

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy
SERVICE: Policy and Performance
PERIOD: Quarter 2 to period end 30th September 2009

1.0 INTRODUCTION

This monitoring report covers the Policy and Performance Service's second quarter period up to 30th September 2009. It describes key developments and progress against all objectives and performance indicators for the service.

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

2.0 KEY DEVELOPMENTS




The Place Survey results are now available and will be presented to a Member seminar on 30th November. A follow up qualitative study has been completed and a report is expected shortly.

The two yearly staff survey has been completed a full report is expected soon.

3.0 EMERGING ISSUES

The LAA area assessment and the organisational assessment of the Council will be published on 10th December 2009.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	19		17		1		1
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Generally good performance with 17 milestones out of 19 on or above target. The red traffic light has been given because the September target date for the implementation of the new website content management system has been missed, but the project is still due to be completed by the year end. Similarly, whilst there has been some slippage with the implementation of an action plan for business continuity, (amber light), due to having to respond to swine flu issues, but it is still hoped that the December target will be reached. Details of all the key objectives/milestones can be found in Appendix 1

4.1 PROGRESS AGAINST OTHER OBJECTIVE/MILESTONES

Total	3		2		0		1
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The missed target relates to the new scrutiny gateway and web area, however it is anticipated that it will become operational at some point in the 3rd quarter and details can be found in appendix 2

5.0 SERVICE REVIEW

There are no issues to report in this period.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	2		1		1		0
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All reportable targets are due to reach goal by the year end. Further details about key performance indicators can be found in appendix 3

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	12		9		1		2
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Of the 12 reportable targets 9 are on or above target. The two red lights relate to internal communications, remedial action is being considered for these. The amber light relates to processing of invoices which is improving due to remedial action already taken. Further details relating to these can be found in appendix 4. NI's 1 – 5 and 37 and 140 and PPLI 15 - 17 all relate to the Place survey, which is not carried out this year so is not being reported this year, but will be reported again next year.

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 Other Objectives/Milestones
Appendix 3 - Progress against Key Performance Indicators
Appendix 4 - Progress against Other Performance Indicators
Appendix 5 - Explanation of traffic light symbols
Appendix 6 - Financial Statement



Progress against 'key' objectives/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	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.		A report of progress and performance was produced for 2008/09 in June and a revised Sustainable Community Strategy was adopted in July, incorporating Local Area Agreement targets. A combined performance monitoring process is in place with quarterly reports to Specialist Strategic Partnerships and a 6 monthly LAA progress report is to be reported to the 18 th November HSP Board.
		Monitor and review progress in delivering Local Area Agreement targets with partners and agree refresh with government office March 2010		See above – A 6 month progress report has been produced and a timetable for negotiations with government office agreed.






Progress against 'key' objectives/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP O1 cont'd		Monitor and review MAA and city region development plan progress with city region partners and agree refresh with GONW March 2010		The MAA was signed off in September as expected. The MAA will be refreshed in March. The City Region Development Plan is being prefaced by a Strategic Framework, due to be published in November 2009
	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		Dependant on review of Council's intranet. Delay in this will have knock on effect to the hosting of the data observatory.
		Complete mid-term review of Sustainable Community Strategy and adopt July 2009		As above – work complete.
		Complete mid-term review of Corporate Plan and adopt December 2009		A mid-term review of the Corporate Plan has taken place with a refresh and evaluation of areas of focus and will be reported to Executive Board in December.



Progress against 'key' objectives/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP O1 cont'd		Complete design of and undertake survey of Consulting Halton Communities November 2009		Completed by MORI on time and results will be available shortly.
		Analyse, evaluate and disseminate results to relevant audiences March 2010		The Place Survey results will be presented to a Members seminar on 30 th November.




Progress against 'key' objectives/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	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 complete; Installation complete; templates designed and being configured w/c 23 Nov. Review of content underway.
		Review key messages Autumn 2009		
		Carry out internal communications survey as part of staff survey September 2009		Completed, initial results provided, awaiting detailed analysis
		Update Communications Guide; Media Guide ; Style Guidelines October 2009		Review of documents underway.
		Evaluate Advertising contract September 2009		Working with Wirral MBC on a Merseyside wide advertising contract. PQQ advertised w/c 9 November
		Review arrangements for communicating in a crisis August 2009		Communications guidance updated for Swine Flu plan; LRF Website up and running as alternative site to www.halton.gov.uk




Progress against 'key' objectives/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	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>Focus groups Sept 2009. Reports available shortly</p> <p>Business case completed and presented to Executive Board Away Day October 2009.</p>



Progress against 'key' objectives/milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP O4	To ensure that the organisation remains fit for purpose through the ongoing development of business continuity, risk management and health and safety arrangements.	<p>Implement action plan and further review arrangements for business continuity in Directorates by December 2009.</p> <p>Review the embeddedness of strategic risk management arrangements December 2009</p> <p>Corporate Risk Group to review Corporate & Directorate Risk Registers, provide appropriate performance monitoring reports and deliver manager and member training by December 2009</p> <p>Review the Council's preparedness for pandemic flu and have appropriate plans in place March 2010.</p>	   	<p>There has been some slippage on directorates completing BC plans due to the response to swine flu. Once finalised, Corporate BC plan will be completed and all plans will be signed off by Management Team.</p> <p>On course for completion</p> <p>On course for completion</p> <p>Pandemic Flu plan has been issued. Specific plans and arrangements, and outstanding issues, are being progressed.</p>







Progress against 'other' Service Objectives / milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP 05	<i>Improve the effectiveness of the overview and scrutiny framework for the Council to deliver efficient, effective and high quality services through a programme of continuous improvement.</i>	<i>Develop a functioning overview and scrutiny gateway and web area</i> July 2009		<i>The timetable has been delayed to allow for further consultation with Members, but it is hoped that the new gateway and web area will still become operational at some point in the 3rd quarter</i>
		<i>Integrate relevant legislation and guidance into Halton's overview and scrutiny framework</i> October 2009		<i>Completed</i>
		<i>Agree 2009-10 Policy & Performance Board Work Programme</i> June 2009		<i>Completed</i>





Progress against 'key' performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 2	Progress	Commentary
Corporate Health						
<u>PPLI 1</u>	% Of LAA / WNF Spend (%)	92	100	N/A	N/A	Expenditure claims submitted in arrears after the quarter end, therefore, data not yet available
<u>PPLI 4</u> (PPLI 5)	% Of Departments with up to date Risk Registers	100	100	75		Most of the reviews have now been completed and the remaining reviews are underway.
Cost & Efficiency						
<u>PPLI 9</u> (PPLI 11)	% of departmental working days lost due to sickness absence.	3.85	4.0	2.17%		N.B. This is qtr1 and qtr2 combined figure (Qtr1 2.42%)



Progress against other performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 2	Progress	Commentary
Corporate Health						
PLI 2 (PPLI 3)	% of neighbourhood element funding committed / spent	100	100	100		Spend in line with agreed 2009/10 budget.
PPLI 3 (PPLI 4)	% of Departments with up to date Business Continuity Plans	100	100	100		100% of departments have an existing plan but additional work is now being done to review and update plans (see PP04 above)
PPLI 5 (PPLI 6)	Number of accidents resulting in injuries to staff	36	40	6		This is a reduction in the number of accidents at this point last year.
PPLI 6 (PPLI 7)	% of relevant employees attending emergency planning training exercises.	100	100	100		The opportunities to attend training have been reduced because of work on the Efficiency Review, response to Swine Flu, and the absence of the Head of R&EP on secondment. However, where training has been made available relevant employees have attended.
PPLI 7 (PPLI 10)	% of invoices paid within 30 days	98	95	80%		A slight improvement on qtr 1 figures.
PPLI 8	Number of Team Brief feedback forms returned – average per month	-	25	50		

Progress against other performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 2	Progress	Commentary
Quality						
PPLI 11 (PPLI 14)	Satisfaction with internal communications of the Council (%)	71.9 2007/8 No survey 2008/9	78	63%		Initial results show a drop in satisfaction, however, 83% of staff responding, believed there had been an improvement in internal communications in the past 2 years.
PPLI 12	% of people satisfied or more than satisfied with visit to Council website www.halton.gov.uk	-	90	83%		Website improvements currently in hand and expected to improve satisfaction ratings to target ratings before the end of quarter 4.
PPLI 13	Satisfaction with In Touch magazine	81.6 2007/8 No survey 2008/9	87	74%		Staff survey shows a drop in satisfaction with InTouch, however it remains the internal communications channel staff are most satisfied with. In 2009 we introduced the electronic version of the magazine.
PPLI 14	Satisfaction with Inside Halton magazine	-	80	N/A	N/A	Satisfaction survey in December edition of magazine, results will be available Jan 2010
PPLI 18 (PPLI 17)	% of residents in Neighbourhood Management pilot areas engaged in Neighbourhood Partnership activity.	4074 (24.7%)	4500	5163 (31.3)		In line with target to increase by 10% over 2008/9 total.




Progress against other performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 2	Progress	Commentary
Service Delivery						
PPLI 19	Value of external funding bids supported (£000's)	2631	1000	£68,000		£188,460 secured to date. 18 projects were in pipeline. 38 funding enquiries received in this period
PPLI 20	% of milestones and objectives achieved within annual Neighbourhood Management Action Plan	85	8	80%		5 out of 6 achieved so far. On target to achieve all objectives and milestones.
NI 188 ¹	Planning to adapt to Climate Change	0	0 -1	N/A	N/A	See footnote below

¹ The local authority is assessed against a criteria scored 0 to 4 0 = the authority has begun the process of assessing potential threats and opportunities across its estate and services (for example, flood and coastal resilience plans, emergency planning community risk register/strategies etc.), and has identified and agreed the next steps to build on that assessment in a systematic and coordinated way, there is no further information available at this stage.

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 September 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	1,135	1,011	124	1,014
Premises	163	81	81	0	81
Supplies & Services	477	229	228	1	315
Corporate Subscriptions	128	101	101	0	123
Agency & Contracted	38	38	42	(4)	42
Transport	45	22	21	1	21
Support Services	1,737	868	868	0	868
Total Expenditure	4,826	2,474	2,352	122	2,464
<u>Income</u>					
Support Service Recharges	-1,828	-914	-914	0	-914
Emergency Planning Grant	-12	0	0	0	0
Grants	-372	-186	-169	(17)	-169
Reimbursements & Other Grants	-22	-11	-11	0	-11
Total Income	-2,234	-1,111	-1,094	(17)	-1,094
Net Expenditure	2,592	1,363	1,258	105	1,370

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. It is expected that the overall total net spending will be in line with the Department budget by year-end.

POLICY AND PERFORMANCE

Local Strategic Partnership expenditure as at 30th September 2009

	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£000	£000	£000	£000
Local Strategic Partnership				
LSP Team	192	96	59	37
Community Pot	0	0	0	0
Net Expenditure	192	96	59	37

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.