

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy
SERVICE: Policy and Performance
PERIOD: Quarter 3 to period end 31st December 2009

1.0 INTRODUCTION

This monitoring report covers the Policy and Performance Services third quarter period up to period end 31st December 2009. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which RAG (Red Amber and Green) symbols have been used to reflect progress is explained within Appendix

2.0 KEY DEVELOPMENTS

Following the departmental restructure work is currently underway to complete the selection and recruitment of staff within the department. Following the completion of this process a review of accommodation requirements will take place.

The robustness of the Council's emergency planning arrangements were recently tested as a result of the extreme cold weather conditions and the relative delivery of Council services was successfully maintained throughout the period.

3.0 EMERGING ISSUES

The results of Halton's Area Assessment¹ and Organisational Assessment² were made public on 09th December through the governments newly created 'Oneplace'³ website.

The area assessment, with the exception of some concern regarding the rate of teenage pregnancies within the borough, reflected positively upon the work of the Council and its partners in delivering local priorities.

The organisational assessment judges Halton Council to be performing well with a score of 3 out of four for both components i.e. managing performance and the use of resources.




¹ A copy of the Area Assessment report can be obtained from <http://oneplace.direct.gov.uk/infobyarea/region/area/areaassessment/pages/default.aspx?region=53&area=351>

² A copy of the Organisational Assessment report can be obtained from <http://oneplace.direct.gov.uk/infobyarea/region/area/localorganisations/organisation/pages/default.aspx?region=53&area=351&orgId=1237>

³ Further information is available from <http://oneplace.direct.gov.uk/Pages/default.aspx>

As a result of the inspection findings action plans are being developed to ensure that resources continue to be used effectively to provide a focused and appropriate response to local issues and that community outcomes continue to be the cornerstone of organisational and partnership activity.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	19		17		2		0
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The two Amber symbols relate to a delay in progressing the internet site but things are still moving forward and details can be found in Appendix 1

4.0 SERVICE REVIEW

Following the results of the Place Survey further work has been undertaken by MORI to establish the primary drivers that affect the perceptions of people within the local community.




As a result a workshop has been arranged for senior managers during early February to explore in more detail the survey results and to identify and develop targeted initiatives to improve levels of satisfaction.

5.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	3		3		0		0
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All key indicators are on target and details can be found in Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	5		0		4		1
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The Red symbol relates to an ongoing issue regarding payment of invoices resulting from WNF claims. The Amber symbols are those relating to a satisfaction survey and whilst satisfaction is lower than previously, results show that out of those responding there has an improvement in internal communications in the past 2 years. An action plan is being developed to increase satisfaction. Further details can be found in Appendix 3.

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 report 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 have been 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 - Progress against Other Performance Indicators
Appendix 4 - Explanation of traffic light symbols
Appendix 5 - Financial Statement








Progress against 'key' objectives

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 3	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 .		This work is complete
		Monitor and review progress in delivering Local Area Agreement targets with partners and agree refresh with government office March 2010		Discussions are currently taking place with Government. A draft LAA refresh document has been produced. The final document will be sent to Government on 12 th March 2010
		Monitor and review MAA and city region development plan progress with city region partners and agree refresh with GONW March 2010		The Performance Management Framework has been agreed with Government. At the request of Government, it is now likely that a refresh will take place in the next financial year i.e. summer 2010.
		Review Halton Data Observatory and partnership data arrangements and upgrade March 2010		A review of the current observatory is complete and ways forward have been identified, however due to delays in other departments, such as the installation of new council web system, the upgrade may not be possible in March.
		Complete mid-term review of Sustainable Community Strategy and adopt July 2009		The sustainable community strategy was reviewed. A revised document has been published.

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

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 3	Commentary
PP O1 Cont'd		Complete mid-term review of Corporate Plan and adopt December 2009		A mid-term review of the Corporate Plan has taken place. The document was presented to full Council for approval in December 2009
		Complete design of and undertake survey of Consulting Halton Communities November 2009		IPSOS MORI were commissioned to run two workshops looking further into the messages from the place survey and how to increase perceptions in satisfaction for the residents of Halton. These have been completed
		Analyse, evaluate and disseminate results to relevant audiences March 2010		Reports are available on the research section of the Halton website and results have been presented at various boards. An action plan is now in progress in order to improve perception levels at the next place survey.
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		Launch of site expected 1 April
		Review key messages Autumn 2009 Carry out internal communications survey as part of staff survey September 2009		Survey completed, workshops with staff to gain more detailed understanding of key issues completed. Action plan now being developed.

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




Service Plan Ref.	Objective	Key Milestone	Progress Quarter 3	Commentary
PP O2 Cont'd		Update Communications Guide; Media Guide ; Style Guidelines October 2009		Underway, will be completed in the context of new centre for excellence structure
		Evaluate Advertising contract September 2009		Underway via collaborative contract with Merseyside authorities (led by Wirral). Tenders currently being evaluated
		Review arrangements for communicating in a crisis August 2009		Ongoing discussions with partner organisations by Cheshire, Halton and Warrington comms. group
PP O3	Address inequalities and improve opportunities by narrowing the gap between the most deprived wards in the borough and the rest through the delivery of neighbourhood management arrangements.	Complete residents consultation and undertake analysis February 2010		Report on outcome of the focus groups reported to HNMB at its meeting in November 2009 and shared with partners.
		Complete and report Business Case for NM funding beyond April 2010 September 2009		Case considered by HNMB, Corporate PPB and Exec Board. Locality Working topic group set-up Dec 2009. Due to report in Q4.
PP O4	To ensure that the organisation remains fit for purpose through the ongoing development of business continuity, risk management and health and safety arrangements.	Implement action plan and further review arrangements for business continuity in Directorates by December 2009 .		Plans are in place, but BCM plans under constant review.
		Review the embeddedness of strategic risk management arrangements December 2009		The whole Strategic Risk Management Strategy, including the policy, training and risk registers have been completely reviewed and where appropriate revised.

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





Service Plan Ref.	Objective	Key Milestone	Progress Quarter 3	Commentary
PP O4 cont'd		<p>Corporate Risk Group to review Corporate & Directorate Risk Registers, provide appropriate performance monitoring reports and deliver manager and member training by December 2008</p> <p>Review the Council's preparedness for pandemic flu and have appropriate plans in place March 2010.</p>	<p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p>	<p>Completed. Corporate risk register presented to Council's Management Team, Executive Board, and programmed for Business Efficiency Board</p> <p>Plan in place. Recent outbreak tested arrangements. Plan will be reviewed</p>

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

Progress against Key Performance Indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 3	Progress	Commentary
Corporate Health						
<u>PPLI 1</u>	% Of LAA / WNF Spend (%)	92	100	51%		On target
<u>PPLI 4</u> (PPLI 5)	% Of Departments with up to date Risk Registers	100	100	100		
Cost & Efficiency						
<u>PPLI 9</u> (PPLI 11)	% of departmental working days lost due to sickness absence.	3.85	4.0	3.19		On target. The cumulative total equals 2.6 a quarter and is therefore ahead of the final yearly target of 4.0

Progress Against 'other' performance indicators




Ref	Description	Actual 2008/9	Target 09/10	Quarter 3	Progress	Commentary
Corporate Health cont'd						
PPLI 7 (PPLI 10)	% of invoices paid within 30 days	98	95	81		There is still an ongoing issue regarding payment of invoices resulting from WNF claims. Invoices are often generated by project managers in advance of receipt of the quarterly claim. It is not best practice to pay invoices prior to receipt of claims made, but this shows as non-payment within 30 days.
Quality						
PPLI 11 (PPLI 14)	Satisfaction with internal communications of the Council (%)	71.9 2007/8 (No survey 2008/9)	78	63		While satisfaction is lower than previous at 63%, results show that 83% of staff responding believed there had been an improvement in internal communications in the past 2 years. As mentioned, an action plan is being developed to increase satisfaction
PPLI 12	% of people satisfied or more than satisfied with visit to Council website www.halton.gov.uk	-	90	77		
PPLI 13	Satisfaction with In Touch magazine	81.6 2007/8	87	74		Previously reported No survey 2008/9

Progress Against 'other' performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 3	Progress	Commentary
Service Delivery						
PPLI 19	Value of external funding bids supported (£000's)	2631	1000	£25,267	?	Although £213,727 has already been secured to date, announcements are awaited on larger schemes, hence the higher 2009/10 target. For example 18 projects are still in the pipeline. In the quarter there were 11 successful bids. There were 32 funding enquiries which reflects a steady demand for the service.

Explanation of RAG Symbols

Application of RAG symbols:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 Indicates that the milestone/objective <u>will</u> be achieved within the identified timeframe.	Indicates that the annual target <u>will</u> , or has, been achieved or exceeded.
<u>Amber</u>	 Indicates that at this stage it is <u>uncertain</u> as to whether the milestone/objective will be achieved within the identified timeframe.	Indicates that at this stage it is either <u>uncertain</u> as to whether the annual target will be achieved.
<u>Red</u>	 Indicates that the milestone/objective <u>will not</u> , or has not, been achieved within the identified timeframe.	Indicates that the annual target <u>will not</u> , or has not, been achieved.

POLICY AND PERFORMANCE
Revenue Budget as at 31st December 2009

	Annual Revised Budget £'000	Budget To Date £'000	Actual To Date £'000	Variance To Date (overspend) £'000	Actual Including Committed Item £'000
<u>Expenditure</u>					
Employees	2,238	1,686	1,528	158	1,531
Premises	163	122	122	0	122
Supplies & Services	408	314	344	(30)	448
Corporate Subscriptions	128	128	104	24	126
Promotion of the Borough	69	51	49	2	58
Agency & Contracted	38	28	57	(29)	57
Transport	45	34	32	2	32
Support Services	1,780	1,334	1,335	(1)	1,335
Total Expenditure	4,869	3,697	3,571	126	3,709
<u>Income</u>					
Support Service Recharges	-1,828	-1,370	-1,371	1	-1,371
Emergency Planning Grant	-12	0	0	0	0
Grants	-372	-279	-243	(36)	-243
Reimbursements & Other Grants	-22	-16	-16	0	-16
Fee & Charges Income	0	0	-7	7	-7
Total Income	-2,234	-1,665	-1,637	(28)	-1,637
Net Expenditure	2,635	2,032	1,934	98	2,072

Comments on the above figures:

In overall terms spending is currently below the budget to the end of the third quarter.

Regarding expenditure, employee costs are under budget for the period, which is mainly due to a number of staff vacancies that exist within the External Funding and Strategic Policy & Performance sections. The resulting savings from the External Funding vacancies will offset the projected shortfall in European government grant income.

Supplies & services and agency & contracted services expenditure is, to date, higher than budget. This relates to an increase in the cost of Neighbourhood Management, however, it is anticipated that this expenditure will be offset through a contribution from the balance sheet reserve.

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

POLICY AND PERFORMANCE

Local Strategic Partnership expenditure as at 31st December 2009

	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£000	£000	£000	£000
Local Strategic Partnership				
LSP Team	192	144	186	(42)
Community Pot	0	0	0	0
Net Expenditure	192	144	186	(42)

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