the assessment this year have confirmed that they will be using the services of the Internal Audit Division in the accreditation process.

Progress against 'other' Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
FSLI 2	Receive positive comment (annually) from the External Auditor relating to the financial standing of the Council and the systems of internal financial control.	Yes	Yes	See commentary		The Audit Commission's Annual Audit and Inspection Letter is yet to be published.
FSLI 3	Receive positive comment (annually) from the External Auditor concerning reliability of internal audit work.	Yes	Yes	Yes		The recent triennial review of Internal Audit concluded that: <i>'Internal Audit is an important element of the control environment within the Council. Internal Audit provides an effective review of major elements of internal control and the quality of its work is good. It is proactive and its work covers the full range of the Council's activities. We are able to place reliance on the work of Internal Audit where it is relevant to our audit objectives'.</i>
FSLI 4	Maintain the Use of Resources scores achieved in CPA last year.	3 out of 4	Maintain 3 out of 4	See commentary		The Audit Commission has completed the 2008 CPA Use of Resources assessment and is expected to publish the results in December.

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Cost & Efficiency						
FSLI 5	Achieve investment returns for the year higher than benchmark	5.72%	5.05%	5.97%		The second quarter has seen a return above benchmark, having secured advantageous rates on a number of investments and for slightly longer periods.
Quality						
FSLI 7	Maintain the proportion of all eligible schools buying back financial services.	83%	83%	83%		All existing SLA schools bought back from Financial Services for 2008/09.
Service Delivery						
FSLI 8	Issue 75% of draft audit reports within 15 working days of completing the audit fieldwork.	77%	75%	76%		41 of the 54 draft reports finalised in 2008/9 were issued within 15 working days of completing the audit fieldwork.

FINANCIAL SERVICES




Revenue Budget as at 30th September 2008

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Item
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Interest Payments	5,128	0	0	0	0
Contribution to Capital	300	0	0	0	0
Contingency	2,000	0	0	0	0
Priorities Fund	176	0	0	0	0
Precepts & Levies	150	0	0	0	0
Capital Financing	2,621	0	0	0	0
Support Services	604	0	0	0	0
Bank Charges	52	26	21	5	21
Audit Fees	260	130	104	26	104
Total Expenditure	11,291	156	125	31	125
Income					
External Interest	-3,005	0	0	0	0
Asset Rentals	-19,537	0	0	0	0
Dividends Receivable	-100	0	0	0	0
Total Income	-22,642	0	0	0	0
Net Expenditure	-11,351	156	125	31	125

Comments on the above figures:

In overall terms spending is below the budget profile at half year. This is mainly due to staff vacancies within the Internal Audit Division. Net expenditure is however expected to be in line with the overall Departmental budget at the end of the year.

The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target is on course to be achieved</u>.</p>
<u>Amber</u>	 <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.</p>
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain that the objective will not be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.</p>

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy
SERVICE: I.C.T. Services
PERIOD: Quarter 2 to period end 30th September 2008

1.0 INTRODUCTION

This Monitoring Report covers the I.C.T. Services second quarter period up to period end 30th September 2008. It describes key developments and progress against all objectives and performance indicators for the service.

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

2.0 KEY DEVELOPMENTS

In order to secure the continuing effectiveness of the IT infrastructure a significant number of technical support initiatives and hardware rollouts have been initiated. Such projects will deliver the renewal of the desktop and server support solutions within the authority.

The considerable amount of equipment needed to underpin such projects has now been acquired and will be released and configured over the coming months.

Such activity provides an effective foundation in the authority complying with the requirements of the Government Connect code of conduct (CoCo) initiative from central government as referred to below

3.0 EMERGING ISSUES

As reported previously central government has been developing a Code of Conduct framework for local authorities and other agencies and public bodies which focuses upon enhancing the security of the way in which data is handled and shared between organisations.

The specific requirements of the framework are now becoming available with the expectation that agencies will be fully compliant by April 2009. Failure to do so will result in authorities being excluded from sharing data with partner agencies.

Such restrictions would have considerable implication for the ongoing delivery of services particularly where there is a heavy reliance on sharing information to enhance outcomes for service users e.g. the joint work of Social Services and the PCT in delivering services to vulnerable people.

As a result it is important that the authority meets with compliance and this places considerable demands upon the service to April 2009 and beyond. The delivery of the project will be complex and will involve more than simply replacing IT equipment to include developing a systems and process architecture that is efficient and robust.

Action is already being taken to ensure that relevant skill sets are enhanced as described in the Service Review section of this report.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES



Service performance within this period has been largely on track with the two exceptions being projects that have purposely been put on hold due to the potential changes within the desktop strategy, the code of connection and the new opportunities the new Microsoft agreement presents. Additional details are provided within Appendix 1.

5.0 PROGRESS AGAINST 'OTHER' OBJECTIVES MILESTONES





All of the remaining objectives for the service are presently on track and additional details are provided within Appendix 2.

6.0 SERVICE REVIEW

As an element of the CoCo framework certain conditions have to be met concerning roles and responsibilities within the ITC Department. As a result all senior managers, including the Operational Director, have completed the first stage of ITIL standards training and have completed formal examinations.

Further work and training within specialist areas has already been planned and will be implemented as we progress through the period of project delivery.

7.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	3		3		0		0
--------------	----------	---	----------	---	----------	---	----------

All three of the Key Performance Indicators for the service are presently achieving above targeted level and additional details are provided within Appendix 2.

7.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS









Total	11		7		1		3
--------------	-----------	---	----------	---	----------	---	----------








A number of the remaining performance indicators for the service have failed to achieve their target due to the level of demand for ICT services across the authority. Additional details concerning progress are included within Appendix 3.

8.0 APPENDICES









- Appendix 1 - Progress against Objectives/ Milestones
- Appendix 2 - Progress against Key Performance Indicators
- Appendix 3 – Progress against ‘other’ performance indicators
- Appendix 4 – Financial Statement
- Appendix 5 - Use of traffic light symbols

Progress against Key objectives / milestones







Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
ICT O1	Constantly evaluate and improve the usability, resilience, control and flexibility of the Council's Data Communications Network Infrastructure	PC Replacement 95,98,NT. June 2008		Completed as planned
		Implement Clientless VPN PC June 2008		As above
		VM Ware Phase 2 March 2009		As above
		New Citrix Farm March 2009		As above
		Schools Internet May 2008		As above
		Active Directory Phase 1 June 2008		Completed as planned
		3 Node Corporate Internet July 2008		Completed as planned
Quality of Service Provision June 2008		Project on hold due to competing priorities.		

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
ICT O1 cont'd	Constantly evaluate and improve the usability, resilience, control and flexibility of the Council's Data Communications Network Infrastructure	<p>End of life PC replacement programme March 2009</p> <p>SAN and NAS replacement Sept 2008</p>	 	<p>Project underway, all non windows devices and devices under Win2K standard have been removed and all devices now locked down, with the new replacement programme starting Nov 2008.</p> <p>Completed as planned</p>
ICT O2	Satisfy the business needs of the Council's Corporate and Directorate requirement by providing a scaleable and robust hardware infrastructure	<p>Complete exchange server upgrades (e-mail facility) June 2008.</p> <p>Introduce data encryption to all laptop and tablet devices June 2008</p> <p>Complete annual technology replacement programme (Elected Members) May 2008.</p> <p>Complete annual PC / laptop replacement programme (377 devices) March 2009</p> <p>Complete planned upgrades to CITRIX software systems March 2009</p>	    	<p>As above</p> <p>Completed within target date, to be rolled out with new device strategy.</p> <p>Completed within target date, changes due to CoCo compliance will impact upon this project due to new requirements.</p> <p>Underway and the 1st of the new HP devices will be ready for delivery late Nov 2008.</p> <p>Phase 1 complete as all member devices now work through the latest version of citrix.</p>







APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES (ICT Services)


Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
ICT O3	Satisfy the business needs of the Council's Corporate and Directorate requirement by providing a scaleable and robust software platform	Implement Corporate web reporting tools September 2008		Completed within target date
		Complete provision of intranet services to all secondary and primary schools June 2008		Completed within target date
		Implementation of corporate spyware for servers and PC's September 2008		In place and ready to rollout but held awaiting confirmation of the CoCo requirement set.
		Complete planned operating system upgrades Phase 2 March 2009		Tests are in place with XP Service pack 3 – standard build portfolio completed – Vista tests underway.
		Share point evaluation and trial December 2008		Project underway with test system complete, and test environment under development.
		CSD back office rollout Phase 1 December 2008		Completed within target date
		Planning services links to CSD June 2008		as above
		CMS rebuild September 2008		On hold due to competing priorities and a need to re-evaluate the systems in place with department.

APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES (ICT Services)




Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
ICT O4	The implementation of a range of new corporate wide facilities including Web services, records & document management, business process workflow, corporate desktop portal.	Implementation of document imaging supporting adoption records Phase 1 December 2008		Completed within target date
		Planning and Building Control document imaging October 2008		As above
		Pilot workflow, internal ICT processes November 2008		As above
		EDT Delivery through HDL Phase 2 - in partnership between H & C, CYP and St Helen's MBC September 2008		Completed within target set, for the HBC aspect of the delivery – St Helens awaiting technology upgrade to comply.
		Staff Harassment system- corporate wide system meeting legislative requirements April 2008		Completed within target date
		Mayrise Highways and Streetworks integration into HDL September 2008		AS above

Progress against 'other' objectives / milestones

Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
ICT O5	Improve service efficiency and improvement through the use of Business Process Re-engineering	<p><i>CSD Phase 2</i> March 2009</p> <p><i>Publication of further BPM diagrams via corporate intranet to facilitate communication of business transformation efficiencies</i> March 2009</p> <p><i>Deliver business transformational projects identified by the corporate BPR programme</i> March 2009</p> <p><i>Complete phases 2 and 3 of Trent software application</i> December 2008</p>	   	<p>Project ongoing and to plan</p> <p>Ongoing programme of works with a number of major developments released</p> <p>Ongoing programme of works with a number of major developments released</p> <p>ICT aspects complete awaiting departmental input.</p>
ICT O6	Evolve, improve and redevelop customer contact and reactive fix services, access channels and availability.	<p><i>Replacement of helpdesk software solution</i> March 2009.</p> <p><i>Improved Self Help Web Services</i> March 2009.</p>	 	<p>Service Desk now moved to the call centre, all processes are currently under analysis and on target for a wider delivery of service.</p> <p>The "I want IT" portal is under test with a number of online services to be made available.</p>



Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
ICT O6 cont'd	Evolve, improve and redevelop customer contact and reactive fix services, access channels and availability.	<i>Satisfaction survey</i> March 2009		Planned for Q4, following the delivery of the CoCo standards.

Progress against 'Key' Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
<u>ITCLI 1</u>	Average availability of the Council's operational servers (%).	99.82	99	99.41		Considerable level of performance being achieved
<u>ITCLI 2</u>	Average availability of the Councils WAN infrastructure (%).	99.62	99	99.53		As above
Service Delivery						
<u>ITCLI 6</u>	Member Support: % of calls responded to within 1 working day.	100	95	98		As above

Progress against 'other' performance indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Service Delivery						
ITCLI 3	% Of all calls received that were resolved at the Help Desk.	88.9	60	79.4		The vast majority of calls are being resolved at first stage although efforts will be made to improve even further during next half year.
ITCLI 4	% Of all responsive repairs completed within 2 working days.	84	80	89		A positive outcome given the resource issues in this area
ITCLI 5	School Support SLA: % of calls responded to within <u>agreed</u> target*.					Again an excellent reflection upon the team involved
	Priority 1	100	85	100		As above
	Priority 2	100	90	100		As above
	Priority 3	100	95	100		As above
	Priority 4	100	100	100		As above
ITCL1 7	% E-mail accounts set-up within 3 working days of receipt.	100	79	100		Considerable level of performance being achieved.
ITCL1 8	Average working days from order to completion of a new PC	20.9	10	12		A number of resource issues have impacted upon performance against this measure although present levels do not present a threat in terms of infrastructure or service delivery.
ITCL1 9	Average working days from delivery to completion of a new PC	13.6	5	11		As above

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
ITCL1 10	Average working days from order to completion of a thin client device	13.4	7	11		As above
ITCL1 11	Average working days from delivery to completion of a thin client device	9.2	2	8.1		As above

Financial Statement to be inserted**Revenue Budget as at 30th September 2008**

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<u>Expenditure</u>					
Employees	2,452	1,257	1,217	40	1,901
Premises	192	8	8	0	10
Supplies & Services	180	91	232	(141)	319
Computer Repairs & Software	403	302	326	(24)	355
Communications Costs	115	57	35	22	35
Transport	49	25	24	1	25
Asset Charges	1,090	0	0	0	0
Support Services	149	0	0	0	0
Total Expenditure	4,630	1,740	1,842	(102)	2,645
<u>Income</u>					
Support Service Recharges	-4,384	0	0	0	0
Internal Billing	-97	0	0	0	0
SLA to Schools	-92	-92	-180	88	-180
Total Income	-4,573	-92	-180	88	-180
Net Expenditure	57	1,648	1,662	(14)	2,465

Comments on the above figures

In overall terms spending is currently above the budget to the end of the second quarter. With regards to expenditure, employees costs are lower than budget but there are increased costs of agency staff because of difficulties in recruiting and retaining staff. The increased costs of Supplies and Services are offset by increased income from Schools SLA. It is expected that the overall total net spending will be below budget by the year end.

ICT SERVICES**Capital Projects as at 30th September 2008**




Capital Expenditure	2008/09 Capital Allocation	Allocation To Date	Actual Spend To Date	Total Allocation Remaining
	£000	£000	£000	£000
IT Rolling Programme	2,232	1,116	925	1,307
Net Expenditure	2,232	1,116	925	1,307

Comments on the above figures.

It is expected that the full allocation will be spent by the financial year end.

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>	 <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p>	Indicates that the <u>target is on course to be achieved</u> .
<u>Amber</u>	 <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	Indicates that it is either <u>unclear</u> at this stage or too early to state <u>whether the target is on course to be achieved</u> .
<u>Red</u>	 <p>Indicates that it is <u>highly unlikely or certain that the objective will not be achieved</u> within the appropriate timeframe.</p>	Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate & Policy

SERVICE: Legal, Organisational Development and Human Resource Services

PERIOD: Quarter 2 to period end 30th September 2008

1.0 INTRODUCTION

This Monitoring Report covers the Legal, Organisational Development and Human Resource Services second quarter period up to period end 30th September 2008. It describes key developments and progress against all objectives and performance indicators for the service.

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

2.0 KEY DEVELOPMENTS

All informal appeals relating to the Job Evaluation exercise have been heard and teams now established to consider the formal appeals.

A meeting has been held with all Parish Council Clerks and Chairs, to develop closer working relationships and a liaison officer has been identified.



The Legal Section has played a crucial role in progressing the Mersey Gateway project, in terms of enabling full consideration of the statutory processes by the Development Control Committee, Executive Board and Full Council when decisions were taken.

3.0 EMERGING ISSUES

Formal job evaluation appeals will commence in early November.

Work is being carried out to support a consultative exercise on the Council's governance arrangements.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

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

The majority of objectives are progressing as planned although, due to very high numbers, the completion of Job Evaluation appeals is unlikely to be completed within the timeframe originally envisaged. Additional details concerning progress against all service objectives are provided within Appendix 1.

5.0 SERVICE REVIEW




There are no issues relating to service review to be reported during this period.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	9		7		2		0
--------------	----------	---	----------	---	----------	---	----------

None of the key performance indicators for the service are showing any cause for concern at the half-year stage, although staff with disabilities and those from minority ethnic groups are marginally below target. Additional details are provided within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS






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



A number of indicators are falling slightly below targeted levels at the half-year stage and further details are provided within Appendix 3.

7.0 APPENDICES






- Appendix 1 - Progress against Key Objectives/ Milestones
- Appendix 2 - Progress against Key Performance Indicators
- Appendix 3 - Progress against Other Performance Indicators
- Appendix 4 – Financial Statement
- Appendix 5 - Explanation of Traffic Light Symbols





Progress against 'key' objectives

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	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		On course to be achieved by target date.
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		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.





Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	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		<p>Appeals will start in November 2008, but due to the sheer volume these will not be completed by March 2009.</p> <p>Remaining outcomes already implemented.</p>
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	Quarter 2	Progress	Commentary
Corporate Health						
<u>LOD 2</u>	No. Of Members with Personal Development Plans (56 Total)	51	52 (92%)	52		Performance is on target
<u>LOD 4</u> (BVPI 11)	The percentage of top 5% of earners that are: - Women	46.86	45.00	44.59		Performance is on target
	From black and ethnic minority communities	1.84	2.00	0.84		Although it does not indicate a negative trend there has been a slight downturn against this indicator at half-year due to normal staff turnover.
	With a disability	3.05	3.30	3.01		Performance is on target
<u>LOD 5</u> (BVPI 12)	The number of working days / shifts lost due to sickness (Corporate)	12.58	11.25	6.73		Performance is on target

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
LOD 6 (BVPI 14)	Early retirements (excluding ill-health) as a percentage of the total workforce.	0.08	0.14	0.03		As above
LOD 7 (BVPI 15)	% Of employees retiring on grounds of ill-health as a percentage of total workforce	0.15	0.12	0.10		As above
LOD 8 (BVPI 16a)	No of staff declaring that they meet the Disability Discrimination Act as a % of the total workforce.	1.41	1.50	1.26		Performance is marginally below targeted level at quarter 2, although at this stage the annual target remains achievable.
LOD 10 (BVPI 17a)	Minority Ethnic community staff as % of total workforce.	0.83	1.00	0.66		As above

Progress against 'Other' Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
LOD 1	Proportion of departmental working days lost to sickness absence (%)	5.2	4.5	3.12		Performance is on target
LOD 3	% of Members attending at least one organised Training Event	100	100	96		Performance is on target
LOD 09 (BVPI 16b)	% Of economically active disabled people in LA area.	19.72	N/A	19.72 latest available data	N/A	
LOD 11 (BVPI 17b)	Economically active BME population in LA area.	1.2	N/A	1.2 latest available data	N/A	
Fair Access						
LOD 12	Members of Public attending Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	686	600	127		Performance for both indicators is slightly below expected levels at the half-year stage. Whilst the needs of the public are considered when meetings are scheduled it has to be remembered that levels of attendance and engagement at public meetings is heavily influenced by the nature of the subject under consideration and 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	25		

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Service Delivery						
LOD 14	Average Time taken to issue prosecutions from receipt of instructions (working days) ^{NB}	7.3	10	8.5		Performance in presently within targeted range.
LOD 15	Average time taken to complete Conveyancing Transactions	321	350	50		The individual nature of conveyancing transactions significantly affects the length of time taken to complete each case. Performance to half year has been extremely positive but on the balance of probability the average number of days will rise by year end although efforts will be made to keep transaction times within targeted level.
LOD 16	Average time taken to complete Child Care Cases (calendar days)	222	275	282		Currently performance is slightly outside of targeted level although as referred to above individual cases can impact significantly on overall performance at year end.

Revenue Budget as at 30th September 2008




	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<u>Expenditure</u>					
Employees	3,038	1,572	1,493	79	1,493
Members Expenses	747	384	380	4	380
Premises	605	112	147	(35)	263
Supplies & Services	725	334	346	(12)	346
Training Costs	236	118	33	85	33
Civic Catering & Functions	82	41	10	31	10
Legal Expenses	92	46	141	(95)	141
Transport	55	28	31	(3)	32
Asset Charges	10	0	0	0	0
Support Services	1,304	0	0	0	0
Total Expenditure	6,894	2,635	2,581	54	2,698
<u>Income</u>					
Land Charges	-437	-218	-98	(120)	-98
Printing Recharges	-303	-152	-124	(28)	-124
SLA to Schools	-221	-111	-140	29	-76
Licence Income	-210	-105	-122	17	-122
Other Income	-34	-34	-66	32	-66
Support Service Recharges	-3,794	0	0	0	0
Total Income	-4,999	-620	-550	(70)	-486
Net Expenditure	1,895	2,015	2,031	(16)	2,212

Comments on the above figures:

In overall terms spending appears to be slightly above budget, however, within this overall position income from Land Charges will show a significant shortfall against budget by year end, due to increased competition from Personal Search agents, there was a shortfall last year of over £117k and it is likely that there will a similar shortfall this year. This is partly offset by additional income from Licensing and other income.

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>	 <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p>	Indicates that the <u>target is on course to be achieved</u> .
<u>Amber</u>	 <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	Indicates that it is either <u>unclear</u> at this stage or too early to state <u>whether the target is on course to be achieved</u> .
<u>Red</u>	 <p>Indicates that it is <u>highly unlikely or certain that the objective will not be achieved</u> within the appropriate timeframe.</p>	Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Property Services

PERIOD: Quarter 2 to period end 30th September 2008

1.0 INTRODUCTION

This Monitoring Report covers the Property Services second quarter period up to period-end 30th September 2008. It describes key developments and progress against all objectives and performance indicators for the service.

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

2.0 KEY DEVELOPMENTS

The Asset Management Working Group has now had its first meeting with attendance from all Strategic Directors.

Two new members of staff are soon to commence work within the department which will help bolster the workforce and hopefully begin to reduce the backlog of work.

All staff have now been relocated into Runcorn Town Hall, with further refurbishments having been carried out at Grosvenor House to further improve occupancy and accommodation provision for staff.




3.0 EMERGING ISSUES

The implementation of a number of major projects including the Mersey Gateway will result in a significantly increased workload within the department. Some additional resource has now been taken on to address some of this increased work however this remains an issue as the workload is likely to increase significantly particularly due to the site acquisition work.

The repair work to St Helens canal has cost circa £150,000 which has impacted on the repairs and maintenance budget, recovery of some of these costs is being sought from United Utilities.

The rise in energy costs over the next six months will significantly impact on expenditure next year, and it is anticipated that an additional £750,000 will be required to cover the increase in utility expenditure.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	4		4		0		0
--------------	----------	---	----------	---	----------	---	----------

All four of the objectives and milestones for the service are presently on track and additional comment is provided within Appendix 1.

However as a result of the issues highlighted above with regards to the potential additional demands being placed upon the department priorities may need to be reconsidered as we move into the third and fourth quarters of the year.

5.0 PROGRESS AGAINST OTHER OBJECTIVES / MILESTONES

Total	2		2		0		0
--------------	----------	---	----------	---	----------	---	----------

Both of the remaining objectives for the service are presently on track and additional details are provided within Appendix 2.

6.0 SERVICE REVIEW




There are no significant issues regarding service review, however some minor restructuring has been carried out following a review of the operational team which will result in revenue savings.

7.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	3		1		1		1
--------------	----------	---	----------	---	----------	---	----------

In relation to key performance indicators the occupancy of Runcorn Market continues to be a cause of some concern. Additional details are provided within Appendix 2.

7.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS





Total	8		5		2		1
--------------	----------	---	----------	---	----------	---	----------

The majority of the remaining indicators for the service remain on track and additional details are provided within Appendix 3. In relation to market occupancy this has now been incorporated as an element PPB Topic work.



8.0 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 - Use of traffic light symbols




Progress against key service objectives / milestones

Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PS O1	Review of Property Assets for potential disposal	Annual review to produce disposal programme complete March 2009		A draft disposal programme has been produced with a view to it being finalised prior to March 2009
PS O2	Reduce backlog of maintenance on property portfolio (currently £3.5m)	£3.4Million		Works progressing on programme in order to reduce maintenance backlog
PS O5	Fulfil requirements of Asbestos Audits and Management Regulations	Confirm 100% compliance		Objective progressing as planned
PS O6	DDA Works Corporate (Non Schools) subject to funding (currently £200k per annum)	Complete 60% of Priority 2 works by March 2008		DDA Works progressing as planned







Progress against other objectives / milestones



Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PS O3	Review Value of Property Assets for Councils accounts (20%)	Annual Review of Value complete March 2009		Work is progressing as planned
PS O4	Rationalise accommodation requirements through the refurbishment of Runcorn Town Hall office accommodation.	Relocate staff to refurbished office accommodation at Runcorn Town Hall July 2008		Works now complete and staff relocated. Three leases at Grosvenor House have now been surrendered generating significant revenue savings.

Progress against Key Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Cost & Efficiency						
PYSLI 3	Occupancy of Industrial Units (%)	83	80	80		Occupancy levels have dropped slightly as a result of the current financial difficulties being faced nationally and are anticipated to drop further
PYSLI 5	Occupancy of Market (Widnes) %	86.5	90	81		Indoor 96%, outdoor 52% flea market 95%
PYSLI 7	Occupancy of Market (Runcom) %	50	90	40		The market continues to suffer with occupancy levels

Progress against 'other' performance indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
PYSLI 1	% Of undisputed invoices paid within 30 days	100	100	100%		On target
Cost & Efficiency						
PYSLI 2	% Cost Performance on projects over £50k (Contract Let to Practical Completion within 5% of the allotted cost – excluding Client changes)	81	90	100%		Six projects have been financially completed all within budget
PYSLI 4	% Of rent collected as % of rent due (Excluding bankruptcies and the like)	92.5	95	90%		Figures have dropped slightly as a result of the current financial difficulties being faced nationally, this will be focussed upon during the next quarter
PYSLI 6	% Of rent collected as % of rent due	95	95	97		On target
PYSLI 7	Occupancy of Market (Runcorn) %	50	90	40%		The market continues to suffer with occupancy levels
PYSLI 8	% Of rent collected as % of rent due	95	95	59%		The level of rents collected have dropped as traders are still struggling to pay rents, this will be focussed upon during the next quarter

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Fair access						
PYSLI 9	The percentage of Authority buildings open to the public in which all public areas are suitable for and accessible to disabled people (previously BVPI 156)	65	70	68%		On target
Service Delivery						
PYS LI 10	Time performance on projects over £ 50 K (Contract let to practical completion within a margin of 5% - excluding Client changes)	63	90	90%		Eleven projects have now been completed, only one was delayed due to poor contractor performance

Financial Statement

PROPERTY SERVICES

Revenue Budget as at 30th September 2008

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<u>Expenditure</u>					
Employees	1,407	703	697	6	847
Repairs & Maintenance	3,214	1,606	1,742	(136)	2,861
Energy & Water Costs	489	244	387	(143)	729
NNDR	660	660	787	(127)	821
Rents	980	604	741	(137)	1,384
Property Recharges	1,771	0	0	0	0
Other Premises Costs	365	145	126	19	126
Supplies & Services	201	90	69	21	132
Surveys & Audits	888	444	417	27	808
Transport	36	18		(2)	20
			20		
Asset Charges	2,119	0	0	0	0
Support Services	872	0	0	0	0
Total Expenditure	13,002	4,514	4,986	(472)	7,728
<u>Income</u>					
Rent – Markets	-1,139	-579	-466	(113)	-466
Rent – Industrial Estates	-1,269	-634	-564	(70)	-564
Rent – Commercial	-767	-375	-264	(111)	-264
Recharges to Capital	-1,611	-403	-279	(124)	-279
Accommodation Recharges	-3,456	0	0	0	0
Repair & Maintenance Recharges	-3,535	0	0	0	0
Support Service Recharges	-1,152	0	0	0	0
Other Income	-3	-2	-13	11	-13
Total Income	-12,932	-1,993	-1,586	(407)	-1,586
Net Expenditure	70	2,521	3,400	(879)	6,142

Comments on the above figures:

In overall terms spending in the second quarter is considerably over budget. A revaluation of the business rates relating to Catalyst House and Rutland House has resulted in an increase in NNDR costs. Rutland House has incurred a back-dated electricity charge covering the last three years and Grosvenor House has incurred a back-dated charge for Water usage. Delays in relocating the personnel in Grosvenor House have resulted in additional Rent costs.

In addition Runcorn Market is still not fully occupied and therefore income from stallholder rents is lower than budgeted. There are still a number of large vacant units on Seymour Court and St.Michaels Industrial Estates which are proving difficult to re-let and therefore income is expected to be below the budgeted target. There are also vacancies at both Picow Farm Depot and other Commercial units.

APPENDIX FIVE– FINANCIAL STATEMENT Property Services

Revenue Budget as at 30th September 2008**Capital expenditure as at 30th September 2008**




Capital Expenditure	2008/09 Capital Allocation	Allocation To Date	Actual Spend To Date	Total Allocation Remaining
	£000	£000	£000	£000
Runcorn Town Hall Refurbishment	1,232	1,044	1,044	188
Disabled Access	300	150	58	242
Net Expenditure	1,532	1,194	1,102	430

Comments on the above figures

It is expected that the full allocation will be spent by the financial year-end.

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>	 <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target is on course to be achieved</u>.</p>
<u>Amber</u>	 <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that it is either <u>unclear</u> at this stage or too early to state <u>whether the target is on course to be achieved</u>.</p>
<u>Red</u>	 <p>Indicates that it is <u>highly unlikely or certain that the objective will not be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.</p>

QUARTERLY MONITORING REPORT

DIRECTORATE: Environment

SERVICE: Stadium & Hospitality

PERIOD: Quarter 2 to period end 30th September 2008

1.0 INTRODUCTION

This quarterly monitoring report covers the Stadium & Hospitality Department second quarter period up to 30 September 2008. It describes key developments and progress against 'key' milestones and performance indicators for the service.

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

2.0 KEY DEVELOPMENTS

School Meals

Free School Meals

Revenues and Benefits initiated a change to the registration process for free school meals earlier this year, which has resulted in anyone claiming Housing Benefit or Council Tax, with eligible children, being automatically registered. This has resulted in an increase of over 500 meals per day and further work will be undertaken to further increase uptake levels. At a recent meeting it was agreed to increase relevant budgets to accommodate.

The Stobart Stadium Halton

Play Off Match

An approach was made by Wigan Warriors RLFC to seek permission to stage their play off game against Bradford Bulls at the Stadium, we agreed even though there was only 5 days notice and remedial work had started on the pitch.

The match went ahead and attracted a crowd in excess of 7,400. It was hailed a huge success by both Wigan and the RFL, the Council receiving numerous plaudits for staging the game at such short notice and particular positive comments were made in relation to the quality of the facilities.

Numerous e-mails have been received from Wigan fans thanking us for staging the event. Please see below:-

Dear Sir,

I just wanted to say a heartfelt thank you for allowing Wigan RL and fans to turn the Stobart Stadium into a mini JJB stadium last Friday night. Myself, and my Dad, my sister her partner and my partner thoroughly enjoyed ourselves, and was quite touched that you had allowed Wigan RL to put up all the flags and the other cherry and white touches.

I just wanted to say thanks again, and hope you crack on and get a rightful place in SL in 2012 - you should have been picked for next year before Salford!

H208 Road Show

Following the popular and successful Halton's Got Talent competition in July an event was held in the Marquee Suite allowing all the competitors to perform again, the event attracted over 200 and all contestants enjoyed the experience.

Wedding Fayre

A Wedding Fayre was held on Monday 29th September attracting over 35 exhibitors and over 380 visitors. The Stadium Wedding Fayres are now recognised as the main local Wedding Fayre.

A full data base has been compiled of all the potential Brides and Grooms and contact is being made early October to pursue them to encourage them to book the Stobart Stadium for their Wedding.

Over 20 Weddings are already conformed for 2009, an increase of 21% compared to the same time last year.

Improved Marketing with Widnes Vikings

Following a number of meetings a joint marketing group has now been formed, this enables better use of mail shots and general advertising, in addition, it also presents a united front to a much larger customer base.

The most recent improvement has been the introduction on the Vikings Website of a dedicated page for the Stadium, advertising the various rooms and suites available on a non-match day. (www.widnesvikings.co.uk/conferencing).

Christmas Party Nights

A full range of options has been advertised and a number of nights are already fully booked.

The 70's event in the new Marquee Suite is now fully booked.

The full range of options for Christmas Party Nights can be viewed at the Stadiums web site.

Infrastructure Upgrades

A new fibre optic link enabling faster internet/intranet access has been installed, to be followed by a wireless option for conference bookings.

New fire alarm panels have been fitted that will reduce the number of false calls and provide better information to Fire Officers.

Work will commence in October to improve the PA system in the River and Bridge Suites and Fitness Sports Hall. The new system will improve quality, reliability and reduce overall cost as it will reduce the need to hire equipment for conferences and special events.

3.0 EMERGING ISSUES

School Meals

Additional Funding bid to the PCT

Obesity has been identified as one of 6 key areas of concern for the PCT, a comprehensive proposal paper has been submitted to the PCT requesting a range of funding options that would both improve the school meals service and as importantly make them more affordable to the residents of the Borough.




A copy of the full report from is available to view from either the Schools Meals Manager or Head of Service.

The Stobart Stadium Halton

Everton FC Reserves

Everton FC have approached the Stadium with a view to taking the two-year extension to the existing three-year deal, they also wish to start negotiations on securing a further five-year deal.

4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES

Total	16		14		0		2
--------------	-----------	---	-----------	---	----------	---	----------

Generally good progress towards objectives/milestones. Hosting of pop concert at the stadium and the expansion of the school smart card system (cashless payments), have encountered delays. For further details please refer to Appendix 1.

5.0 SERVICE REVIEW

School Meals

Hospitality Assured

The School Meals Service was externally assessed on 8th and 9th October 2007, the criteria used is industry led and the same criteria is used to judge ALL catering services, public and private, only 12 Local Authorities have achieved the accreditation to date. This award is granted on an annual basis, the Assessors are returning to complete this year's assessment on 5th and 6th November. A full report from the assessors is available to view from either the Schools Meals Manager or Head of Service.

Internal Audit Review

An internal audit of school meals has been completed and the findings will be presented to MT in the near future. All the recommendations within the report have been actioned.

Food Purchasing Contracts




Due to the substantial increase in food costs we are looking at all food contracts to try and make savings. Halton Borough Council has joined a purchasing organisation called SNUPI (which buys on behalf of Universities, Colleges and some Local Councils).

Civic Catering

Internal Audit Review




An internal audit of the Council Coffee Shops has been completed and the findings will be presented to MT in the near future. All the recommendations within the report have been actioned.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	7		5		0		1
--------------	----------	---	----------	---	----------	---	----------

Of the seven performance indicators, five show good progress towards targets. One has been awarded a red traffic light (% uptake of school meals in primary schools), however, this disguises a significant increase in the actual number of pupils eating free meals. Data for one indicator, schools achieving The National Healthy School Standard, is not available to be reported this quarter.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	9		8		1		0
--------------	----------	---	----------	---	----------	---	----------

Good overall progress towards the targets set for “Other” indicators. For further details please refer to 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.

Where a Key Service Objective has been assessed and found to have associated ‘High’ risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4.

There are no Service Objectives for this service that have been assessed and found to have associated ‘High’ risks. Therefore, there is no progress to report.







9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS






During 2007/08 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through that assessment, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4.

There are no High priority actions for this service; therefore, there is no progress to report.




10.0 APPENDICES



Appendix 1- Progress against Key Objectives/ Milestones
 Appendix 2- Progress against Key Performance Indicators
 Appendix 3- Progress against Other Performance Indicators
 Appendix 4- Financial Statement
 Appendix 5- Explanation of traffic light symbols

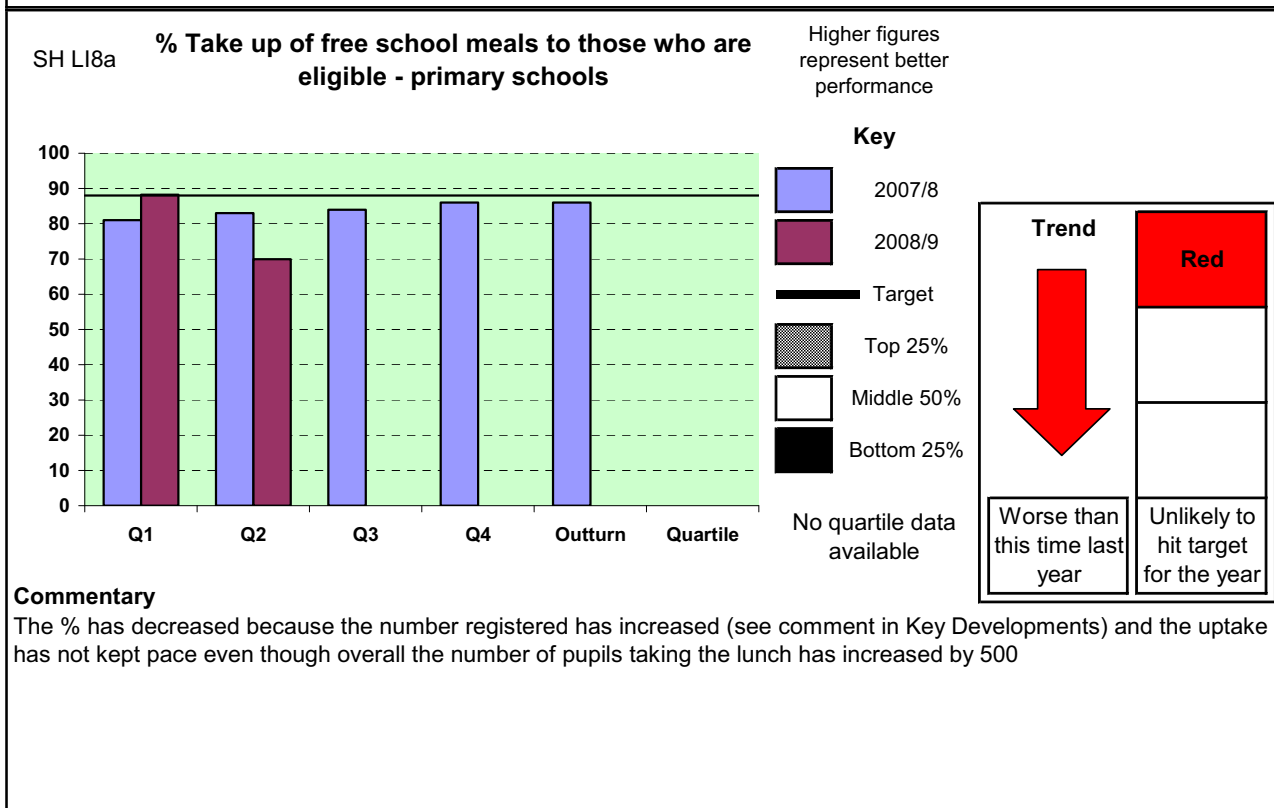
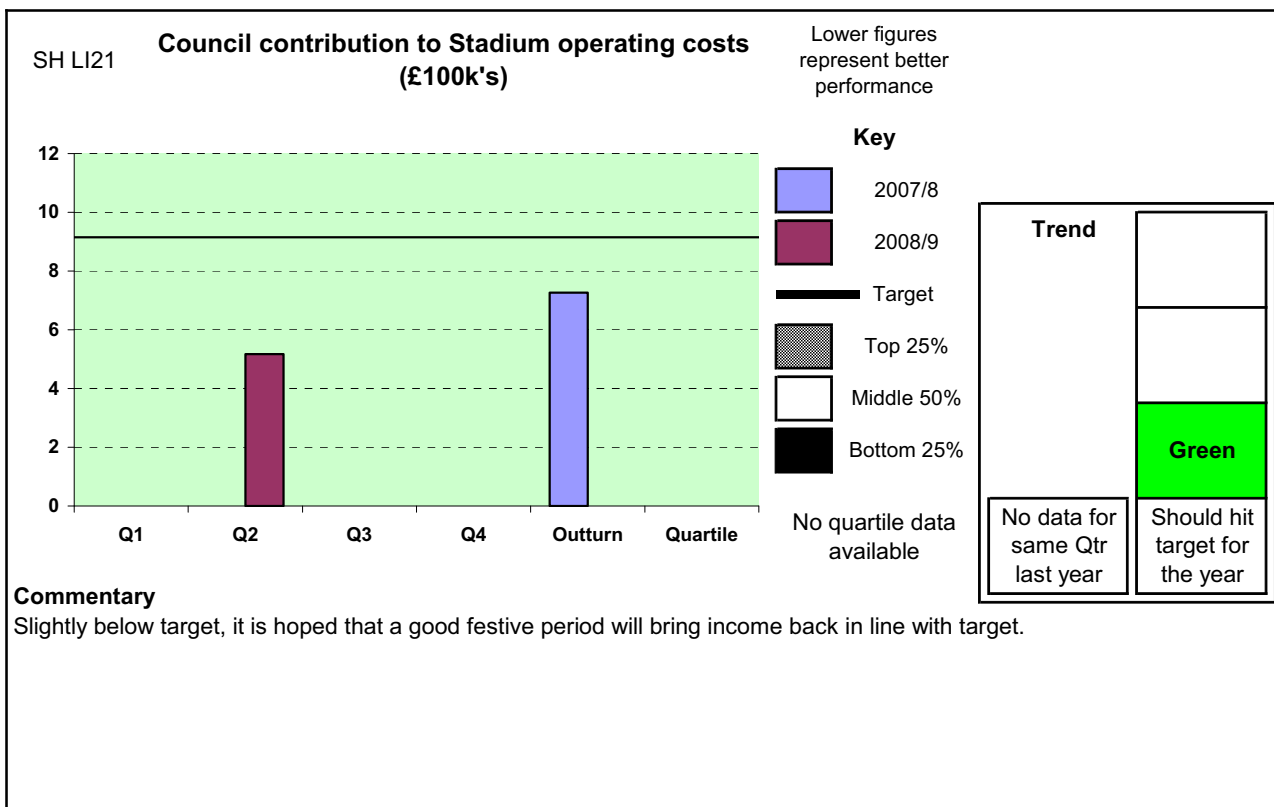
Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
SH 1	Increase the community usage of the stadium and to maintain and improve the health of Halton residents.	Identify areas for improvement in line with the Business Plan and Marketing Plan.(this will drive the development of milestones for 2009/10). Nov 2008		On-going progress, preparation work underway for three-year Business Plan 2009 – 2012.
		Visit Riverside College Halton and local Sixth Forms to advise and promote to students the leisure facilities available at The Stadium. Sep 2008		Visits have taken place and follow-up visits are programmed W/C 13 th October. The new 3 – month membership offer is proving popular.
		Establish a regular forum to engage with all established community user groups to pursue development of activities and to encourage cross-activity cooperation May 2008		Following the recent Sports Partnership meeting a number of community groups have engaged in dialogue with Stadium management with a view to utilising the facilities.
		Establish a formal process for measuring customer satisfaction with Stadium Community Services. Dec 2008		A questionnaire is to be distributed to community users to seek views on future developments.
		<i>Charitable and community organisations to utilise Stadium facilities during "off-peak" periods at a reduced price. Dec 2008</i>		<i>A number of organisations have been in contact concerning the limited "free use offer".</i>
		<i>Host Capital Of Culture Youth event. July 2008</i>		Completed

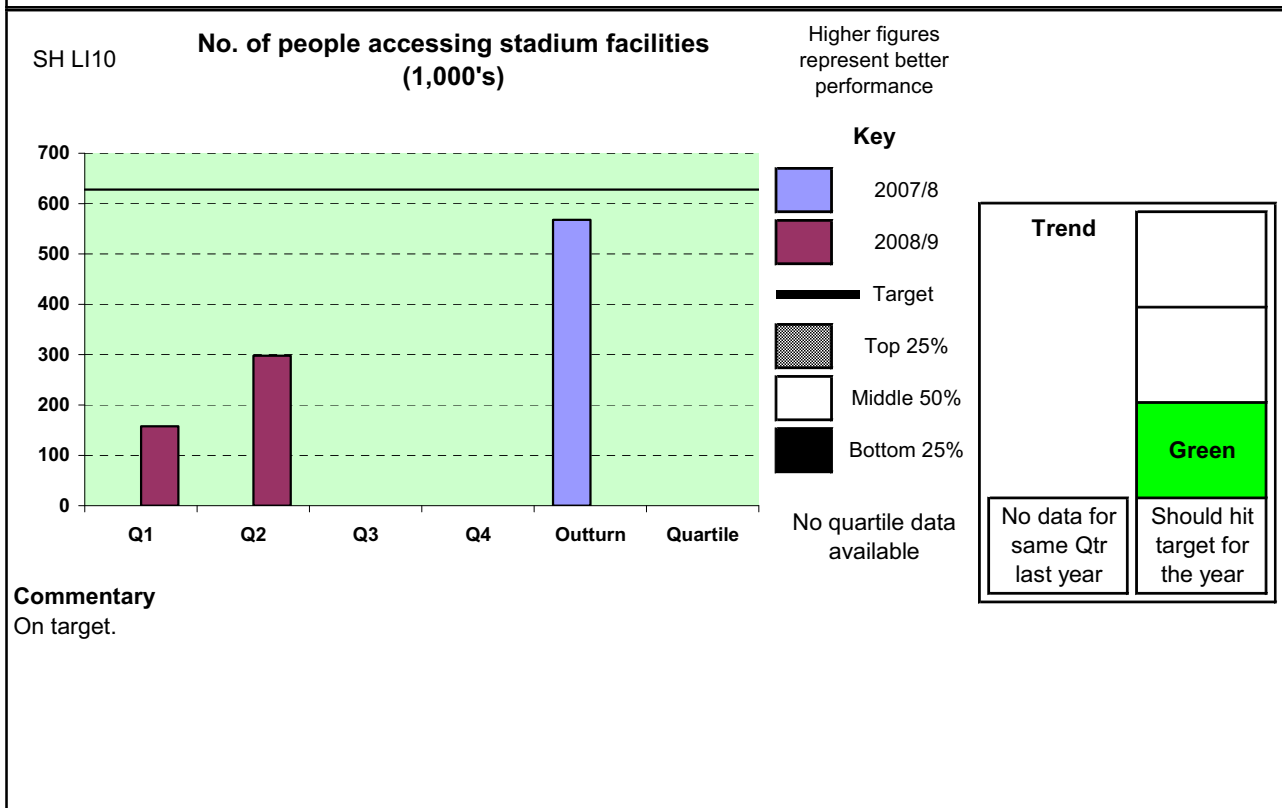
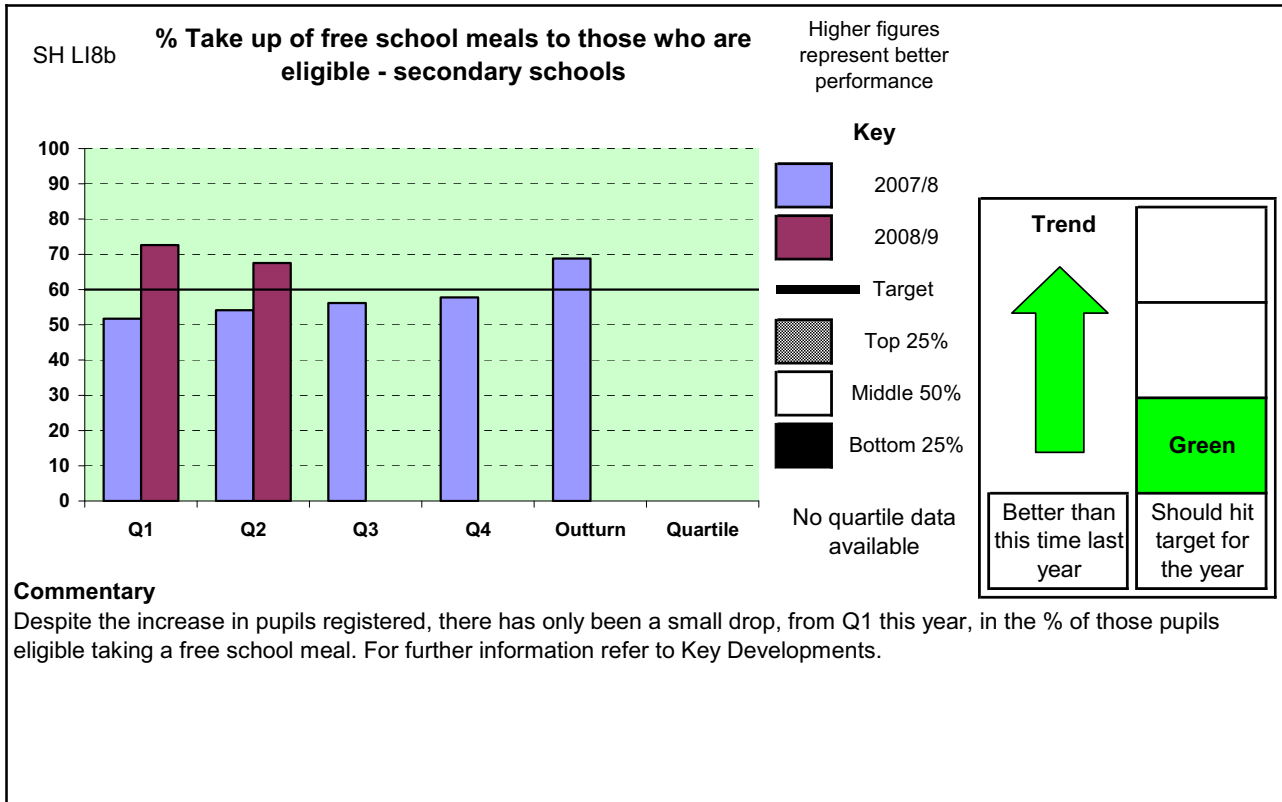
Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
SH 2	Increase the Stadium turnover and improve efficiency to reduce the level of Council contribution.	Implement promotional programme aimed at the Borough's school children to increase attendance at Widnes Vikings and Everton Reserve fixtures developed in conjunction with both clubs. Apr 2008		A number of marketing initiatives are being pursued with both Widnes Vikings and Everton F.C..
		Review and identify areas for improvement in line with the Business Plan and Marketing Plan. Nov 2008		On-going
		Host a pitch based "Pop Concert". Sep 2008		Limited progress.
		Host a wedding and business fayre. Oct 2008		A Business Fayre took place in April this yea. A wedding fayre took place on 29 th September and was well attended by exhibitors and visitors. The Stadium Wedding Fayres are now regarded as the premier events of this type in the area.
		Develop promotional strategy to attract large corporate events to the Stadium (new Marquee Suite). Dec 2008		Working closely with Blackstripe Marketing and Widnes Vikings Commercial Manager to promote future events. The 70's Disco Christmas Party Night is a complete sell-out with over 350 tickets sold and a waiting list of over 30.

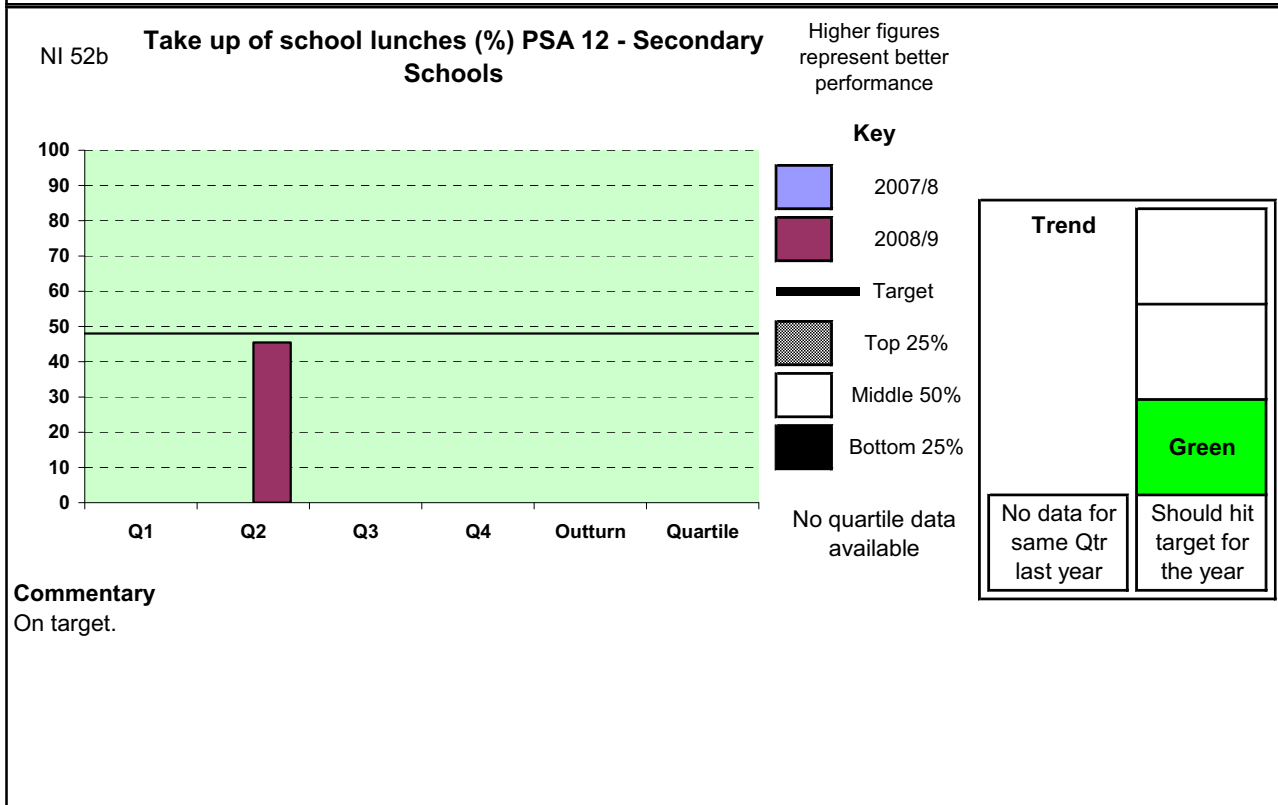
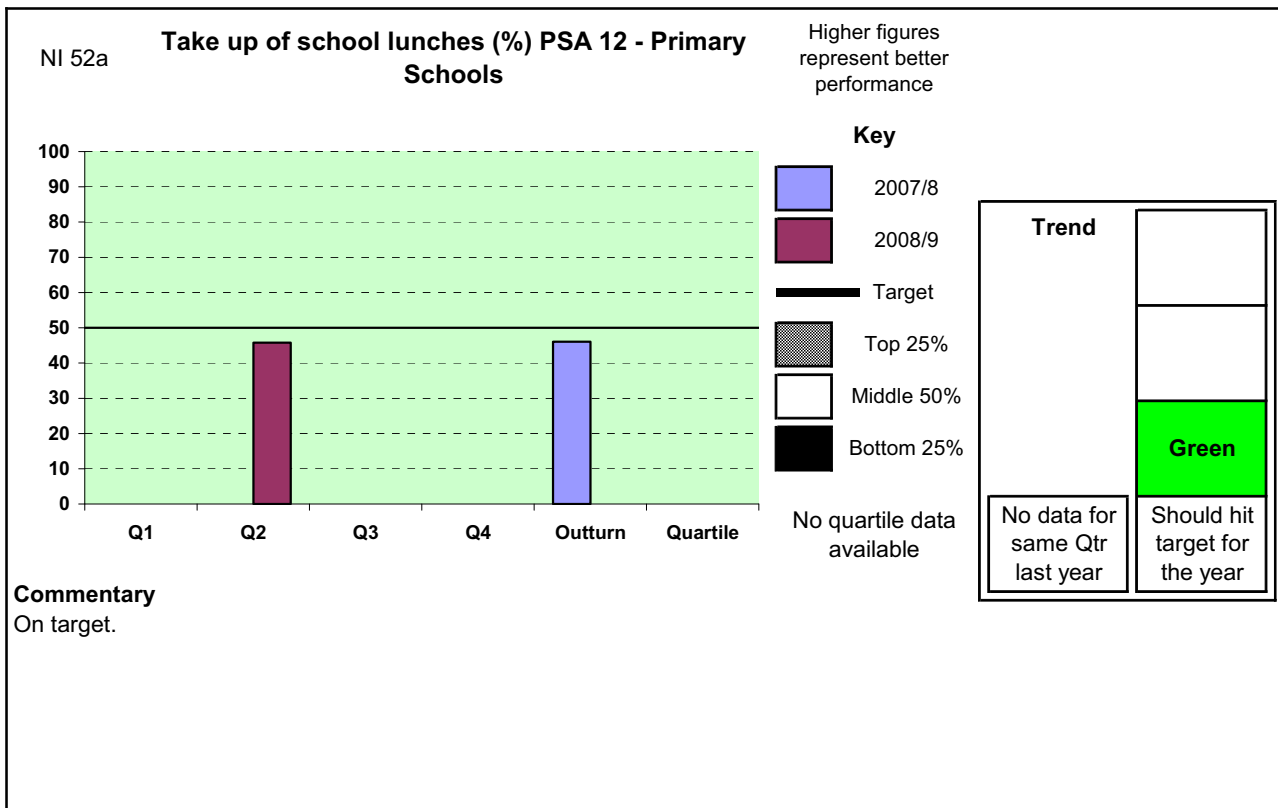
**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES
Stadium & Hospitality Services**

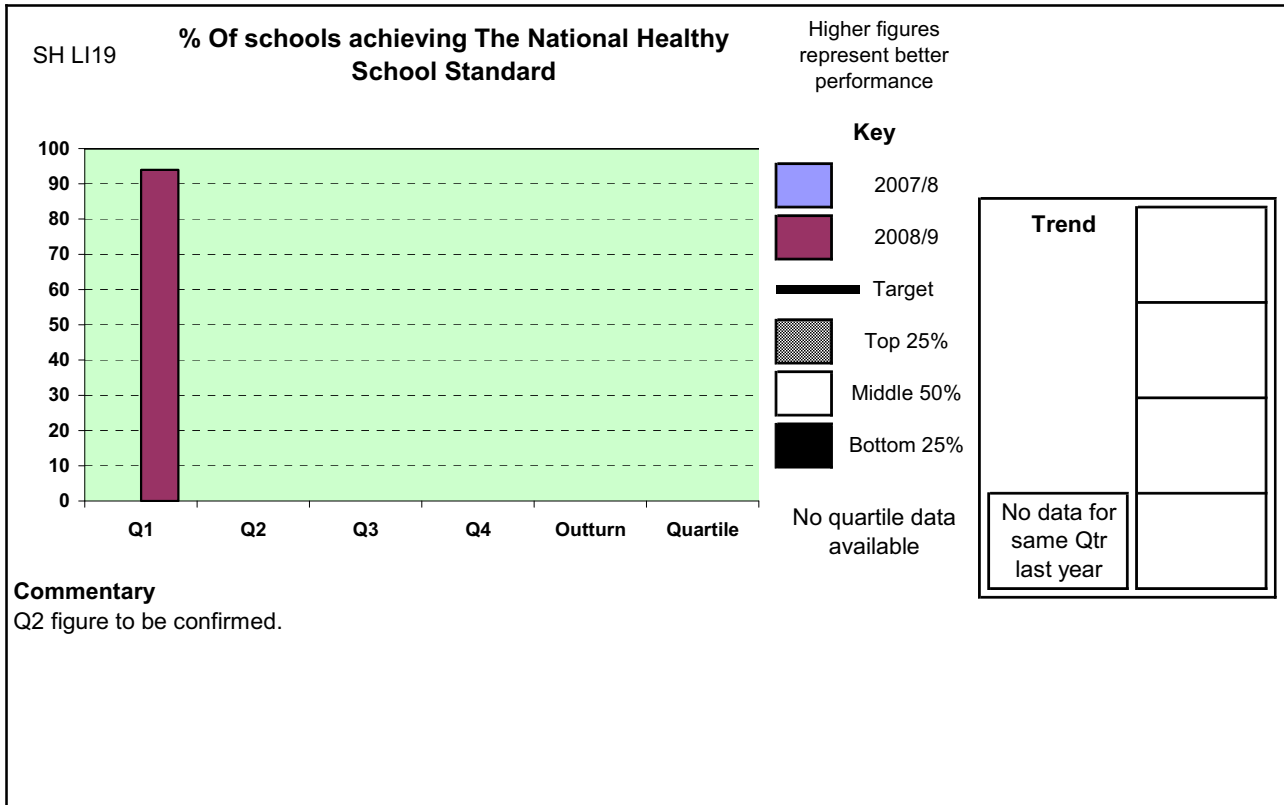
Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		<i>Increase the variety and quality of food offered on match days. Apr 2008</i>		<i>A wide selection of food is now on offer.</i>
SH 3	Increase the number of Pupils having a school lunch, to raise awareness, and increase levels, of healthy eating	Introduce an early academic school year promotion and educational campaign. Sep 2008		New parents leaflets have been distributed to both primary and secondary school children, initial results indicate an increase of over 600 meals per day than at this time last year.
		<i>Extend the cashless payment Smart Card scheme to additional schools which reduces queuing times and helps parental monitoring of actual spend and food consumption. Sep 2008</i>		<i>Ongoing. This initiative has to be funded by the school, although schools are showing an interest in the scheme the initial capital outlay is proving to be a stumbling block</i> <i>The funding bid being presented to the PCT outlines the clear advantages of operating a Smart Card Scheme and initial Capital Money of £150,000 will, if granted enable us to introduce the system in to all our secondary schools..</i>










Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		<p><i>To conduct a benchmarking exercise which compares individual school performance. good performance to be investigated and shared with all schools and producing individual School Action Plans including independently run schools. Dec 2008</i></p>		<p><i>Ongoing. A formal presentation evening is planned for November that will recognise the better performing schools in a range of areas: - cleanliness, percentage uptake, letters of commendation etc.</i></p>
		<p>Conduct a questionnaire/satisfaction postal survey to all parents/guardians of pupils eligible to a free school meal, to learn of perceived barriers restricting uptake. Evaluate and produce Action Plan. Dec 2008</p>		<p>Ongoing. The new system has resulted in an increase of around 450 meals per day; there are still a large number of entitled pupils who do not take up their meal.</p>









Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Cost & Efficiency						
SH LI5	No. Of meals served versus hourly input of labour	8.52	8	7.67		Although the actual is below target, meal numbers tend to drop at this time of year. All temporary and casual hours have been removed. It is anticipated that the service will achieve this target at year-end.
SH LI16	Increase in the turnover of the Stadium (£m)	2.221	2.65	1.273		Although the 6-month figure is slightly down, Christmas this year is selling better than previous years and our year-end target should be met.
SH LI21	Council contribution to Stadium operating costs (£100K's)	7.27	9.15	5.17		Slightly above target, it is hoped that a good festive period will bring income back in line with target.
Quality						
SH LI3	% Of catering staff achieving a formal qualification	9%	10%	5.6%		The forecast is that the year-end target will be exceeded.
SH LI22a	Food cost per primary school meal	62.4	70.0	71.21p		The rising cost of food is putting additional pressures on the service, presently all avenues are being pursued to reduce food costs further.
SH LI22b	Food cost per secondary school meal	83.0	90.0	89.73p		The rising cost of food is putting additional pressures on the service, presently all avenues are being pursued to reduce food costs further.
Service Delivery						
SH LI1	% Of schools complying with National Nutritional Guidelines (66 Schools)	100	100	100		All schools fully compliant, St Chads RC Comp is the only school outside of the Authorities catering contract.
SH LI11	Uptake of the Halton Leisure card	208	200	109		On Target
SH LI18	Average number of healthy food initiatives per school	4	5	4		On Target

STADIUM, CATERING & CLEANING**Café Bars****Revenue Budget 2008/09**

	Annual Revised Budget	Budget to Date	Actual Spend	Variance (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Employee Costs	204	102	97	5	97
Supplies & Services	9	4	8	(3)	8
Food Provisions	108	54	84	(30)	84
Total Expenditure	321	161	189	(28)	189
Income					
Café Bar Sales Income	-265	-132	-130	(3)	-130
External Sales Income	-43	-21	-23	2	-23
Internal Sales Income	-14	-7	-14	7	-14
					0
Total Income	-321	-161	-167	6	-167
Net Expenditure	0	0	22	(22)	22

Comments

Long term Sickness - £6k

STADIUM, CATERING & CLEANING**The Stobart Stadium Halton
Revenue Budget 2008/09**

	Annual Revised Budget	Budget to Date	Actual Spend	Variance (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Operational Employee Costs	107	54	60	(6)	60
Admin/Clerical Employee Costs	278	139	146	(6)	146
Premises Employee Costs	69	36	43	(8)	43
Support Employee Costs	32	16	18	(2)	18
Creche Employee Costs	8	4	3	1	3
Coaching Employee Costs	8	4	9	(5)	9
Catering Employee Costs	179	90	116	(26)	116
Bar Employee Costs	225	113	111	1	111
Matchday Employee Costs	62	43	43	0	43
Other Salary Costs	3	1	1	0	1
Premises	531	270	254	15	254
Supplies & Services	349	188	232	(44)	232
Food Provisions	192	96	83	13	83
Bar Provisions	258	129	128	1	128
Vehicle Maintenance Unit - Fees	9	5	5	(0)	5
Central Support Costs	194	97	97	0	97
Departmental Recharges	90	45	45	0	45
Capital Financing Costs	25	25	18	7	18
Asset Rental Support Costs	570	285	285	0	285
Total Expenditure	3,191	1,639	1,698	(59)	1,698
Income					
Sales Income	-1,050	-525	-491	(34)	-491
Fees & Charges	-496	-231	-247	16	-247
HBC Support Costs Income	-39	-19	-19	0	-19
Internal Income	-70	-35	-53	18	-53
Rents Income	-50	-10	-10	0	-10
Total Income	-1,706	-821	-821	(0)	-821
Net Expenditure	1,485	818	877	(59)	877

Comments

Gym Memberships VAT adjustment, loss of income of Approx - 13k

Long Term Sickness - 21k Stadium Fitness

Increase in food provisions across the country

Social Club Bar Income down by approx 20k compared to 07/08. Smoking Ban

Smoking Shelter has NOT been approved

Bar industry in general suffering from financial crisis with Pub and Social Clubs suffering.

Review of opening/closing times across all trading areas.

Capital Programme 2008/2009

Scheme	Annual Revised Budget	Budget to Date	Actual Spend	Variance (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Stadium Minor Works	58	43	43	0	43

Domestic Services Division 2008/2009.**Revenue Budget as at 30th Sept 2008.**




	Annual Revised Budget	Budget To Date	Actual Spend	Variance (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<u>Expenditure</u>					
Employees	2,612	1,307	1,352	(45)	1,352
Operational Buildings	18	0	0	0	0
Other Premises Costs	34	16	18	(2)	18
Supplies & Services	189	98	93	5	93
Hired & Contracted Services	28	15	12	3	12
Food Provisions	1,156	588	642	(54)	642
Transport	9	5	5	0	5
Internal Support Costs	54	0	0	0	0
Central Support Costs	176	0	0	0	0
Asset Charges	8	0	0	0	0
Total Expenditure	4,284	2,029	2,122	(93)	2,122
<u>Income</u>					
-					
Sales - School Meals	-2,049	-971	-856	(115)	-856
Sales - Civic Catering	-172	-87	-39	(48)	-39
Support Service Income	-99	0	0	0	0
Government Grants	-200	-200	-200	0	-200
Reimbursements & Other Grants	-17	-9	-9	0	-9
School Meals - Free Children's Meals	-943	-482	-542	60	-542
School Meals - Catering Recharges	-293	-147	-153	6	-153
Civic Catering Recharges	-138	-69	-58	(11)	-58
Total Income	-3,911	-1,965	-1,857	(108)	-1,857
<u>Net Expenditure</u>	373	64	265	(201)	265

Comments

The over-spend on labour is a result of an increase in food preparation time resulting from the new nutritional guidelines and the job evaluation process.

The increase in food costs is a result of the new nutritional guidelines and other economic factors. Sales income targets continue to be a concern.

The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target is on course to be achieved</u>.</p>
<u>Amber</u>	 <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.</p>
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain that the objective will not be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.</p>