



**Corporate Services Policy and
Performance Board**

**Tuesday, 8 September 2009 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, 3 November 2009*

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

Part I

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1. MINUTES	
2. DECLARATION 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>	
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<p>There are no SSP minutes for this meeting.</p>	
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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: 8 September 2009

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 34(9).

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(9) states that Public Questions shall be dealt with as follows:-

- (i) A total of 30 minutes will be allocated for dealing with questions from 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 given by 4.00 pm on the working day prior to the date of the meeting to the Committee Services Manager. At any one 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 your 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 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: 8 September 2009
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 4 JUNE 2009

EXB 7 PARISH ISSUES - HALEBANK AND SANDYMOOR PARISH COUNCILS

The Board received a report from the Chief Executive which asked them to consider the following requests from Halebank and Sandymoor Parish Councils:

1. Halebank – to increase the number of Councillors on the Parish Council from five to eight and to move the date of the next election from 2010 to 2012.
2. Sandymoor – to increase the number of Councillors on the Parish Council from five to eight.

The Local Government and Rating Act 1997 empowers District Councils to vary the number of members of Parish and Town Councils. Halebank Parish Council had also requested that the Council consider moving the date for the next election to 2012, making it the normal four year cycle for a Parish Council term rather than two.

The Parish Council had advised that when it was established in 2009 there was a natural expectation, amongst electors, that the Council was being elected to fulfil a four year mandate. The Parish Council believed another election in 2010 was likely to confuse voters and undermine the transparency of the democratic system. The Council believed that there was a strong argument as to why a newly established Council should, in principle, be able to fulfil a four year mandate. An election in 2010 would give the Council only one year in which to set its own precept and begin to establish itself within the community. An election in 2012, would give the Council and its elected members, time to find their feet, develop their roles and establish a record, which could be properly subject to the democratic verdict of local voters.

RESOLVED: That

- 1) It be recommended to Council that, in accordance with the provisions of Section 53 of the Local Government and Public

involvement in Health Act 2007, the date of the next election for Halebank Parish Council be 3 May 2012; and

- 2) It be recommended to Council that, in accordance with the provisions of Section 17 (2) of the Local Government and Rating Act 1997, the number of Parish Councillors on Halebank and Sandymoor Parish Council be increased to eight with effect from 3 May 2012.

EXECUTIVE BOARD MEETING HELD ON 18 JUNE 2009

EXB15 MID TERM REVIEW OF SUSTAINABLE COMMUNITY STRATEGY - KEY DECISION

The Board received a report of the Strategic Director, Corporate and Policy which provided Members with an amended version of the Sustainable Community Strategy.

Members were advised that local authorities were required to prepare and implement a Sustainable Community Strategy. Local authorities were expected to work with partners through the Local Strategic Partnership to agree priorities and to engage and involve local communities. The current Sustainable Community Strategy was adopted in 2006. It contained a long-term vision with clear objectives with delivery targets for the period 2006-2011.

It was noted that since the strategy had been prepared a number of changes had taken place making it necessary to conduct a mid-term review. This was an update, not a complete revision. Recent perception surveys and the revised State of the Borough Report (2009) confirmed that the underlying vision and priorities from 2006 remained relevant. Widespread engagement had therefore not been undertaken for this mid-term review. However, in 2010/11 work would commence on a full review and roll forward of the strategy with wide engagement, linking up with work being done on the Local Development Framework Core Strategy.

Members were advised of the main objectives of the mid-term review which were set out in detail in the report. Members were advised that the attached draft of the mid-term review had been drawn up following consultation with partners and would be considered by the Halton Strategic Partnership Board on the 20th May 2009. The revised Sustainable Community Strategy had to be adopted by full Council (Local Government Act 200) and it was planned to take the final draft to the full Council meeting on the 22nd July 2009.

Members were further advised that the draft Strategy had been submitted to the Council's Policy and Performance Boards (PBB's) for scrutiny and a number of comments had been noted, particularly that the Employment, Learning and Skills PPB had requested the addition of a further local indicator for 'children and young people's satisfaction with Open Spaces and Parks'.

REASON FOR DECISION

The 2006 Sustainable Community strategy needs updating to take into account changes to the National Performance Framework, including the Halton Local Area Agreement, and recent statutory guidance.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED:

The following options were considered:

1. To leave the strategy unchanged. This would result in the need to monitor performance against two different sets of targets and would not be compliant with statutory targets; and
2. To conduct a full review of the strategy. This was rejected because the the Strategy was only adopted on 2006 and a full review would be premature.

IMPLEMENTATION DATE

The strategy will take effect following its adoption by Council (anticipated to be 22 July 2009).

RESOLVED: That the draft mid-term review of the Sustainable Community Strategy, subject to the addition of a further local indicator as set out above, be recommended to Council for adoption.

EXECUTIVE BOARD SUB COMMITTEE MEETING HELD ON 4TH JUNE 2009

ES2 AREA FORUM ANNUAL REPORT 2008/09

The Board received a report from the Strategic Director Corporate and Policy informing the members of the spending by the Area Forums for 2008/09.

The report advised that funding was allocated to the Area Forums to spend on small scale projects that were identified by the community. In 2008/09 a total of £600,000 was allocated to the Area

Forums, made up of £300,000 Working Neighbourhood Fund (WNF) and £300,000 from Halton Borough Council Priorities Fund. It was allocated on a per capita basis across the seven Area Forums that cover the Borough.

It was noted that the local community were invited to raise ideas for neighbourhood projects, which would help improve their local area. The Forum then considered these ideas, and an action plan agreed. Actions must have community support and not result in a long-term financial commitment.

The projects were divided into the following categories and the proportion spent on each category overall is indicated in brackets.

- 1) Landscape (24%)
- 2) Safety (7%)
- 3) Youth Facilities (20%)
- 4) Improved Parks (18%)
- 5) Pedestrian Access (4%)
- 6) Security (11%)
- 7) Other (16%)

The Area Forums were a key tool in engaging with local residents, and the budget provided a means of funding minor schemes in response to local needs. The projects funded were all required to demonstrate a contribution to priority areas such as safety, health and so on. There were no ongoing financial implications, as it was a strict criterion that area forum projects should not incur ongoing costs.

Members commented that it was important that the minutes from the area forums were circulated within the public arena. It was confirmed that the minutes were published on the HBC website and could also be included on the Members bulletin.

RESOLVED: That the report be noted.

ES3 TREASURY MANAGEMENT 2008/09 4TH QUARTER

The Board received a report from the Operational Director – Financial Services on the Treasury Management 2008/09 4th Quarter (January to March) which updated the Sub Committee on activities undertaken on the money market as required by the Treasury Management Policy (TMP). The Operational Director reported on the current investment market particularly in relation to building societies.

The report provided supporting information on the short term rates, longer term rates, temporary borrowing/investments, longer

term borrowing/investments and policy guidelines. It was noted that all the policy guidelines in the TMP had been complied with. Following the mergers of building societies the Council's exposure to Nationwide Building Society exceeded its limit; however this would unwind as investments mature.

RESOLVED: That the report be noted.

ES4 PURCHASE OF PERFORMANCE MANAGEMENT SOFTWARE SYSTEM

The Board received a report from the Strategic Director Corporate and Policy informing the Sub-Committee of a decision to purchase a web based Performance Management Software System for use by the Council and the Halton Strategic Partnership.

To date the Council had operated an effective performance monitoring system, largely based upon internally developed templates, to provide performance information to relevant Officers and Members at an organisational and partnership level. Given a number of changes that had occurred within the operating environment it would be unlikely that such arrangements would remain effective in the medium term. These changes included:

- The introduction of a single National Indicator Data Set from April 2008. Such measures were no longer confined to the outputs of the organisation, as were the Best Value Performance Indicators that they replaced, but were much more outcome focused and relate to information that originates from both the Council and its partner agencies.
- The strengthening of Local Area Agreement (LAA) and the introduction of the Comprehensive Area Assessment (CAA) framework that places far greater emphasis upon the collaboration between the Council and its partners in achieving outcomes for the local communities that they serve.
- The ongoing need to make efficiency savings in light of tighter fiscal constraint.

Taking account of such changes the Council, as had most others, had recognised the potential benefits of acquiring a web based performance software system that would deliver medium-term benefits that would include:-

- Reducing the duplication currently incurred in the reporting of progress towards objectives in the Community Strategy, Corporate Plan and LAA.
- Improved quality, accessibility and timeliness of information required by the Council's decision making processes.
- Addressing issues raised in the most recent Corporate Performance Assessment concerning the need to improve partnership performance arrangements.

Ten tenders were submitted by vendors, costs ranging from £22,000 to £188,000. The evaluation led to the 4 lowest cost suppliers being shortlisted to present their system to a panel. As a result of this exercise and following visits to relevant reference sites by the performance specialists and the Corporate Performance Team, the two lowest cost suppliers were identified as primary options; namely 'Ten Software' and 'Inphase'.

The final decision was taken to acquire the Performance Plus software system as although the cost of acquiring the system was higher, it had medium term advantages in that it demonstrated superior IT and system specifications.

It was noted that the system implementation would begin in June and involve a series of training workshops for system use being delivered to staff both within the Council and within relevant partner agencies. Concurrent to such workshops, work would be undertaken in regards to system design and development and data transfer and it was envisaged that the system would become operational during the second quarter of the current financial year.

It was noted that the cost of the software would be shared equally between the Halton Strategic Partnership and Halton Borough Council. The Council's contribution over the three years could be met from within existing budgets. The system would be externally hosted to facilitate access by external partners, and so there were no additional hardware costs falling to the Council. It was also confirmed that there was no need to employ additional staff, as the administration of the system would be carried out by the Policy Team.

RESOLVED: That the report is noted.

EXECUTIVE BOARD SUB COMMITTEE MEETING HELD ON 18TH JUNE 2009

ES7 DISCRETIONARY NON DOMESTIC RATE RELIEF

The Board received a report of the Strategic Director, Corporate and Policy requesting Members to consider four applications for discretionary non-domestic rate relief, under the provisions of the Local Government Finance Act 1988.

The report advised that under the provisions of Section 47 of the Local Government Finance Act 1988m the Authority is allowed to grant discretionary rate relief to organisations that are either a charity or a non-profit making organisations.

RESOLVED: That

- (1) Under the provisions of Section 47, Local Government Finance Act 1988, discretionary rate relief be granted to the3 following organisation at the percentage indicated, for the period from 1 April 2009 or the commencement of liability, whichever is the later, to 31 March 2013; and

Halton Carers' Centre Ltd	20%
Halton Pentecostal Church Charity	20%
Shetland Rescue Horse and Pony Sanctuary	20%
Warrington Disability Partnership	20%;

- (2) In respect of the following organisations, it is also recommended that they should be granted discretionary rate relief for the backdated element of the charge:

Halton Carers' Centre Ltd	20%.
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ES8 OUTTURN REPORT 2008/09

The Board considered a report which reported the final revenue and capital spending position for 2008/09.

The report advised that the final accounts for 2008/09 were now complete and the revenue spending position for each Directorate, subject to external audit was set out in the Appendix to the report.

It was noted that as set out in the Budget Strategy, the planned overall underspend of £2m had been successfully achieved and had been transferred to the Invest to Save Fund to support efficiency measures.

RESOLVED: That the report be noted.

EXECUTIVE BOARD SUB COMMITTEE MEETING HELD ON 16TH JULY 2009

ES13 PROCUREMENT OF EXTERNALISED PRINT SERVICES PRELIMINARY ESTIMATES REPORT

The Board considered a report of the Executive Director – Corporate and Policy which stated that the existing arrangements for the Council’s printing requirements needed to be rationalised. It was proposed that a formal tender process be undertaken to achieve improved value for money. The report provided details of the estimated preliminary costs in accordance with Procurement Standing Order 2.1.

The Board was advised that print and copying requirements are currently fulfilled in a number of ways:-

- a) By accessing the in-house services offered by the print unit. The unit in effect provides a ‘copying’ service, producing committee papers; stationery (including pay slips); plus low quantity runs of leaflets, posters etc, where artwork is supplied;
- b) Where the requirement cannot be accommodated in-house, the print unit offers a ‘print management’ service, supporting officers in the procurement of appropriate externalised print services; and
- c) Finally, officers procure print direct from a supplier of their choice.

An analysis in area (c) showed that in one year, spend on externalised print services was in excess of £500,000 broken down by directorates and that the spend was currently spread over 92 separate external suppliers.

The Board was also advised that there were no formal arrangements in place for the procurement of these externalised print services, which encouraged inconsistent pricing throughout the Council for similar products, diluted purchase spend from lack of aggregation and increased administration costs from the high volume of transaction activity.

The report dealt with the requirement to establish a corporate contract arrangement for the procurement of externalised print services, split across a series of lots to ensure fair competition and transparency for our whole supply community.

Arising from the discussion Members raised a number of questions regarding the process. The Board agreed to defer the item in order to further explore a number issues.

RESOLVED: That

- 1) The matter be deferred for clarification of procurement options;
- 2) and a further report be brought to a future meeting.

REPORT TO: Corporate Services
Policy and Performance Board

DATE: 8th September 2009

REPORTING OFFICER: Strategic Director Corporate and Policy

SUBJECT: Disabled Access to Public Buildings

WARDS: Boroughwide

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of the report, following a request at the previous meeting, is to bring members up to date with the current position with regards disabled access and DDA compliance with regards to public buildings.

2.0 RECOMMENDATION: That the report be noted.

3.0 SUPPORTING INFORMATION

- 3.1 BVPI 156 'Buildings accessible to people with a disability' was introduced in 2000/01 in order to monitor the improvement of access to local authority buildings for disabled people. The indicator was formally withdrawn following the 2007/08 submission however Property Services have a local indicator PYSLI 12 which replaced it, together with a service objective (PS 07) which measures DDA compliance with regards to public buildings.
- 3.2 To summarise the definition of 'local authority buildings open to the public' in essence this means *"buildings or parts of buildings from which the authority provides a service to members of the public where the service cannot be provided by alternative means and where the inability to access the service in person would be discriminatory...."*
- 3.3 The percentage of our public buildings which now comply with BVPI 156 and the subsequent local indicator PYSLI 12 has risen from 26% in 2003/04 to 72% in 2008/09, the target for 2009/10, which we are confident will be achieved is 75%.
- 3.4 The service objective PS 07 which monitors DDA compliance with regards to public buildings is now at the stage where all priority 1 works have been completed where necessary together with over 60% of necessary priority 2 works. The target for March 2010 is that 90% of

priority 2 works will be completed, following which a review of the remaining works will be undertaken as many of the priority 3 items have already been carried out in conjunction with other works.

- 3.5 The funding that has been made available over the past few years in order to address disabled access and DDA issues in public buildings has had a massive impact on improving the compliance. This is evidenced by the significant increase in the percentage of buildings which now comply with the indicators, Improving the percentage will become increasing difficult however due to the nature of some of the buildings where compliance is extremely difficult to achieve, as such it is important to continue with the funding stream.

4.0 POLICY IMPLICATIONS

- 4.1 The DDA places a statutory duty on the authority as such it is important that we continue to provide funding in this area to ensure we improve our compliance figures still further.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

Assists in providing access to all our buildings to enable children to develop.

5.2 Employment, Learning and Skills in Halton

Buildings can be fully utilised for employment.

5.3 A Healthy Halton

N/A.

5.4 A Safer Halton

N/A.

5.5 Halton's Urban Renewal

N/A.

6.0 OTHER IMPLICATIONS

- 6.1 Potentially there could be financial implications to the authority if a claim is submitted under the Disability Discrimination Act.

- 6.2 If the authority were to receive a claim under the act it may result in negative and adverse publicity for the Council. However, the key drive is, of course, to provide facilities for use by everyone.

7.0 RISK ANALYSIS

- 7.1 The key risk associated with the failure to continue funding these works is that the Authority may leave itself open to claims under the Disability Discrimination Act. As the percentage of buildings complying with the act increases however the likelihood of this occurring decreases.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 It is important to ensure our buildings comply with the legislation as far as possible in order not to discriminate against those with disabilities

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

Document	Place of Inspection	Contact Officer
Disability Discrimination Act	Property Services, Municipal Buildings	John Hughes Head of Operations

REPORT TO: Corporate Services
Policy and Performance Board

DATE: 8th September 2009

REPORTING OFFICER: Strategic Director Corporate and Policy

SUBJECT: Markets Update

WARDS: Boroughwide

1.0 PURPOSE OF THE REPORT

1.1 The purpose of the report is to bring members up to date with the current position with regard to Halton's Markets and the work being undertaken by the Markets Topic Group, chaired by Councillor Wainwright.

2.0 RECOMMENDATION: That the report be noted.

3.0 SUPPORTING INFORMATION

3.1 Over the past few years Halton Markets have been operating in an increasingly competitive environment. This is having an impact on trader numbers and Council income.

3.2 This Board, being aware of this situation, has set up a members' working party to look at these issues and see if there were ways to improve the situation to ensure the Borough, its residents and visitors continue to enjoy the benefits of vibrant markets.

3.3 Widnes Market is well occupied but many traders are under pressure. To assist this, the Council has given the traders a ten percent reduction in rent and frozen the rent increase of 2.5 percent that was due in April 2009. This has helped the traders and the numbers leaving have now stopped and some new traders are appearing. The rent arrears are also reducing, with payment plans in place to eliminate all arrears.

3.4 Runcorn Market has stabilised but at a low level; rents are still at half standard rates. Various initiatives have been tried but with little improvement coming through. There is a core of committed traders who work closely with the market management.

3.5 With the problems of the indoor market and the general economic downturn in trade it was felt a radical solution was required.

Consequently, the working party has supported the introduction of a street market and assisted in its setting-up to increase the social and financial vitality of the area. The Market commenced on Tuesday 26 May in Church Street and has proved a great success, partly assisted by some good weather in the first few weeks. It is now very much in the process of establishing itself with stall lettings increasing from 23 to 36 and over 20 different commodities currently on offer. Primarily due to the positive views and rental levels at a rate that encourages traders to stay there is a waiting list of 23 applications. The street market has only had a partial positive impact on the indoor market, but in general the town centre has seen a large increase in visitors on a Tuesday with many of the local retailers benefiting and complaints have been minimal.

3.6 Financially, in the short term the venture breaks even, but in the longer term as the market becomes more established it could show a profit. That nevertheless is only one criterion with the main emphasis at the present time being on maintaining the vibrancy of the area every Tuesday.

3.7 The Working Party is examining further aspects of the operation of both markets and further reports will be brought to this Board.

4.0 POLICY IMPLICATIONS

4.1 None

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

N/A.

5.2 Employment, Learning and Skills in Halton

By developing markets it increases the number of new and small businesses in the locality that could then expand and increase employment in the longer term.

5.3 A Healthy Halton

N/A.

5.4 A Safer Halton

N/A.

5.5 Halton's Urban Renewal

Making the markets more attractive assists in bringing more people into the town to revitalise the economy.

6.0 OTHER IMPLICATIONS

6.1 The town centre is being regenerated

7.0 RISK ANALYSIS

7.1 Doing nothing was slowly increasing the risk of the town centre failing and further retail units closing.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 None

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

None

REPORT TO:	Corporate Services Policy and Performance Board
DATE:	8 th September 2009
REPORTING OFFICER:	Strategic Director, Corporate & Policy
SUBJECT:	Neighbourhood Management Progress Report
WARDS:	Appleton, Castlefields, Halton Lea, Kingsway, Riverside, Windmill Hill

1.0 PURPOSE OF THE REPORT

- 1.1 To report on progress on developing neighbourhood management in Halton over the past six months.

2.0 RECOMMENDATION:

- 2.1 That the report and presentation are noted,.**

3.0 SUPPORTING INFORMATION

- 3.1 The development of neighbourhood management arrangements has been underway in three areas of Halton for over two years now. The work is currently funded through the Area Based Grant. This Board is responsible for scrutiny of these arrangements.
- 3.2 We are now in the final year of financial support from central Government specifically for the development of neighbourhood management arrangements in Halton.

4.0 WORK TO DATE

- 4.1 Since the last six monthly progress report on 24 February 2009, a considerable amount of work has been done to evaluate the progress to date and the lessons learned. This is will be the subject of a presentation to the meeting.

- 4.2 To summarise;

Local partner consultation.

- Postal survey undertaken April-June 2009.
- Views of the three neighbourhood boards obtained.
- Direct approach to key strategic partners.
- Halton Neighbourhood Management Board Workshop on 14th July.

Evidence Base.

- Collation of mainstreaming examples from elsewhere.
- Local evidence of where NM has helped to 'close the gap'.
- Recording the additional funding Neighbourhood Management has 'bent-into' the Neighbourhood Management Areas, both mainstream revenue and one-off project and capital

5.0 POLICY IMPLICATIONS

Neighbourhood Management is intended to help the Council and its partners to deliver the objectives in the Corporate Plan, Halton's Local Area Agreement, and our Sustainable Community Strategy, especially, with regard to empowering local communities and narrowing the gap between the quality of life for the residents living in the most disadvantaged areas of the Borough and the rest of Halton

6.0 OTHER IMPLICATIONS

Neighbourhood Management is funded from government grant until March 2010.

7.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

6.2 Employment, Learning and Skills in Halton

6.3 A Healthy Halton

6.4 A Safer Halton

6.5 Halton's Urban Renewal

Neighbourhood Management aims to support the delivery of objectives under all of the Council's key priority areas.

8.0 RISK ANALYSIS

The main risk associated is failure by the Council to deliver the desired improvements in its five priority areas, including the targets in the current Local Area Agreement ('LAA') for which it has lead responsibility, and in the Sustainable Community Strategy. This would be reflected in an adverse Comprehensive Area Assessment by the Audit Commission.

9.0 EQUALITY AND DIVERSITY ISSUES

Neighbourhood Management aims to reduce geographical inequalities within the Borough.

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

Document	Place of Inspection	Contact Officer
National Strategy for Neighbourhood Renewal	Municipal Building	Rob MacKenzie
Halton LAA	Municipal Building	Rob MacKenzie
Halton Neighbourhood Management Delivery Plan 2007-2010	Neighbourhood Management Office, Runcorn Town Hall	Nick Mannion

REPORT TO: Corporate Services Policy and Performance Board

DATE: 8th September 2009

REPORTING OFFICER: Strategic Director, Corporate & Policy

SUBJECT: The Future of Locality Working in Halton

WARDS: Borough-wide

1.0 PURPOSE OF THE REPORT

- 1.1 To consider the options for sustaining the development of locality working beyond March 2010..

2.0 RECOMMENDATION:

- 2.1 **That Executive Board is requested to consider the development of locality working based on Option 3 of the attached report.**

3.0 SUPPORTING INFORMATION

- 3.3 There are 3 obvious options for the future of locality working in Halton once the funding for neighbourhood management expires:

OPTION 1: Complete close-down – disband the neighbourhood management team and the boards.. Whilst this was the case with over 90% of SRB programmes, there are only two known examples of this course being adopted for Neighbourhood Management elsewhere (Chelmsleywood (Solihull) and Gospel Oak (London Borough of Camden)).

Pros:

- No continuing direct financial cost to Council or partners. This is important at a time of financial constraint where additional costs have to be met from savings elsewhere.
- Avoids confusion over the roles of elected members and resident representatives

Cons

- Leaves no arrangement explicitly aimed at closing the gap between the most deprived areas and the rest of the Borough. This will have consequences for the residents of those areas, and for the reputation of the Council (adverse reports from the Comprehensive Area Assessment and Government Office)
- Whilst there will be no direct costs, failure to address deprivation creates significant other costs for the Council and its partners in having to meet the needs of deprived households. If the goals of improved health, reduced worklessness, reduced crime and

antisocial behaviour are achieved, there will be a significantly reduced the demand on the public purse.

- Lack of partnership arrangements and engagement networks will reduce the potential for initiatives such as those recently established to address worklessness, alcohol and smoking differently in these neighbourhoods
- Residents may become harder to engage with in future if they perceive that they were abandoned once the money ran out.

OPTION 2: Transfer of the Neighbourhood Management Partnership to a third sector/charitable host/accountable body. This option has been pursued in other districts where there is an existing community development trust or tenants management organisation in the locality that already has significant capital assets.. Examples include Tranmere & Rock Ferry (Lairdside Trust) and Blacon in Chester.

Pros

- A third sector organisation may be able to access funding from sources not available to the public sector, thereby reducing direct costs.
- Provides a long term solution

Cons

- There is no existing organisation in Halton that is an obvious candidate for this approach.
- It would distance locality working from partner organisations in general
- The Council would non longer be the accountable body, so no democratically elected oversight.

OPTION 3: The development of wider more systematic or targeted locality working and community engagement arrangements across the whole Borough based on the Area Forum footprint.. The learning from local neighbourhood management pilot(s) is being used to develop this type of option in the majority of other local authority areas that have had neighbourhood |management pilots. Arrangements commonly have varying degrees of intensity between localities across the local authority area depending upon on a place's level of need/deprivation.

An example of this can be found in St Helens. where specific localities are 'targeted' but sit within a borough-wide strategic locality working framework.

Pros

- Provides a Borough wide approach that could be built around existing Area Forum arrangements .
- Provides a mechanism for more intensive efforts to close the gap in the most deprived parts of the Borough (not necessarily limited to the current Neighbourhood Management Areas)

Cons

- Would require investment by the Council and its partners to support Borough wide arrangements.
- Partners may not have the capacity to support an increase number of local partnership arrangements

4.0 CONCLUSION

- 4.1 There is no easy answer to the future of locality working in Halton. On the one hand, there will be a direct cost to the Council and its partners once the current grant funding has ended. This may well be more than offset by savings in service delivery costs over the long term, but those savings will not be easy to identify, and will not supply the short term funding requirements. On the other hand, traditional service delivery arrangements have failed to narrow the gap between the most deprived neighbourhoods and the rest of the Borough, whilst neighbourhood working appears to be more likely to do this.
- 4.2 The best solution may be to take the lessons learnt and to apply them across the whole Borough as set out in option 3 above.
- 4.3 Locality working is intended to help the Council and its partners to deliver the objectives in the Corporate Plan, Halton's Local Area Agreement, and our Sustainable Community Strategy, especially, with regard to empowering local communities and narrowing the gap between the quality of life for the residents living in the most disadvantaged areas of the Borough and the rest of Halton. Option 3 can achieve this.

5.0 POLICY IMPLICATIONS

- 5.1 The Council and its partners have made policy commitments to narrowing the gap between the most deprived areas and the rest of the Borough, The adoption of locality working should be aimed at addressing this, and would be consistent with government policy, for example the Communities in Control White Paper.

6.0 OTHER IMPLICATIONS

- 6.1 There will be costs associated with the adoption of a locality working model. These will need to be identified as ideas are firmed up, before Executive Board are able to make a final decision on the way forward.

7.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

6.2 Employment, Learning and Skills in Halton

6.3 A Healthy Halton

6.4 A Safer Halton

6.5 Halton's Urban Renewal

locality working should aim to support the delivery of objectives under all of the Council's key priority areas.

8.0 RISK ANALYSIS

The main risk is failure by the Council to deliver the desired improvements in its five priority areas, including the targets in the current Local Area Agreement (LAA) for which it has lead responsibility, and in the Sustainable Community Strategy. This would be reflected in an adverse Comprehensive Area Assessment by the Audit Commission. The introduction of an appropriate locality working model would be one way of mitigating this risk.

9.0 EQUALITY AND DIVERSITY ISSUES

Locality working should aim to reduce geographical inequalities within the Borough.

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

Document	Place of Inspection	Contact Officer
Communities in Control White Paper	Municipal Building	Rob MacKenzie

REPORT TO: Corporate Policy and Performance Board

DATE: 8th September 2009

REPORTING OFFICER: Strategic Director Environment

SUBJECT: 2009/10 Work Programme

WARDS: Borough-wide

1.0 PURPOSE OF REPORT

The Policy and Performance Board have previously agreed that the Use of Natural Resources topic should form their work programme for 2009/10. The topic is very broad and in order to identify those areas with the most need for/offering the greatest scope for improvement this report provides an overview of the current baseline in terms of Halton's approach to green issues.

2.0 RECOMMENDATION

That the Board identify Use of Natural Resources priority areas for closer scrutiny as part of their work programme for 2009/10.

3.0 SUPPORTING INFORMATION

3.1 Use of Natural Resources and the Corporate Area Assessment (CAA)

3.1.1 The CAA includes an annual Use of Resources assessment, part of which indicates how well the Council is making effective use of natural resources. There are three key areas of focus:

- 1) How well the Council understands and can quantify its Use of Natural Resources and can identify the main influencing factors;
- 2) How well the Council manages performance to reduce its impact on the environment;
- 3) How well the Council manages the environmental risks it faces, working effectively with partners.

3.1.2 In terms of CAA the Use of Natural Resources is defined as resources that occur naturally on the earth, which the Council in the conduct of its own operations either consumes directly or impacts upon. The CAA covers the following areas:

Energy – the use of electricity, gas, fuel from various day to day business activities i.e. heating, air conditioning, lighting, operating appliances and transport.

Clean water – e.g. used in offices, schools, sports and leisure centres, parks, /public conveniences, care homes through to washing vehicles.

Clean air – assessing the impact that pollutants, e.g. from fuel and gas boilers have on local air quality.

Land and soil – this places an emphasis on maintaining soil quality on land that the Councils manage i.e. gardens, allotments, open space, parks, road verges, cemeteries.

Materials – this places an emphasis on the Council's systems and processes to reduce quantities of goods by actively managing use and identifying opportunities to reduce waste, considering the extent goods come from sustainable or local sources/reduce impact from transportation, encourages the use of recycled products and considers approaches to waste disposal of the goods and factors in whole life costs for products.

3.2 The Use of Natural Resources current understanding and approach

3.2.1 Energy

Energy use is currently monitored through the annual collection of data for NI185 (CO₂ reduction from local authority operations) and data is collected through the Council's participation in the Local Authority Carbon Management Programme. The Council has data on energy use for buildings, street lighting, fuel from vehicle fleet and business miles.

The Council is in the process of installing automatic meter reading technology (AMRs) on all the gas and electricity supplies across all sites. This will ensure in the future the Council has 100% accurate meter reads to verify CO₂ emissions from buildings. AMRs will enable all energy consumption to be monitored on a half hourly basis via a web portal and this will enable the Council to identify unusually high levels of energy usage at unexpected times.

The Council's total CO₂ emissions from the above activities amounts to 26,503 tonnes of CO₂

This breaks down as follows:

Buildings (including schools): 18,326

Streetlighting: 6,448

Vehicle fleet: 1,226

Lease vehicles: 74

Business miles, casual/essential: 429

Buildings account for approximately 70% of emissions. Within this figure schools count for approximately 52% of emissions. To date there has been minimal engagement with schools on energy management. The Council is now taking a more proactive approach to reduce energy use as part of planned refurbishments, e.g. the refurbishment of Runcorn Town Hall contains many energy saving features (sensory lighting, boiler controls, photovoltaic tiles,).

Through the Local Authority Carbon Management Programme a number of initiatives to reduce consumption in buildings have been undertaken.

- Installation of power perfectors
- Refurbishment works at Runcorn Town Hall, Halton Stadium, Halton Lea Library
- Introduction of multi-functional devices

There are a range of potential external funding sources to improve the energy performance of buildings which so far the Council has not potentially fully utilised.

In terms of buildings the data available can be broken down to individual buildings and provide an assessment of how each building benchmarks against typical and good practice carbon trust standards. Within certain buildings there are some particular reasons for high usage. For example, in the Municipal Building the Data Centre accounts for in excess of 50% of the consumption. Undertaking a Green Audit of the room may identify opportunities for savings.

Last year (2008/9), the council was required for the first time, to provide Display Energy Certificates (DECs) for council owned buildings, which are over 1000m². From 09/10 the size requirement falls to 250m², which will now include most of our buildings.

The certificates rate the energy efficiency of buildings from A-G (A being the most energy efficient). The first time buildings are rated, there is also a requirement to produce an Advisory Report, which makes recommendations for energy efficiency improvements. This Advisory Report lasts for 6 years, but the DECs must be renewed every 12 months.

From April 2010 the introduction of the Carbon Reduction Commitment will bring increasing financial pressure on local authorities to reduce energy consumption in buildings. The worst performers will face financial penalties.

Property Portfolio

The Council has approximately 275 significant property assets ranging from car parks to arts and sports centres. The Council has an Asset Management Strategy for maximising the potential of its asset base. Key objectives are to

challenge the existing use of, need for and performance of all property assets to monitor and report on performance and support continuous improvement and work with existing partners to identify potential joint use. There are a number of currently external influences for change that will affect the provision of Council property including:

Building Schools for the Future programme
Primary Schools Capital programme
Carbon Reduction Commitment
The Government's Extended Services Agenda

The Council already has shared accommodation with two main partners, Halton and St Helens PCT and the Five Boroughs Partnership. The development of flexible working arrangements may offer further opportunities to reduce the Council's Property Portfolio.

The Council has also adopted an accommodation strategy that sets standards for the use of space and aims to consolidate our operation on property into a smaller number of key sites. The main purpose of the strategy is to seek to accommodate staff in Council owned property and surrender the leases of accommodation elsewhere.

In terms of managing energy consumption buildings would appear to offer the greatest scope for reducing/managing consumption. The Board may wish to explore the Council's approach to this area further possibly in terms of the Council's processes for introducing energy efficient measures in buildings, the approaches to securing external funding for and/or the approach to Asset Management. The Board may wish to consider schools as a separate topic area and explore what processes and procedures are in place for reducing consumption in schools.

Street lighting offers the next biggest potential area of impact. Ways to reduce energy consumption have been considered including:

- Removing unnecessary equipment
- Use of LEDs for zebra crossings and school crossing patrol warning signs and traffic signs
- Dimming street lights

Clean Water

Water consumption for all operational buildings including schools is 84,932 metres³. The Council currently operates a water management contract covering all corporate sites but not schools. A series of water saving measures were introduced, these mainly being water controls on urinals and displacement bags within toilet cisterns; they now actively monitor water consumption across these sites. Consumption is reducing and leak detection

is more proactive as unusually high levels of usage are noted and can be investigated.

Clean Air

Based on data collected for NI185 the impact of pollutants on air quality from Council buildings and street lighting is as follows:

	<u>Buildings</u>	<u>Street Lighting</u>
Nitrogen oxides	2,900 tonnes	1,395 tonnes
Buildings PM10 emissions	895 tonnes	405 tonnes

At the present time the impact from fuels that the Council use is not available.

A number of actions have been implemented to reduce the impact of fuel on local air quality. The vehicle fleet is leased and replaced every 5-7 years with most vehicles having been replaced last year. The new leased vehicles comply with the latest environmental criteria, e.g. refuse vehicles are Euro 4 compliant and replacement RCVs due for delivery in June 2009 are Euro 4 compliant. The Council has previously leased vehicles that ran on LPG and all diesel used contains 5% biodiesel. The Council's fleet vehicles have fuel monitoring systems which enable the Council to measure fuel efficiency but it is not clear to what extent this system is utilised by managers. A CO₂ emissions limit from Council lease cars has been imposed at 200 g/km.

The Council's Green Travel Plan the Council has a number of initiatives to encourage staff to reduce the number of car journeys.

These include:

- Pool bikes
- Car share data base
- Secure cycle parking and shower facilities at main locations
- Cycle mileage rates
- Salary sacrifice scheme to enable employees to purchase cycles and annual public transport passes
- A comprehensive travel advice and personalised journey planning service

Given the fleet has recently been upgraded there seems to be limited scope to have a significant impact in this area. As part of the work the Council is undertaking with the Energy Saving Trust the Council will be gathering information about the green fleet management procurement and our approach to commuting and business mileage. It may be beneficial to review this area further when the data is collected and analysed.

Land and Soil

The Council has in place a Natural Assets Strategy which is monitored alongside the Local Wildlife Site Partnership. The Biodiversity Action Plan was reviewed in February 2007 resulting in the habitat and species action plan targets. The Council has conducted a borough-wide phase 1 habitat survey which included land in the Council's ownership. The survey of data is currently being analysed.

There has been an increase in the number of local nature reserves and an increasing number of parks and open spaces have been granted the green flag award.

All local nature reserves and green flag award sites have dedicated management plans. These pay specific attention to management of biodiversity and green flag plans including nature conservation, management aims and objectives. Within the Council's green space asset data base consideration is given to management activities that promote greater biodiversity. For example, on expressway road networks areas of grass are cut at variable heights and frequencies which promotes greater variety of species.

Materials

The Council does not have specific data in respect of the environmental impact of procurement processes and waste. The sustainable framework for flexible procurement is a government initiative which aims to encourage more sustainable procurement in the future. The framework has five levels and the Council has a target to reach level three by 2010, and level five by 2013. Progress through the levels would involve key buyers in understanding how they must play an active part in achieving a higher level of sustainable procurement. Although there is no overarching sustainability procurement policy there are a number of positive examples of positive sustainable procurement practices. The Council does purchase a range of recycled products for its stationery contract and 80% recycled paper is used for office printing. The introduction of MFDs has reduced the amount of toner cartridges and settings and the MFDs are designed to use 2-sided printing to reduce the use of paper.

For ICT equipment the Council now purchases Tft monitors which are more efficient than CRTs. Newer dual core laptops are now purchased which are more energy efficient. Consideration is being given to applying energy saving options in line with the Green Government ICT document into the new laptop contract.

It is not clear to what extent the purchase of recycled products is a common feature across the Council. The Council has registered for the buy recycled code through Enviralink which is an organisation that supports the

development and growth of the region's environmental technologies and aims to improve awareness and the principles of including recycled materials and specifying percentage of recycled content within products in contracts. This work remains to be developed and it is hoped in the future to arrange workshops for relevant officers to attend to gain awareness of the opportunities available particularly in construction, highways and landscapes.

The Council has developed an e-procurement system that reduces the amount of paper produced and the need for storage.

The Council has started to collect good practice on sustainable procurement by creating a sustainable register. The register does not represent all contracts and requires further development. At present it is reliant on feedback from individual managers.

There is a strong emphasis in the CAA of the need for Councils to develop greater sustainable procurement practices in the following areas:

- Considering contracts on a whole life cost basis
- Setting standards for the acquisition of products that are more efficient in the use of energy, water, material and resource.
- Consider assessing tenders against environmental criteria
- Developing an overarching sustainable procurement policy

A more sustainable approach to procurement may include a number of elements, e.g. demand of products or using more efficient approaches or products, reducing waste it produces and reusing and recycling resources where possible.

The Council does operate an office recycling service at 30 Council buildings. These facilities recycle paper, cans and plastic bottles. The range of materials currently collected varies from building to building and is determined by the building circumstance and requirements.

Recycling bins are provided for a number of schools for collection of paper or multi-material recyclables. Currently facilities are provided to 24 primary and secondary schools. Landscape Services recycle litter and almost 90% of litter collected in parks, open spaces and highways was recycled last year.

The street lighting contract has a requirement to recycle materials. All street lighting concrete columns are crushed and reused as fill. The old steel columns and signs are recycled. Waste packaging, mainly cardboard, is separated for recycling.

The Council spends in excess of £190m revenue and capital on goods and services. Spend profiles indicate the highest spending areas are as follows:

Residential care: £8.9m
Domiciliary care: £4.2m
Grounds/Highway Maintenance: £3.4m
Catering/Food/Bar Supplies: £1.5m
Building Construction Materials: £1.4m
Computer Services: £1.1m

Given the current spending levels and there is no overarching approach to procurement this may be an area worthy of further explanation. One option may be to focus initially on high spending areas and look at current procurement practices in those areas.

4.0 CONCLUSION

This report identifies a number of areas that the Board may wish to investigate further. In summary:

4.1 Energy – green audit of data centre/computer rooms

4.2 Energy - operational buildings (excluding schools)
- school buildings
- street lighting

4.3 Procurement – use case studies of high spending areas to identify scope for minimising environmental impact with a view to developing a sustainable procurement strategy

Members are invited to contribute their own ideas with a view to identifying a small number of workstreams (2 to 4) and establishing sub-groups to investigate each one.

5.0 POLICY IMPLICATIONS

Use of resources links into the council's Corporate Plan and the aims to reduce the use of natural resources that the council consumes in delivering its services. It is also consistent with the cross cutting sustainability principles which the council has adopted. Addressing use of natural resources is also a key line of enquiry in the Comprehensive Area Assessment.

6.0 OTHER IMPLICATIONS

None

7.0 IMPLICATIONS FOR COUNCIL'S PRIORITIES

The council's priorities include adopting sustainability principles and addressing climate change as part of the Corporate Plan and the Urban Renewal priority. Addressing the use of resources is consistent with work on

this priority.

8.0 RISK ANALYSIS

None

9.0 EQUALITY AND DIVERSITY ISSUES

None

10.0 LIST OF BACKGROUND PAPERS UNDER SETION 100D OF THE LOCAL GOVERNMENT ACT 1972

There are no relevant papers under the meaning of this Act

REPORT TO: Corporate Services PPB
DATE: 08th September 2009
REPORTING OFFICER: Chief Executive
SUBJECT: Performance Management Reports for 2009/10
WARDS: Boroughwide

1.0 PURPOSE OF REPORT

1.1 To consider and raise any questions or points of clarification in respect of the 2009 – 10 1st 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
- Financial Services
- Property Services
- Stadium & Hospitality

2.0 RECOMMENDED: That the Policy and Performance Board

- 1) Receive the 1st 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.**

3.0 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.

4.0 POLICY AND OTHER IMPLICATIONS

4.1 There are no policy implications associated with this report.

5.0 RISK ANALYSIS

5.1 Not applicable.

6.0 EQUALITY AND DIVERSITY ISSUES

6.1 Not applicable.

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

Document	Place of Inspection	Contact Officer
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QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Property Services

PERIOD: Quarter 1 to period end 30th June 2009

1.0 INTRODUCTION

This monitoring report covers the Property Services first quarter period up to period end 30th June 2009. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress is explained within Appendix 3

2.0 KEY DEVELOPMENTS



All posts within the department have now been filled having taken on a new project manager within the Operation team.

3.0 EMERGING ISSUES

The current financial climate continues to have a significant affect on rental income from the Council's investment portfolio.

The continuing advance purchases for the new Mersey Gateway is further increasing the pressure on Property Services in managing these properties for both Estates and maintenance staff.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES


Total	7		7		0		0
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All the key objectives/milestones for the service are presently on track and additional details are provided within Appendix 1.

5.0 SERVICE REVIEW

The delivery of the service is currently under review, a report is being produced by the Strategic Director Corporate & Policy with regards the most advantageous way forward for future service delivery, report to go to Exec Board in October 2009.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	3		1		2		0
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The occupancy levels to both the industrial units PYSLI 3 and Widnes market, PYSLI 5, are down as such these account for the two amber lights indicated above, but as yet the situation is not critical and it is hoped that the year end figure may be achieved but this will depend on the economic climate making a recovery.

The occupancy of the market at Runcorn, PYSLI 7, is still on target.

Additional details are provided within Appendix 2.

7.0 RISK CONTROL MEASURES

During the production of the 2009-10 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

No 'high' risk, treatment measures were deemed to be necessary

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2009 – 2010






9.0 DATA QUALITY

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



10.0 APPENDICES

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

Progress against key objectives/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
PS O1	Ascertain the full cost of holding surplus properties and to identify possible sales	Identify, seek Member approval and commence sales December 2009		Work has commenced in respect of this item and is on programme
PS O2	Develop and Implement Strategic Asset Management	Together with service departments complete a review of suitability and sufficiency surveys and analysis for both corporate and service delivery buildings. Conduct cost and value and value analysis December 2009		Work has commenced, the survey form has been produced and will be sent to OD's to complete in due course
PS O3	Reduce Backlog of maintenance on property portfolio (currently £3.4 m)	£3.3 million March 2010		On programme to spend available maintenance budget in order to reduce backlog. Updated condition survey work being carried out in order to update figures
PS O4	Consider and implement phase 2 of the currently approved accommodation strategy using 8 square meters per person as a basis	Identify accommodation requirements and select preferred option, commence next stage. October 2009		Requirements have been identified, option appraisal has been carried out which is currently under consideration.
PS O5	Using Performance Indicators ascertain and improve VfM for the Corporate and Service delivery buildings.	Identify costs and uses for each property holding or group of holdings		Data currently being collected in order to report on VfM indicators

Progress against key objectives/milestones




Service Plan Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
PS O6	Fulfil requirements of Asbestos Audits and Management Regulations	Confirm 100% compliance March 2010		Asbestos contracts let, surveys to commence in schools in holiday period.
PS O7	DDA Works Corporate (Non Schools) subject to funding (currently £200k per annum)	Complete 90% of Priority 2 works by March 2010		On programme

Progress against key performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 1	Progress	Commentary
Corporate Health						
<u>PYSLI 3</u>	Occupancy of Industrial Units	89	80	75%		Liquidation and general market conditions affecting occupancy levels but remedial action being taken through the creation of a web page to attract additional business to the industrial units.
<u>PYSLI 5</u>	Occupancy of Market (Widnes) %	76	85	80		The current financial climate is having an effect on occupancy levels but is being stabilised with the recent discount on rents.
<u>PYSLI 7</u>	Occupancy of Market (Runcorn) %	50	60	60		Whilst we are currently reaching the target the financial climate is still causing difficulties for traders.
<u>NI 185</u>	CO ² Reduction from LA operations	New PI for 08-9	New PI	N/A	N/A	This is a new PI baseline figures will be available in 2 nd quarter.
<u>NI 186</u>	Per capita reduction in CO ² emissions in the local authority area	6.24% increase	% reduction	N/A	N/A	All figures for this indicator are produced and reported by DEFRA. Property Services have no influence of this PI
<u>NI 194</u>	Air quality - % reduction in NO _x and primary pm10 emissions through local authority estate and operations	New PI for 08	New PI	N/A	N/A	This is a new PI baseline figures will be available in 2 nd quarter.

Explanation of the 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>milestone/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 at this stage, whether the milestone/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 milestone/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>

PROPERTY SERVICES
Revenue Budget as at 30th June 2009

	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	1,468	366	351	15	352
Repairs & Maintenance	2,535	560	555	5	1,580
Energy & Water Costs	884	271	259	12	259
NNDR	804	804	792	12	792
Rents	1,033	475	494	(19)	494
Property Recharges	1,848	428	428	0	428
Other Premises Costs	90	22	4	18	4
Supplies & Services	147	37	13	24	13
Surveys & Audits	635	158	127	31	127
Agency Related	37	9	6	3	6
Transport	37	9	6	3	6
Asset Charges	2,358	0	0	0	0
Support Services	1,356	127	127	0	127
Total Expenditure	13,232	3,266	3,162	104	4,188
<u>Income</u>					
Rent – Markets	-1,107	-276	-228	(48)	-228
Rent – Industrial Estates	-1,159	-289	-240	(49)	-240
Rent – Commercial	-519	-131	-86	(45)	-86
Recharges to Capital	-516	-129	-123	(6)	-123
Accommodation Recharges	-3,157	-1,010	-1,010	0	-1,010
Repair & Maintenance Recharges	-3,270	-799	-799	0	-799
Support Service Recharges	-3,033	-758	-758	0	-758
Other Income	-99	-6	-24	18	-24
Total Income	-12,860	-3,398	-3,268	(130)	-3,268
Net Expenditure	372	-132	-106	(26)	920

Comments on the above figures:

In overall terms spending in the first quarter is marginally above the overall Departmental budget to date.

With regards to income Runcorn Market is still not fully occupied and therefore income from stallholder rents is lower than budgeted. Stall rents at Widnes Market have been reduced by 10% in order to increase occupancy, which has so far resulted in less income overall. There are still a number of vacant units on all Industrial Estates and this will need to be monitored throughout the year. There are also vacancies at Picow Farm Depot and within other Commercial units. Given the current economic climate it is not anticipated that income levels will improve in the short term and therefore it is expected that income will again be significantly below target by year-end.

PROPERTY SERVICES**Capital expenditure as at 30th June 2009**

	2009/10 Capital Allocation	Allocation To Date	Actual Spend To Date	Total Allocation Remaining
	£000	£000	£000	£000
Disabled Access	300	53	52	1
Net Expenditure	300	53	52	1

Comments on the above figures

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

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Exchequer and Customer Services

PERIOD: Quarter 1 to period end 30th June 2009

1.0 INTRODUCTION

This monitoring report covers the Exchequer and Customer Services first quarter period up to period end 30th June 2009. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress is explained within Appendix 3

2.0 KEY DEVELOPMENTS

Revenues

Council Tax:

Halton achieved its best in year Council Tax collection at 96.77% this was the 3rd highest collection rate in Merseyside, only marginally behind St.Helen's and Knowsley. In addition, this collection rate fell into 6th position within the 16 CIPFA nearest neighbours model.

Business Rates:

Halton collected 99.95% of Business Rates despite the changes in Empty Property Rates. In comparison with 7 other Merseyside authorities this performance is the highest. In relation to the CIPFA nearest neighbour group Halton's figure is the highest rate of collection.

Benefits:

The 'Right Benefit' indicator is published monthly on the Department for Work and Pensions, (DWP), website and at the end of May 2009 shows Halton ranked 3rd in its peer group of 26 other LAs with 109.76 average changes per 1,000 caseload per week.

Due to national issues regarding the Right Time indicator, DWP have been unable to provide LAs with details of their performance and subsequently LAs have been unable to benchmark against this National Indicator.

Internally we have processes in place to monitor performance for speed of processing and can report that at the end of June we were processing new claims in 15.38 days and change in circumstances in 7 days.

Welfare Rights:

The impact of the economic downturn has been an increase in demand for the income maximisation and debt advice services provided by the Welfare Rights Service. Over £3 million in welfare benefits was brought into the borough by the team in the last financial year, which has both financially assisted many of those who would otherwise have lived in unnecessary hardship, and also boosted the economic well being of local businesses. The team provide a comprehensive welfare rights service, and the value of assisting with complex and detailed matters is illustrated by the fact that the team attended 115 benefits/ disability appeal tribunals last year with a 91% success rate. This is the only service of its type in Halton and demonstrably indicates that access to specialist advice and representation is invaluable if hardship is to be avoided.

Procurement & Finance Support**Invoice Scanning**

Invoice scanning and matching on the Agresso System has now been introduced across all directorates. This has reduced the time it takes to process an invoice for payment, to free up staff time.

Due North Electronic Contract Management System

Testing and implementation of this system has been completed. The system delivers fully auditable electronic Request for Quotes, Contract Advertising, OJEU Advertising, full Electronic Tendering and structured Contract Management. This is in advance of the Glover report recommendation that all councils will have such arrangements in place by 2012. Training has been undertaken for 60 officers.

Customer Services**HDL Statistics - Qtr 1**

QTR 1 Cases	2008	2009
Contact Centre	35052	50261
Widnes One Stop Shop	10805	12756
Ditton One Stop Shop	3706	4362
Halton Lea One Stop Shop	12559	12385
Runcorn One Stop Shop	5595	6411
	67717	86175

The table above shows the cases dealt with in the Contact Centre and the One Stop Shops. Overall there has been a 27% increase in volume in business conducted compared to the same period last year.

NI 14 Figures

This National Indicator was introduced to reduce avoidable customer contacts. However there is no national standard and the methodology used by individual LAs approach to record cases differ considerably. It is therefore difficult to set targets or indeed measure comparative performance. The results are being used to determine where improvements can be made and staff are currently working with Directorates to determine how to reduce the avoidable contacts in the various service areas. Statistics will be monitored and reported quarterly.

Cases	Avoidable Status			
	Avoidable	Unavoidable	Grand Total	%
Service Area				
Benefits	2918	12924	15842	18.42%
Childrens Duty	17	679	696	2.44%
Council Tax	2680	12617	15297	17.52%
EDT	130	1628	1758	7.39%
Education	104	591	695	14.96%
Environmental	383	2466	2849	13.44%
Health & Community	237	2103	2340	10.13%
HHT OOH	172	818	990	17.37%
HHT Unanswered	202	1552	1754	11.52%
Highways	270	1189	1460	18.49%
Landscapes	4	12	16	25.00%
Legal and Licensing	160	886	1046	15.30%
Planning	65	508	573	11.34%
Neighbourhood	2894	8068	10962	26.40%
Social Services	427	4359	4919	8.68%
Other	382	4141	4523	8.45%
Youth Service	1	3	4	25.00%
Total	11046	54544	65724	16.81%

3.0 EMERGING ISSUES

Revenues:

The Deferred Payment Scheme for Non-Domestic Rates came into force 31st July 2009. This may cause major problems nationally as it is a complicated scheme allowing ratepayers to defer payment of a % of their 2009/10 charge until 2010/11 and 2011/12. Software providers are aware of the changes however it is a very tight timescale to bring in the changes to the system.

Also this year the VOA have been preparing for the 2010 revaluation of all Non-Domestic properties. The draft list will be published at the end of September 2009 and the new rateable values will come into effect 1st April 2010. At this stage the Department for Communities and Local Government envisage that many businesses will pay less in rates next year because of the way rates are calculated, that is due to a reduction in the multiplier and transitional arrangements.

Benefits:

KLOE

Work towards meeting the requirements of KLOE continues to be developed and is being enhanced in light of newly published Audit Commission inspection reports. The key themes that are emerging from these reports are that the Audit Commission are looking for evidence of:

1. Clear and strong links between Benefits and Local Area Agreements
2. An in depth understanding of customers with a resulting customer focused Service
3. Value for Money activity
4. Action being taken in light of the economic climate

A project plan is being developed to ensure compliance.

Child Benefit Disregard

From October 2009, Child Benefit will be disregarded for the purposes of the HB CTB calculation. This will require a substantial amounts of work and resources to make necessary changes to the Benefits system, reassess all current HB CTB claims as well as try and reach those potential customers who, given the changes, may now qualify for HB CTB.

In and Out of Work Project

DWP are rolling out this project to all councils during 2009 and Halton is scheduled to go live with this new process on 28th September. Briefly the In and Out of Work Project involves Jobcentre plus acting as a single point of contact when people initially claim DWP benefits. In addition they will also collect relevant information to allow a claim to be made for Housing Benefit and Council Tax Benefit. Jobcentre plus will pass this information electronically to the council thereby saving the customer and the council time.

Customer Services - 'Tell Us Once' Initiative

Tell Us Once is a cross-government programme hosted by the DWP, looking into the feasibility of people being able to inform Government just once, of changes in their circumstances such as a birth, death or change of address. It has been trialled in a number of local authorities and a decision whether to roll out the initiative nationally is expected in September.

Given that Halton already has a sophisticated Customer Service delivery system operating in the One Stop Shops and the Contact Centre, adopting the Tell us Once requirements should not be too difficult to achieve.

Procurement Savings.

The table below shows the Qtr 1 savings achieved following the introduction of corporate contracts across the Council.




Contract	2009 Qtr1 Contract Savings £
Agency Workers	59,224
Rail Tickets	10,791
Post	819
Office Furniture	2,477
PPE - Personal Protective Equipment New Contract commences January 09	1,268
Professional Uniform clothing	1,691
Civic Newspaper	2,923
MFD's	565
MFD's - Toner Savings	34,779
Total Qtr 1 Savings	114,538

A new initiative in terms of low value spend has resulted in a 45% saving by identifying proposed off-contract spend and advising purchasers to use existing or contract suppliers. Whilst amounts are small e.g. £5,715 savings against a potential spend of £12,500.

The Procurement team have been working with Liverpool City Council on re-tendering the Agency Framework and anticipates further savings and elimination of off-contract spend.

The Uniform Clothing Framework Agreement introduced in April 2009 enabled the Council to access a 50%+ discount from our main existing supplier. The Team is currently working with Major Projects, PR and the Print Unit and HR Occupational Health to identify better procurement solutions for those areas.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	14		14		0		0
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All key service objectives/milestones are presently on track and additional information is provided within Appendix 1

5.0 SERVICE REVIEW

There are presently no issues to be reported.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	6		4		0		2
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Of those indicators that can be reported 4 are presently on track to achieve target. Both the processing of invoices and the processing of Housing Benefit changes in circumstances are both below target and additional details are provided within in Appendix 2.

7.0 RISK CONTROL MEASURES

During the production of the 2009-10 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives. No 'high' risk, treatment measures were deemed to be necessary

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2009 – 2010





9.0 DATA QUALITY

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







10.0 APPENDICES

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





Progress against key objectives/milestones

Service Plan Ref.	Objective	Key Milestone(s)	Progress Quarter 1	Commentary
ECS 01	Ensure continuing service delivery remains effective through the implementation of new working arrangements in response to central government initiatives.	<p>Roll out the new hardware, that meets Co-Co requirements, to existing home workers by June 2009</p> <p>Roll out new version of Citrix to existing home workers to improve speed of access by July 2009</p> <p>Monitor and evaluate new working arrangements Sept 2009</p> <p>Continue with home working rollout programme by progressing outstanding requests from staff to work from home October 2009</p>	   	<p>New Code of Connection compliant hardware has now been successfully installed for existing home workers.</p> <p>New Citrix system rolled out slightly ahead of schedule.</p> <p>Testing of revised ICT above has commenced and will continue during August to ensure systems remain sufficiently robust</p> <p>Further roll out of programme when testing complete</p>




Progress against key objectives/milestones

Service Plan Ref.	Objective	Key Milestone(s)	Progress Quarter 1	Commentary
ECS 02	Ensure compliance with new national framework by recording and reporting nationally prescribed performance indicators in line with required timeframe and continue to develop and improve service delivery mechanisms in line with the modernisation agenda	Provide DWP with data Undertake regular performance monitoring (monthly)		Data is being sent but problems at the DWP have meant that national comparison data has not yet been made available.
		Carry out self assessment using Audit Commission Key Lines of Enquiry December 2009		Due for completion in December 2009 Report to be sent to Management Team
		HDL & Revenues and Benefits gain accreditation for Customer Service Excellence March 2010		On going - Corporate CSE group established
ECS 03	Continue to identify and exploit the potential for further efficiency gains by enhancing the authority's approach to procurement of goods and services	Continually monitor and analyse spend and identify areas of potential savings (ongoing)		This is an ongoing task. See main body of report for savings achieved
		Adopt and integrate the Framework for Collaborative Procurement March 2010		On target
		Develop and introduce a corporate Tendering and Contract Management Tool September 09		A system has been acquired and is due to go live in August




Progress against key objectives/milestones

Service Plan Ref.	Objective	Key Milestone(s)	Progress Quarter 1	Commentary
ECS 04	Continue to investigate and develop sustainable and appropriate e-solutions to further enhance the delivery of services to local residents	Undertake a review of service options and report findings March 2010		Ongoing
		Continue to investigate opportunities for service remapping March 2010		Ongoing
		Roll out invoice scanning October 2009		Invoice scanning has now gone live across the Council
ECS 05	Maintain the continuity of service delivery by ensuring that the Council's telephony services are fit for purpose and meet the needs of the Council and its stakeholders	Establish working group and investigate and report upon future options September 2009		Ongoing

Progress against Key Performance Indicators




Ref	Description	Actual 2008/9	Target 09/10	Quarter 1	Progress	Commentary
Corporate Health						
<u>ECSLI 01</u>	The percentage of undisputed invoices which were paid in 30 days	97.63	98.00	96.87		<u>Directorate Performance</u> C&P 96.68% C&YP 94.10% H&C 98.69% Env 98.02%
<u>ECSLI 02</u> (BVPI 9)	Proportion of Council Tax collected	96.77	96.00	29.19%		Slightly up on the corresponding quarter last year
<u>ECSLI 03</u> (BVPI 10)	The percentage of Business Rates which should have been received during the year that were received	99.95	97.75	32.08%		Slightly up on the corresponding quarter last year

Progress against Key Performance Indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 1	Progress	Commentary
<u>NI 14</u>	Average number of customer contacts per received customer request.	12.4%	20%	16.81%		<p>The requirement to report this indicator only commenced on the 1st October 2008. Initial measurements showed avoidable contact across 98,641 contacts as 12,235 (12.4%) .</p> <p>Measuring has since become more refined and Qtr 1 figures are shown in the main body of the report as 16.81%</p>
<u>NI 180</u>	Changes in HB/CTB entitlements during the year.	750.9	2675	N/A	N/A	<p>The DWPs “rules” on these indicators were not very clear and some authorities included data that others did not. We were in the latter category and so our returns were understated. The revised targets reflect this.</p> <p>The DWP supply this figure based on the scans HBC send them. This is not yet available from them</p>
<u>NI 181</u>	Time taken to process HB / CTB claims and change events (days)	8.86	15	N/A	N/A	
Service Delivery						
<u>ECSLI 05</u> (BVPI 78a)	Average time for processing new claims (Housing & Council Tax Benefit)	16.16	20 Days	15.38		Performance is on target
<u>ECSLI 06</u> (BVPI 78b)	Average time for processing notifications of changes in circumstances	5.63	5.5 Days	7.07		Performance is slightly below target. There are a number of vacant posts in the section which are impacting on processing times.

Explanation 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>milestone/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, <u>whether the milestone/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 whether the target is on course to be achieved.
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain that the milestone/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.

EXCHEQUER AND CUSTOMER SERVICES

Revenue Budget as at 30th June 2009

	Annual Revised Budget £'000	Budget To Date £'000	Actual To Date £'000	Variance To Date (overspend) £'000	Actual Including Committed Items £'000
Expenditure					
Employees	6,550	2,020	1,782	238	1,785
Premises	1,409	931	926	5	926
Supplies & Services	902	308	264	44	264
Telephone System Costs	215	54	54	0	54
Insurances	529	264	276	(12)	276
Transport	382	314	297	17	297
Charitable Relief	103	0	0	0	0
Concessionary Travel	1,968	329	335	(6)	335
Asset Charges	96	0	0	0	0
Council Tax Benefits	10,630	10,630	10,630	0	10,630
Support Services	6,490	806	806	0	806
Rent Allowances	40,643	10,157	10,220	(63)	10,220
Non HRA Rebates	176	0	0	0	0
Total Expenditure	70,093	25,813	25,590	223	25,593
Income					
	-13	-4	-2	(2)	-2
Sales					
Halton Housing Trust	-19	0	0	0	0
Fees & Charges	-56	-2	-10	8	-10
Support Service Recharges	-8,607	-1,336	-1,336	0	-1,336
SLA to Schools	-48	-12	-18	6	-18
Telephone Recharges	-338	-84	-84	0	-84
Insurance Recharges	-2,183	-655	-660	5	-660
NNDR Administration Grant	-168	0	0	0	0
Hsg Ben Administration Grant	-1,486	-371	-368	(3)	-368
Concessionary Travel Grant	-300	-88	-88	0	-88
Rent Allowances	-40,820	-10,832	-10,832	0	-10,832
Council Tax Benefits Grant	-10,445	-2,393	-2,450	57	-2,450
Other Grants	-53	-13	-39	26	-39
Liability Orders	-484	-121	-110	(11)	-110
Non HRA Rent Rebates	-176	-44	-36	(8)	-36
Total Income	-65,196	-15,955	-16,033	78	-16,033
Net Expenditure	4,897	9,858	9,557	301	9,560

Comments on the above figures:

In overall terms spending is currently below the budget to the end of the first quarter. With regards to expenditure, employee costs are lower than budget due to vacancies within the Housing Benefits section and the Contact Centre. There has also been a large saving on Employee Insurance costs of £140k.

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Financial Services

PERIOD: Quarter 1 to period end 30th June 2009

1.0 INTRODUCTION

This monitoring report covers the Financial Services first quarter period up to period end 30th June 2009. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress is explained within Appendix 3

2.0 KEY DEVELOPMENTS

The UK economy continues to be in recession with little sign of improvement. During the quarter the Monetary Policy Committee increased the programme of asset purchases from private sector institutions (quantitative easing), bringing it to £125bn in total. This is intended to boost the supply of money and credit, but has yet to provide the stimulus for the UK economy. The Council will continue to act prudently so as to minimise financial risk during this uncertain period.

The Monetary Policy Committee maintained the Bank of England Base Rate at 0.5% throughout the quarter.

Inflation, as defined by the Consumer Prices Index (CPI), continued to reduce with the slowdown in the UK economy and particularly reductions in food prices, falling from 2.9% in March 2009 to 1.8% in June 2009. It is therefore now below the Bank of England's 2.0% target rate and is predicted to fall below 1.0% during 2009. The Retail Price Index (RPI), which includes mortgage costs, also continued to reduce from -0.4% in March 2009 to -1.6% in June 2009, its lowest level since 1948.

The Council's 2008/09 final accounts have been completed and the draft Statement of Accounts is being prepared. The Audit Commission will undertake the audit of accounts and will report their findings to the Business Efficiency Board on 30th September 2009, following which the Statement of Accounts will be published.

The Audit Commission have undertaken the 2009 CAA Use of Resources assessment and will report the outcome to the Business Efficiency Board on 30th September 2009.

On 22nd April 2009 the Chancellor presented his Budget Report which included increasing the annual efficiency target to 4% from 2010/11 (£600m in total), continuing with the existing three year local government finance settlement to the end of 2010/11, significant reductions in capital spending, and tightening of public sector spending from 2011. The next Spending Review covering the period 2011/14 will be undertaken after the General Election.

The Treasury has published the final report of the Operational Efficiency Programme, which aims to achieve further efficiency savings through five workstrands of Back Office and IT, Collaborative Procurement, Asset Management and Sales, Use of Property, and Local Incentives and Empowerment.

The Department is involved in the development of the detailed delivery strategy, in respect of the efficiency themes identified by the Council's efficiency partner KPMG.

Support continues to be provided on the financial aspects of the Mersey Gateway development, the partnership with Merseyside Waste Disposal Authority for the procurement of waste treatment and disposal facilities, equal pay claims, and Building Schools for the Future.

In June, the Council submitted its National Indicator 179 (Value For Money) return. This reported that in 2008/9, the Council achieved £2.65M of ongoing cash-releasing value for money gains, which exceeded the target for the year.

3.0 EMERGING ISSUES

Work is underway to address major changes in accounting and financial disclosure requirements from 2009/10, with the adoption of International Financial Reporting Standards (IFRS). A working group comprising representatives from across the Council has begun to assess the implications of IFRS for Halton and will prepare an action plan to implement the necessary changes.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	9		8		1		0
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Achievement of milestone FS 03 in relation to the Draft Abstract of Accounts was delayed due to issues outside of the Councils control, however, it is now back on track and due to be reported in August. The remaining eight key milestones are on track to be achieved and details are provided within Appendix 1.

5.0 SERVICE REVIEW

Once the Audit Commission report the outcome of their 2009 Use of Resources assessment, an action plan will be prepared which will be used as the basis for ensuring continued improvement across the Department.

The Internal Audit and Accountancy Divisions participate in benchmarking arrangements undertaken by the Chartered Institute of Public Finance (CIPFA) and other regional groups.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	3		3		0		0
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All of the key performance indicators for the Department are on track to be achieved and details are provided within Appendix 2.

7.0 RISK CONTROL MEASURES

During the production of the 2009-10 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

No 'high' risk, treatment measures were deemed to be necessary

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the Department for the period 2009 – 2010.







9.0 DATA QUALITY

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

10.0 APPENDICES




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

Progress against 'Key' objective/milestones



Service Plan Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
<u>FS O1</u>	Set the Revenue Budget, Capital Programme and recommend Council Tax	Report Medium Term Financial Strategy (MTFS) to Executive Board November 2009 . Report to Council in March 2010		On track to report Strategy to Executive Board in November 2009.
<u>FS O2</u>	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. Provide quarterly financial monitoring reports to Operational Directors for inclusion in Performance Monitoring Reports. Provide quarterly monitoring reports on the overall budget to Executive Board Sub Committee.	  	Reports issued on schedule to date. Quarter 1 reports provided on schedule to Operational Directors. The 2008/09 outturn was reported to Executive Board Sub Committee on 18 th June 2009, showing an overall underspend against the revenue budget.
<u>FS O3</u>	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.	Complete the Draft Abstract of Accounts and report to the Business Efficiency Board by 30th June 2009 . Publish the Abstract of Accounts by 30th September 2009 .	 	Completion of the draft Abstract of Accounts was delayed pending a decision from Government regarding the bid for capital direction. This has now been received and the draft Abstract of Accounts will be presented to the Business Efficiency Board on 12 th August 2009. On track to publish the Abstract of Accounts by 30 th September 2009.

**APPENDIX ONE – PROGRESS AGAINST OBJECTIVES/ MILESTONES
(Financial Services)**

Progress against 'Key' objective/milestones




Service Plan Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
<u>FS O6</u>	Provide an independent and objective opinion of the Council's control environment by evaluating its effectiveness in achieving the Council's objectives.	<p>Obtain approval from the Business Efficiency Board for the Internal Audit Plan for 2009/10 June 2009.</p> <p>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.</p> <p>Provide an overall opinion on the Council's system of internal control in the Internal Audit Annual Report (2008/9) to the Business Efficiency Board June 2009.</p>	  	<p>The Internal Audit Plan for 2009/10 was approved by the Business Efficiency Board at its meeting on 25 February 2009.</p> <p>At the end of quarter 1 of 2009/10, 24 per cent of the planned audit days for the year had been delivered. The first quarterly progress report will be presented to the Business Efficiency Board at its September meeting.</p> <p>An overall opinion on the Council's system of internal control was provided in the Internal Audit Annual Report (2008/9), which was presented to the Business Efficiency Board on 3 June 2009.</p>

Progress against key performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 1	Progress	Commentary
Corporate Health						
<u>FSLI 1</u>	Receive an unqualified audit opinion on the accounts.	Yes	Yes	Yes		The external audit of the 2008/09 final accounts is currently underway and an unqualified audit opinion is anticipated by 30 September 2009.
Cost & Efficiency						
<u>NI 179</u>	Value of (organisational) cashable efficiency gains.	£2.65m	TBA	-	-	The Council's forecast of cumulative efficiency gains for 2009/10 must be submitted by 23 October 2009.
Quality						
<u>FSLI 6</u>	Undertake the external assessment for 75% of the Council's schools undergoing the Financial Management Standard in Schools (FMSiS) accreditation process.	100%	100%	100%		All schools undergoing the FMSiS accreditation process in 2009/10 have requested Internal Audit to undertake the external assessment.

Explanation 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>milestone/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, <u>whether the milestone/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 whether the target is on course to be achieved.
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain that the milestone/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.

FINANCIAL SERVICES**Revenue Budget as at 30th June 2009**

	Annual Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Employees	1,527	382	372	10	375
Premises	117	29	29	0	29
Supplies & Services	98	24	11	13	13
Transport	44	11	12	(1)	12
Support Services	307	77	77	0	77
Total Expenditure	2,093	523	501	22	506
Income					
Schools SLA	-158	-58	-61	3	-61
Support Service Recharges	-1,935	-484	-484	0	-484
Total Income	-2,093	-542	-545	3	-545
Net Expenditure	0	-19	-44	25	-39

Comments on the above figures:

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

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Legal, Organisational Development and Human Resources Services

PERIOD: Quarter 1 to period end 30th June 2009

1.0 INTRODUCTION

This monitoring report covers the Legal, Organisational Development, and Human Resources Services first quarter period up to period end 30th June 2009. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress is explained within Appendix 3.

2.0 KEY DEVELOPMENTS

The Mersey Gateway Public Enquiry opened and all but concluded within the period. The Department continued to provide considerable support to the process including land acquisitions.




The work carried out by a small group of officers resulted in the Council accepting all proposed amendments on the Constitution in May.

The Department continues to provide Legal and HR support to the BSF programme.

3.0 EMERGING ISSUES

The HR and Legal Team continue to be heavily involved in activity geared to improving sickness absence through staff welfare initiatives and manager training and support. The teams continue to provide professional support to the efficiency review.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	6		5		1		0
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With the exception of the pay and grading review all key objectives are progressing as planned and additional details are provided within Appendix 1.

5.0 SERVICE REVIEW

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

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	5		5		0		0
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All are presently on target and additional details are provided within Appendix 2.

7.0 RISK CONTROL MEASURES

During the production of the 2009 -10 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

No 'high' risk, treatment measures were deemed to be necessary

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2009 – 2010






9.0 DATA QUALITY

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

10.0 APPENDICES


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

Progress against key objective/milestones






Service Plan Ref.	Objective	Key Milestone	Progress Year end	Commentary
LOD O1	To provide a high quality legal service to the Council and its departments to ensure that the Council is able to deliver its services effectively.	Secure renewal of Lexcel & ISO Accreditation January 2010		On course for renewal by target date
LOD O2	To ensure that decision makers are supported through the provision of timely and accurate advice and information and are kept informed of changing legislation and responsibilities.	Review Constitution May 2009		Constitution has been reviewed as planned.
LOD O3	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		Programme of MAP interviews is being delivered as planned.
		To induct all new members – by October 2009		All new members to the authority have successfully been inducted.
LOD O4	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.	Complete and implement staffing protocol by Sept 2009		Work is presently progressing as planned for each of the milestones relating to this objective. Further detail will be provided at the half-year stage.

APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES (Legal, Organisational Development and Human Resources Services)



Progress against key objective/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Year end	Commentary
<p>LOD 04 cont'd</p>		<p>Implement Management Competency Framework and commence training programme by Sept 2009</p> <p>Implement a Leadership through Change Programme and complete training by February 2010</p>		
<p>LOD 05</p>	<p>To ensure that the Council rewards staff in accordance with legislation through a modern pay and grading system.</p>	<p>Implement the outcomes of the completed Pay and Grading Review and undertake any appeal hearings that may arise December 2009</p>		<p>Considerable progress is being made on hearing appeals. Updates will continue to be provided throughout the year.</p>

Progress against key performance indicators




Ref	Description	Actual 2008/9	Target 09/10	Quarter 1	Progress	Commentary
Corporate Equality, Diversity & Cohesion						
LOD 2 (BVPI 11/ LOD 4)	The percentage of top 5% of earners that are: -					
	Women	45.58	45.00	48.39		Current figure slightly ahead of annual target.
	From black and ethnic minority communities	0.83	2.5	1.28		On target
	With a disability	2.87	3.30	2.92		On target
LOD 3 (BVPI 16a/ LOD 8)	No of staff declaring that they meet the Disability Discrimination Act as a % of the total workforce.	1.21	1.5	1.21		On target
LOD 4 (BVPI 17a/ LOD 10)	Minority Ethnic community staff as % of total workforce.	0.78	1.00	0.77		On target

Progress against key performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 1	Progress	Commentary
Corporate Health						
<u>LOD 6</u> (BVPI 12/ LOD 5)	The number of working days / shifts lost due to sickness (Corporate)	13.52	11.25	2.52		Performance at quarter 1 falls within expected level
<u>LOD 8</u> (LOD 2)	No. Of Members with Personal Development Plans (56 Total)	52	52 (92%)	52		We are presently ahead of our target for the year.

Explanation 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>milestone/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, <u>whether the milestone/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 whether the target is on course to be achieved.
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain</u> that the <u>milestone/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.

LEGAL, ORGANISATIONAL DEVELOPMENT AND HUMAN RESOURCES SERVICES

Revenue Budget as at 30th June 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	3,377	823	805	18	818
Members Expenses	766	205	204	1	204
Premises	550	123	123	0	123
Supplies & Services	567	134	110	24	283
Training Costs	188	14	14	0	14
Civic Catering & Functions	87	22	4	18	5
Legal Expenses	92	46	55	(9)	55
Transport	61	15	13	2	15
Asset Charges	6	0	0	0	0
Support Services	2,370	561	561	0	561
Total Expenditure	8,064	1,943	1,889	54	2,078
<u>Income</u>					
Land Charges	-300	-75	-32	(43)	-32
Printing Recharges	-303	-76	-76	0	-76
SLA to Schools	-228	-57	-57	0	-57
Licence Income	-303	-50	-50	0	-50
Other Income	-60	-15	-17	2	-17
Support Service Recharges	-3,871	-934	-934	0	-934
Total Income	-5,065	-1,207	-1,166	(41)	-1,166
Net Expenditure	2,999	736	723	13	912

Comments on the above figures:

In overall terms spending to the end of quarter 1 is below budget. 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 £237k. It is likely that the shortfall this year will be in the region of £170k. This is partly offset by additional income from licensing and other income.

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Policy and Performance

PERIOD: Quarter 1 to period end 30th June 2009

1.0 INTRODUCTION

This monitoring report covers the Policy and Performance Services first quarter period up to period end 30th June 2009. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress is explained within Appendix 3

2.0 KEY DEVELOPMENTS

The spread of swine flu has generated a significant level of work for the emergency planning team, both in ensuring that the Council has the necessary contingency plans in place, and in co-ordinating efforts in the sub-region through the Cheshire Halton and Warrington Local Resilience Forum.

The Audit Commission has been working on the CAA Area and Organisation Assessments for Halton. This has required a significant commitment from the department to co-ordinate the submission of evidence on behalf of the Council and its partners. The final assessments will be published in November under the One Place brand.

3.0 EMERGING ISSUES

The new duty to “inform, consult and involve” encourages local partners to work collaboratively rather than in isolation. Through the CAA framework, LSPs and their partners are required to streamline and co-ordinate community engagement and develop a joint approach. Therefore, the department will need to support further work over the next few months to review the Council and the Halton Strategic Partnership’s community engagement strategies.

HM Treasury’s Operational Efficiency Programme (OEP) was launched in July 2008, as part of a year-long programme examining operational spending in the public sector. The purpose behind the report was to identify approaches to efficiency across the public sector and to ensure best use of resources. It also included Sir Michael Bichard’s report, which includes a proposal entitled *Total Place*. This is a programme aimed at mapping total public spending in a local area and identifying efficiencies through local public sector collaboration. Other recommendations include a further streamlining and strengthening of components of the local performance framework and increased financial flexibility through reductions in funding ring-fences. Over the next couple of months, the department will take the lead in developing a corporate project plan aimed at responding to these recommendations.

In June 2009 the government also published “Building Britain’s Future” setting out plans for forthcoming legislation and consultation. Following on from this, a number of consultation papers have been published, including “Strengthening Local Democracy” which discusses widening the remit of scrutiny, local government powers and burdens, sub regional working, climate change and central/local government relationships.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	19		19		0		0
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All key objectives and milestones are currently on or above target and details are provided in Appendix 1.

5.0 SERVICE REVIEW

There are no issues to be reported this period.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	2		2		0		0
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Both of the key indicators for the service that can be reported at present are on track and additional details are provided within Appendix 2

7.0 RISK CONTROL MEASURES

During the production of the 2009-10 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

No 'high' risk, treatment measures were deemed to be necessary

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2009 – 2010




9.0 DATA QUALITY

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






10.0 APPENDICES

- Appendix 1 - Progress against Key Objectives/ Milestones
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Progress against 'key' objectives/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
PP 01	Improve the effectiveness of the support intelligence and advice provided by the Council and Its partners to review policy, resource planning service delivery and performance.	Monitor performance against Community Strategy targets and review delivery plans June 2009.		Quarterly SSP monitoring reports which track progress on Community Strategy targets have been completed. Also quarterly returns on working neighbourhoods fund completed.
		Monitor and review progress in delivering Local Area Agreement targets with partners and agree refresh with government office March 2010		The borough's partners held an away day in May to monitor and review LAA targets. Each SSP chair provided an overview of performance. Progress has been reported to Policy and Performance Boards and a performance management framework for the LSP has been adopted.
		Monitor and review MAA and city region development plan progress with city region partners and agree refresh with GONW March 2010		The signing off the Liverpool City Region MAA has been delayed until September. However, it is still the intention to refresh the plan in March 2010



Progress against 'key' objectives/milestones

Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
PP O1 cont'd	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.	Review Halton Data Observatory and partnership data arrangements and upgrade March 2010		Review in progress.
		Complete mid-term review of Sustainable Community Strategy and adopt July 2009		This work has been completed. The revised document has been approved by the 20 th May HSPB and adopted by Council on 22 nd July.
		Complete mid-term review of Corporate Plan and adopt December 2009		Review work will complement the recent refresh of the sustainable community strategy and will feed into next years service plans.
		Complete design of and undertake survey of Consulting Halton Communities November 2009		On track but different approach. Instead of replicating Place Survey, in depth workshops are being organised to explore public views and what they feel should be improved in future. MORI have been appointed.
		Analyse, evaluate and disseminate results to relevant audiences March 2010		Work proceeding ahead of schedule





Progress against 'key' objectives/milestones

Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
PP O2	Improve the quality and effectiveness of the Council's external communications	Implement new website content management system by July 2009 and migrate content Sept 2009		Server configuration completed; Media Surface due on site to begin installation of website software on 28 July
		Carry out internal communications survey as part of staff survey September 2009		Staff survey due 7-25 September
		Update Communications Guide; Media Guide ; Style Guidelines October 2009		Still scheduled for action October 2009
		Evaluate Advertising contract September 2009		Working with Wirral MBC on a Merseyside wide advertising contract
		Review arrangements for communicating in a crisis August 2009		Home working arrangements now in place & working with Risk & Emergency Planning on LRF website.



Progress against 'key' objectives/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
PP 03	Address inequalities and improve opportunities by narrowing the gap between the most deprived wards in the borough and the rest through the delivery of neighbourhood management arrangements.	<p>Complete residents consultation and undertake analysis February 2010</p> <p>Complete and report Business Case for NM funding beyond April 2010 September 2009</p>	 	<p>Additional coverage has been included in HSP commissioned perception work for Q3 as per the MORI appointment (see PP 01, milestone 7, above)</p> <p>Reports to Corporate PPB and Exec Board scheduled for Sept/Oct 2009.</p>

Progress against 'key' objectives/milestones




Service Plan Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
PP 04	To ensure that the organisation remains fit for purpose through the ongoing development of business continuity, risk management and health and safety arrangements.	Implement action plan and further review arrangements for business continuity in Directorates by December 2009 .		Directorates due to have reviewed plans by end of July 09. Corporate BC Plan review due by mid August. Signed off by Management Team by end of July
		Review the embeddedness of strategic risk management arrangements December 2009		On course for completion
		Corporate Risk Group to review Corporate & Directorate Risk Registers, provide appropriate performance monitoring reports and deliver manager and member training by December 2009		On course for completion
		Review the Councils preparedness for pandemic flu and have appropriate plans in place March 2010		Pandemic flu plans continue to be developed and the response to swine flu is in place

Progress against 'key' performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 1	Progress	Commentary
Corporate Health						
<u>PPLI 1</u>	% Of LAA / WNF Spend (%)	92	100	N/A	N/A	Expenditure claims submitted in arrears after quarter end, therefore, data not yet available
<u>PPLI 4</u> (PPLI 5)	% Of Departments with up to date Risk Registers	100	100	100		On target
Cost & Efficiency						
<u>PPLI 9</u> (PPLI 11)	% of departmental working days lost due to sickness absence.	3.85	4.0	2.42%		This quarter has seen a significant reduction in working days lost due to sickness absence.

Explanation of the 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>milestone/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, <u>whether the milestone/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 whether the target is on course to be achieved.
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain that the milestone/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.

POLICY AND PERFORMANCE

Revenue Budget as at 30th June 2009

	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	2,238	572	534	38	536
Premises	180	45	45	0	45
Supplies & Services	477	155	107	48	203
Corporate Subscriptions	128	90	92	(2)	114
Agency & Contracted	38	9	7	2	7
Transport	45	11	11	0	11
Support Services	1,906	477	477	0	477
Total Expenditure	5,012	1,359	1,273	86	1,393
<u>Income</u>					
Support Service Recharges	-1,857	-464	-464	0	-464
Emergency Planning Grant	-12	0	0	0	0
Grants	-372	-93	-94	1	-94
Reimbursements & Other Grants	-22	-5	0	(5)	0
Total Income	-2,263	-562	-558	(4)	-558
Net Expenditure	2,749	797	715	82	835

Comments on the above figures:

In overall terms spending is currently below the budget to the end of the first quarter. This is mainly due to a number of staff vacancies within the section and a number of small underspends in Supplies and Services. 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 June 2009**

<i>Capital Expenditure</i>	2009/10 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 June 2009

	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£000	£000	£000	£000
Local Strategic Partnership				
LSP Team	192	48	23	25
Community Pot	0	0	0	0
Net Expenditure	192	48	23	25

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 Neighbourhood Renewal Fund is spent during the year.

QUARTERLY MONITORING REPORT

DIRECTORATE: Environment
SERVICE: Stadium & Hospitality
PERIOD: Quarter1 to period end 30th June 2009

1.0 INTRODUCTION

This monitoring report covers the Stadium & Hospitality Department first quarter period up to year end 30th June 2009. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which traffic lights symbols have been used to reflect progress to date is explained within Appendix 4.

2.0 KEY DEVELOPMENTS

SCHOOL MEALS

Food Hygiene Manual

The School Meals Service has developed a new Food Hygiene manual that incorporates new legislation and goes further in to more detailed good practise following some excellent support and advice from the Council's Environmental Health Team.

There is a refresher training session planned for early September where the manual will be issued, discussed and explained to all school catering supervisors

Summer Menu

Following consultation with Catering Supervisors, Pupils and Service Users, a new summer menu was introduced and has proved popular with the service users. The amount of food waste has dropped quite noticeably which is always a good indication that the children are actually eating a nutritious meal.

THE STADIUM

Public Inquiry

The Public Inquiry into the Mersey Gateway Project has been held at the Stadium, a number of public sessions where held and an upgrade of IT infrastructure was needed to cope with the demands of the Inquiry.

The Chief Inspector on the final day of the main sessions thanked the staff at the Stadium and said it was the best venue he had held an

Inquiry in.

Video Conferencing

The cabling infrastructure is now in place and plans are at an advanced stage for the Halton Suite to become a “state of the art” Video Conferencing Suite, not only will this facility be available to Council employees it is also planned that it will be advertised widely to the business and community sectors as a further facility available to hire at The Stadium.

Challenge Cup Semi Final

The Stadium has been selected as one of the venues to host a Challenge Cup Semi-Final, it will take place on Saturday 8th August and the competing teams will be Wigan Warriors and Warrington Wolves. It is widely anticipated that the event will be a complete sell out, this will be the largest crowd to watch a game at the Stadium since its full development and we will cater for close on 13,500. Additional directional signage has been arranged with our Highways Department who have been exceptionally supportive in preparation for this game. All Executive Suites have been sold and we are to open the Marquee Suite to accommodate 200 corporate guests on the day of the match. In addition to all hospitality income the Stadium also receive 5% of the gate income after match day expenses.

Adult Learning

The Adult Learning department of the Council have taken up occupancy of the IT Suite and an Executive Suite, they have a range of computer courses available to Adults and the initial findings are that the venue is proving popular with tutors and user groups. The scheme has been extended until further notice.

The Marquee Suite

The Marquee Suite is proving to be a popular addition the Stadium facilities, for three consecutive week-ends at the beginning of August we have five high volume, high profile functions booked in, it is highly likely that had we not had the Marquee Suite available we would not have secured any of these functions.

Stadium Fitness

Similar to the Social Club, Stadium Fitness and the Fitness Industry in general is noticing a reduction in user numbers, this area of consumer spend is often looked on as a “luxury item” and is one of the first areas people tend to cut back on when times are financial demanding.

A number of special offers are being planned and a new company with expertise in this particular field are being sort to help promote and market Stadium Fitness.

Regular meetings are taking place with management and staff of Stadium Fitness to seek opportunities to increase income or/and control

expenditure.

3.0 EMERGING ISSUES

THE STADIUM

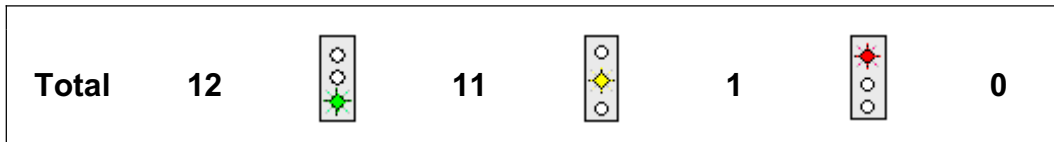
Social Club

In line with the hospitality industry and particularly member clubs and bars, the Social Club has experienced a significant decrease in users since the financial down turn has started to take full effect. Users appear to be choosing to either drink at home or indeed are tending to start their evenings out later than previously.

We have been informed that presently over 50 public houses are closing in the UK on a weekly basis, the exception to this trend appears to be those establishments that have a large catering cliental.

The Stadium is to run, for a three-month trial a food offer in the Social Club that will run each evening from 5.00 till 8.00 and a Sunday Carvery starting early September.

4.0 PROGRESS AGAINST OBJECTIVES / MILESTONES



Good progress towards achieving objectives/milestones within set timescales. For further details, please refer to Appendix 1.

5.0 SERVICE REVIEW

Parental Charge

The new Parental Charge for a two-course School Lunch is to increase to £2 per meal from September, this increase is necessary to help cover some of the cost of inflation on food which is presently running considerably higher than the headline rate of inflation. Halton's Parental Charge is however one of the highest in the area. There may be a possible adverse reaction on uptake of meals, the situation will be closely monitored.

School Meals Selling Price Comparison JUNE 2009					
	Current	Proposed Sept 09	Current	Proposed Sept 09	
Authority	Primary School		High School		Comments
Blackpool	£1.70	£1.80	£1.85	£1.90 / £1.95	Highs TBC
Bury	£1.75	£1.80	£1.85	£1.90	
Halton	£1.90	£2.00	£1.90	£2.00	May have price freeze
Lancashire	£1.85	£1.85	£2.10	£2.10	No change
Liverpool	£1.80	TBC	From £1.50 to £2.00	From £1.65 to £2.15	
Oldham	£1.70	TBC	£1.80	TBC	
Rochdale	£1.65	£1.70	£1.65	£1.70	
Salford	£1.70	TBC	£1.80	TBC	Council price freeze
St Helens	£1.85	£1.90	£1.85	£1.90	
Stockport	£1.70	TBC	£1.70	TBC	
Warrington	£1.95	£2.00 TBC	£1.95	£2.10	
Wigan	£1.85	£1.85	£1.85	£1.85	Council price freeze
Trafford	£1.65	£1.70	£1.70	£1.75	
Tameside	£1.65	£1.70	£1.70	£1.65	
Manchester	£1.83	£1.96	£2.00	£2.10	
Bolton	£1.70	£1.80	£1.90	£2.00	

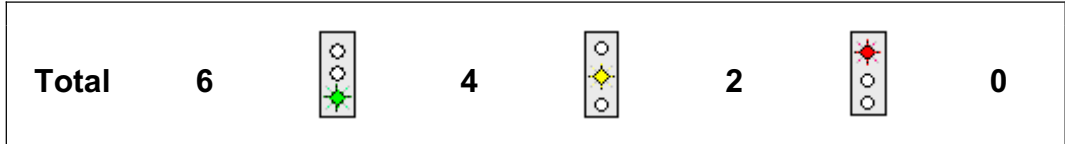
Food Purchasing Contracts

Due to the substantial increase in food costs Management and HBC Procurement Unit are reviewing all food contracts to try and make savings. Our recent arrangement with SNUPI (which buys on behalf of Universities, Colleges and some Local Councils) has resulted in significant savings when compared to our previous arrangement with Cheshire County Council.

Stadium Internal Audit

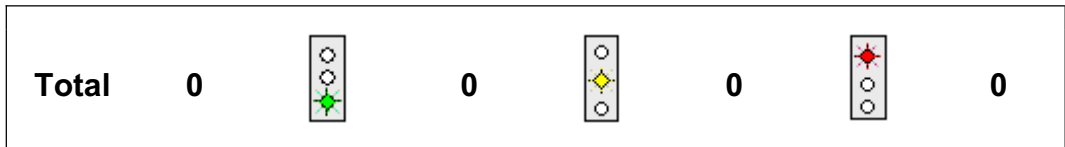
A detailed Internal Audit is planned at the Stadium for late July/early August, it will examine closely all the areas highlighted in the previous audit and also test systems, practices and procedures, the findings from this audit will be reported in due course.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



2 “key” performance indicators, both parts of NI 52 (Take up of school lunches – primary and secondary schools) may not meet their challenging targets for 2009/10, although improvements are expected later this year. Of the remaining 4 performance indicators, all are on course to achieve their targets this year. For further details, please refer to Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS



No “Other” performance indicators have been reported by exception this quarter.

7.0 RISK CONTROL MEASURES

During the production of the 2009- 12 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.

No risks have been identified as High for the service.

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

During 2008/09 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through assessments, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4.







No actions have been identified as high priority for the service.






9.0 DATA QUALITY


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

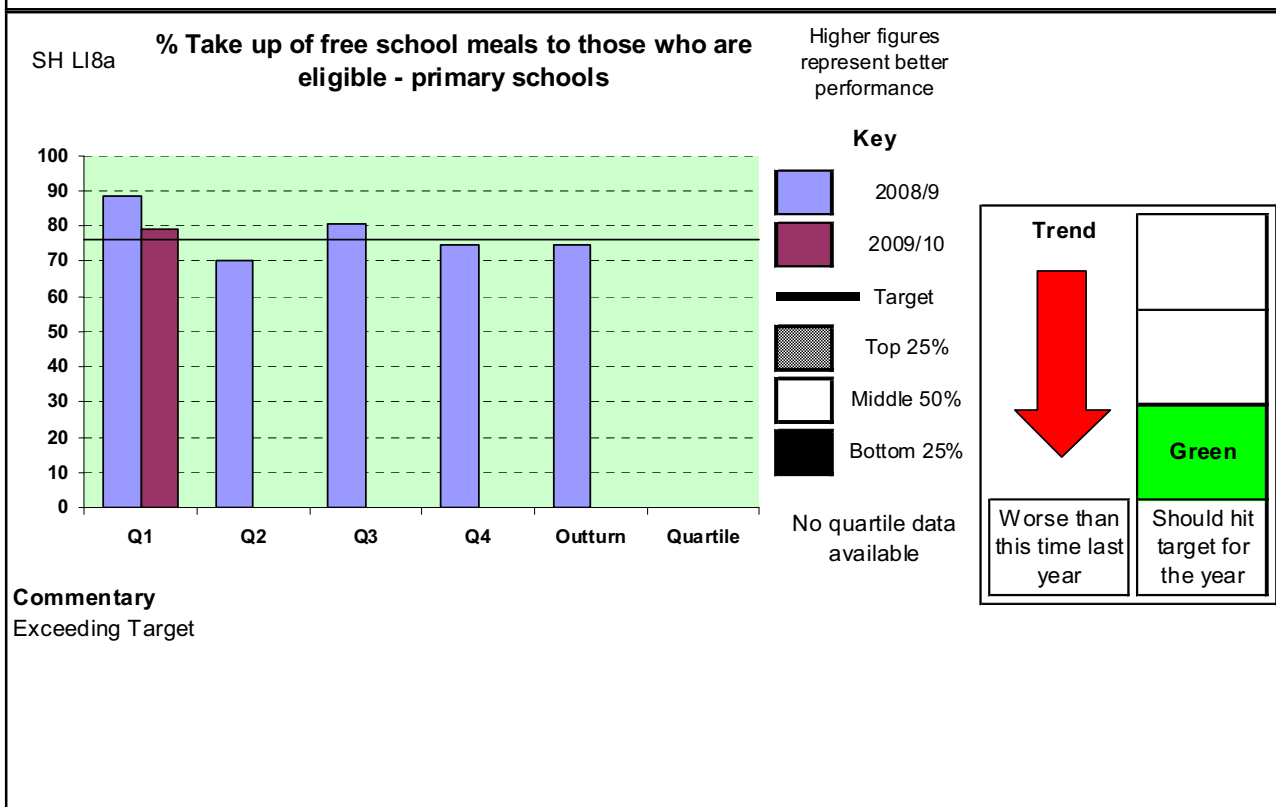
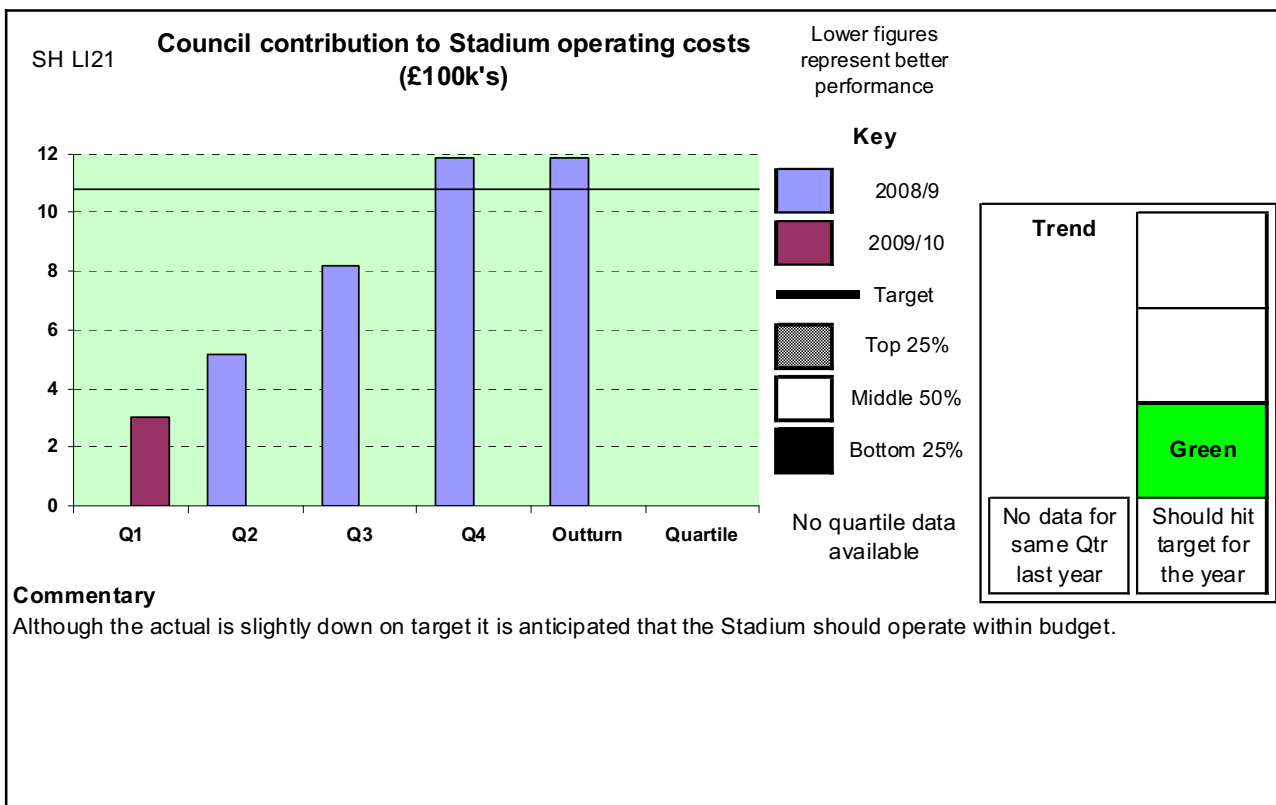
10.0 APPENDICES

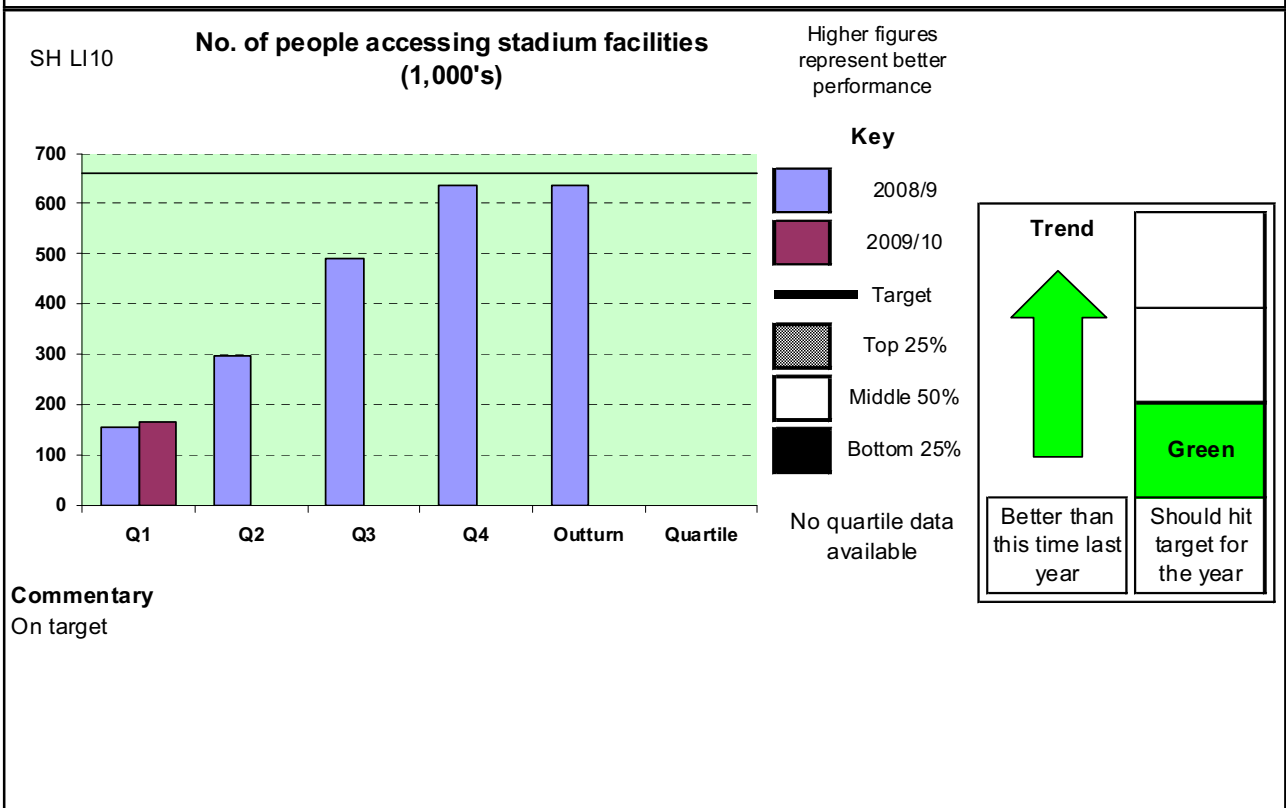
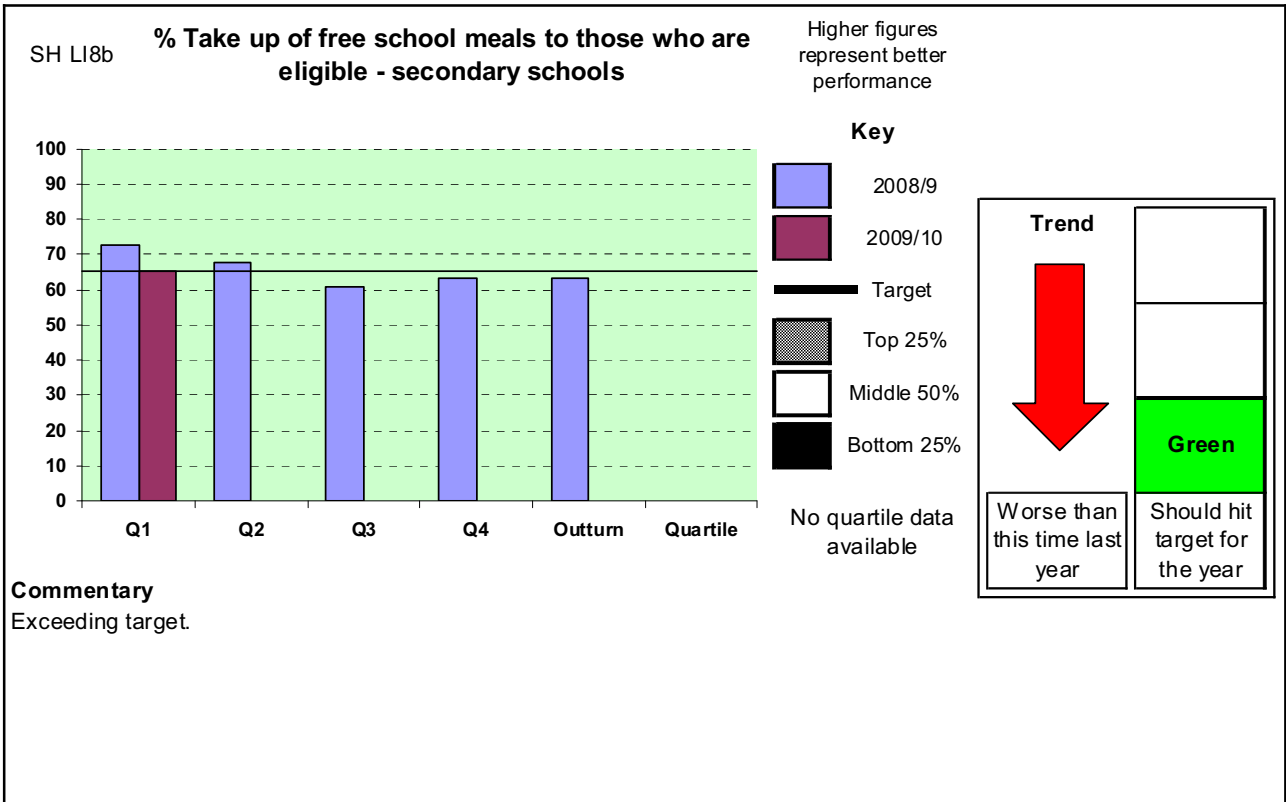
Appendix 1- Progress against Objectives/ Milestones
Appendix 2- Progress against Key Performance Indicators
Appendix 3- Financial Statement
Appendix 4- Explanation of traffic light symbols

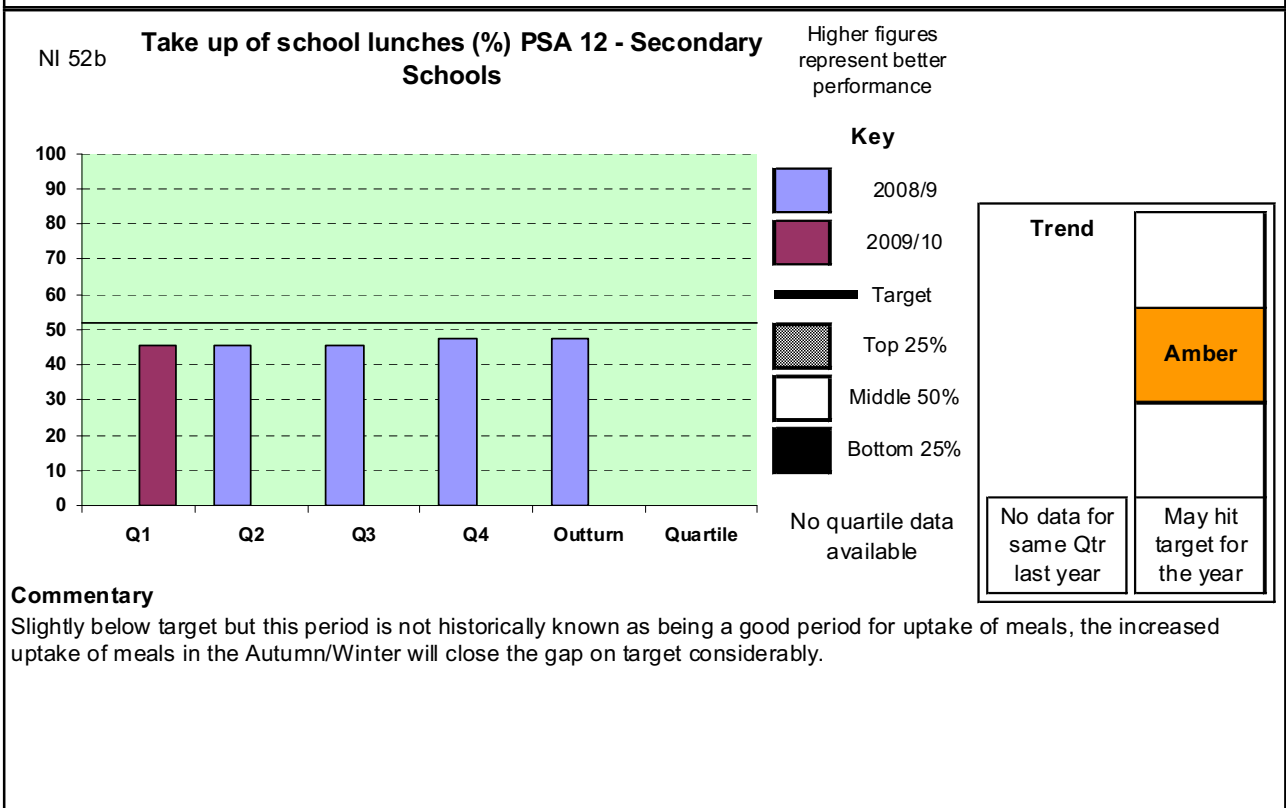
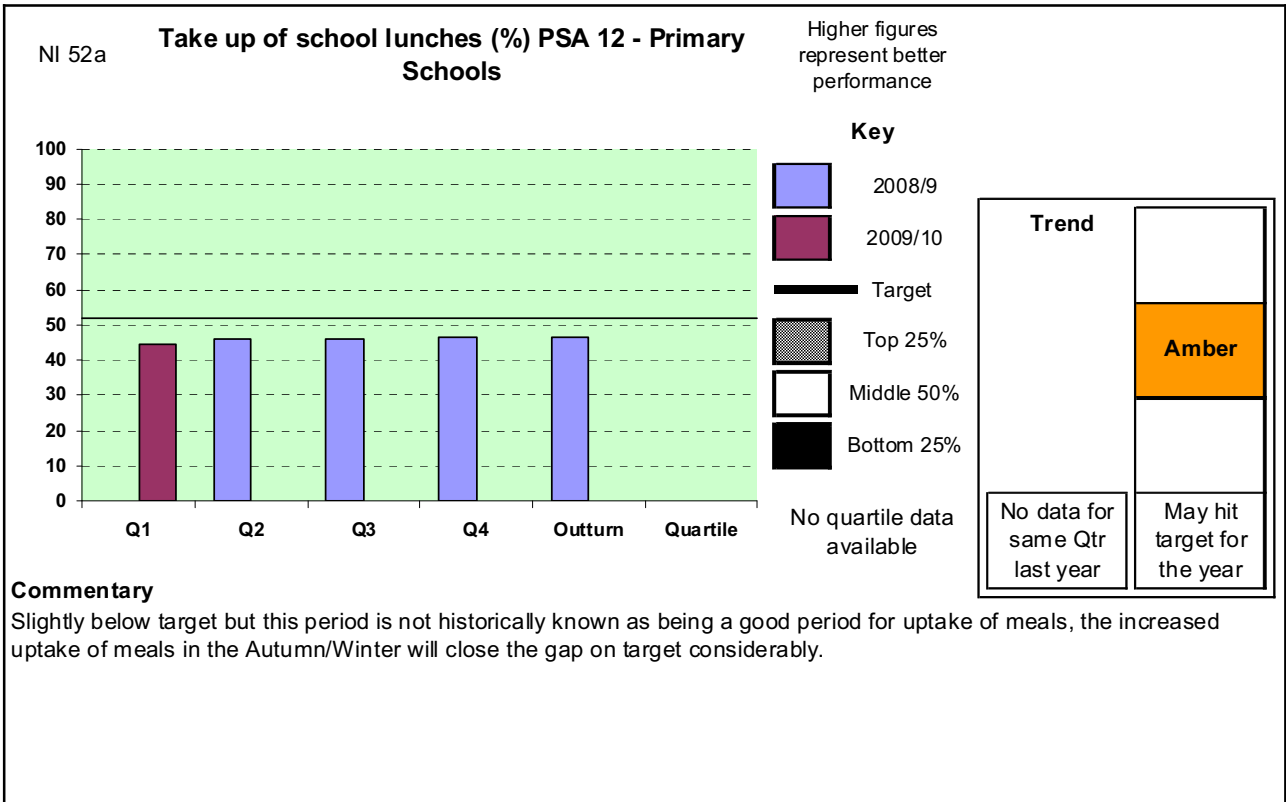
Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
SH 1	Increase the community usage of the stadium and to maintain and improve the health of Halton residents.	Identify areas for improvement in line with the Business Plan and Marketing Plan.(this will drive the development of milestones for 2009/10). Oct 2009		Improvement areas are continually reviewed and assessed with corrective action taken where required.
		Visit Riverside College Halton and local Sixth Forms to advise and promote to students the leisure facilities available at The Stadium. Sep 2009		Relationships between Stadium Management and the College are excellent and a number of initiatives/visits are planned for early September to coincide with the return of pupils after the Summer recess.
		Measure customer satisfaction with Stadium Community Services. Jan 2010		Stadium Fitness has introduced a new questionnaire in June. Further questionnaires are planned for other user groups by October.
		Formulate proposals for event(s) linked to the London Olympics 2012. Sep 2009		The stadium has been registered as a suitable venue for football training and table tennis.
SH 2	Increase the Stadium turnover and improve efficiency to reduce the level of Council contribution.	Review and identify areas for improvement in line with the Business Plan and Marketing Plan. Oct 2009		The 2009/10 Business Plan has been developed with all Business Managers and this year more than ever the emphasis has been on saving costs and reducing expenditure wherever possible.
		Host a pitch based "Pop Concert" Sep 2009		Options are being considered.

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Host a wedding fayre in Feb 2009 and Oct 2009 and a business fayre in Jul 2009		The Stadium has hosted a wedding fayre in February and a Business Fayre in July both events proved popular and were well attended. We are looking to hold a further Wedding Fayre on a Sunday in November, plans are also being drawn up that will see The Stadium, The Chamber and members of HBC Regeneration department organise a Business in the Spring of 2010.
		Continue to develop promotional strategy to attract a minimum of 4 large corporate events annually to the Stadium (new Marquee Suite) Mar 2010		This target has already been exceeded, the Marquee Suite is proving a fantastic investment and is contributing to the Stadium's improved overall financial performance.
		Introduce alcohol consumption on to the seated area of the Stadium for Rugby matches (it is not permitted for football matches) Apr 2009		Completed, with increased sales, average spend up by 35%.
		Extend concourse bar opening hours (on match days) by 30 minutes. Apr 2009		Completed, with increased sales, average spend up by 35%.
SH 3	Increase the number of Pupils having a school lunch, to raise awareness, and increase levels, of	Deliver an early academic school year promotion and educational campaign Sep 2009		Promotion to be held in September. New brochures developed and printed.

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
	healthy eating	Conduct a questionnaire/satisfaction postal survey to all parents/guardians to learn of perceived barriers restricting uptake. Evaluate and produce Action Plan. Dec 2009		Questionnaire to go out in October. Evaluation and action to be produced by December.







STADIUM, CATERING & CAFÉ BARS**STOBART STADIUM HALTON****Revenue Budget 2009/10**

	Annual Budget	Budget to Date	Actual Spend	Variance (overspend)	Actual Including Committed Items
	£	£	£	£	£
Expenditure					
Operational Employee Costs	113	28	26	2	26
Admin/Clerical Employee Costs	291	73	72	1	72
Premises Employee Costs	74	19	20	-1	20
Support Employee Costs	35	9	9	-0	9
Crèche Employee Costs	8	2	3	-1	3
Coaching Employee Costs	9	2	5	-3	5
Catering Employee Costs	187	47	53	-6	53
Bar Employee Costs	236	59	54	5	54
Matchday Employee Costs	63	16	26	-10	26
Premises	589	151	145	6	145
Supplies & Services	363	95	85	10	85
Food Provisions	205	51	37	14	37
Bar Provisions	270	68	57	11	57
Vehicle Maintenance Unit - Fees	8	2	2	-0	2
Central Support Services	245	61	61	-0	61
Departmental Support Services	96	24	24	0	24
Recycling	1	0	0	-0	0
Capital Financing	25	6	0	6	0
Asset Charges	561	140	140	0	140
Total Expenditure	3,383	854	820	34	820
Income					
Sales	-1,074	-256	-204	-52	-204
Fees & Charges	-450	-99	-82	-17	-82
Rents	-50	-2	-2	0	-2
HBC Support Costs Income	-39	-10	-10	0	-10
Internal Fees Income	-130	-33	-77	45	-77
Total Income	-1,743	-400	-375	-25	-375
Net Departmental Revenue Budget	1,640	454	445	9	445

STADIUM, CATERING & CAFÉ BARS**CAFÉ BARS****Revenue Budget 2009/10**

	Annual Budget	Budget to Date	Actual Spend	Variance (overspend)	Actual Including Committed Items
	£	£	£	£	£
Expenditure					
Catering Employee Costs	210	52	34	18	34
Supplies & Services	9	2	3	-1	3
Food Provisions	125	31	39	-8	39
Central Support Services	21	5	5	0	5
Total Expenditure	365	91	82	10	82
Income					
Sales	-346	-86	-69	-18	-69
Internal Income	-19	-5	-7	2	-7
Total Income	-365	-91	-75	-16	-75
Net Departmental Revenue Budget	0	0	6	-6	6

**STADIUM, CATERING &
CLEANING****Capital Programme 2009/2010**

Scheme	Annual Budget	Budget to Date	Actual Spend	Variance (overspend)	Actual Including Committed Items
	£	£	£	£	£
Stadium Minor Works	30	8	3	5	8
Total Capital Programme	30	8	3	5	8

Domestic Services Division 2009/2010.
Revenue Budget as at 30th June 2009.

	Annual Revised Budget	Budget To Date	Actual Spend	Variance (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<u>Expenditure</u>					
Employees	2,867	722	691	31	691
Operational Buildings	21	6	6	0	6
Other Premises Costs	5	0	0	0	0
Supplies & Services	233	62	54	8	72
Hired & Contracted Services	8	2	4	(2)	4
Food Provisions	1,442	371	376	(5)	376
Transport	10	3	2	1	2
Agency Services	0	0	3	(3)	3
Internal Support Costs	57	15	15	0	15
Central Support Costs	198	50	50	0	50
Total Expenditure	4,841	1,231	1,201	30	1,219
<u>Income</u>					
-					
Sales - School Meals	-2,111	-545	-547	2	-547
Sales - Civic Catering	-177	-44	-25	(19)	-25
Support Service Income	-105	-26	-26	0	-26
Government Grants	-200	-50	-50	0	-50
Reimbursements & Other Grants	-17	0	0	0	0
School Meals - Free Children's Meals	-1,269	-327	-327	0	-327
School Meals - Catering Recharges	-294	-74	-71	(3)	-71
Civic Catering Recharges	-137	-35	-26	(9)	-26
Total Income	-4,310	-1,101	-1,072	(29)	-1,072
<u>Net Expenditure</u>	531	130	129	1	147




Comments

The service is operating in line with the budget

The underspend on labour costs is a result of number of vacant posts

Civic catering sales continues to be a problem area and it is unlikely that we will achieve the budget

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>milestone/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, <u>whether the milestone/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 whether the target is on course to be achieved.
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain that the milestone/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.