

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Legal, Organisational Development and Human Resources Services

PERIOD: Quarter 3 to period end 31st December 2009

1.0 INTRODUCTION

This monitoring report covers the Legal, Organisational Development, and Human Resources 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 symbols have been used to reflect progress is explained within Appendix 3

2.0 KEY DEVELOPMENTS

The Gambling Policy has been prepared and consulted upon prior to adoption by the Council in December.

Legal support has continued to be provided to key major projects.

The Council's response to a consultation on court provision was formulated and agreed for dispatch by the due date.

Legal support was provided to ensure compliance with key points in the European Services Directive by December.

Legal & HR staff have provided a crucial input in the implementation of the Efficiency Review.

3.0 EMERGING ISSUES




The Legal team will be assessed against the Lexcel & ISO standards in January.

Preparations will continue to be made for the forthcoming elections.

Work on the Efficiency Programme will continue to intensify to enable the new structures to be in place and operational from 1st April.

Legal support for major projects will continue as a number of issues are expected to reach important stages shortly.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES




Total	5		4		1		0
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All objectives are progressing as planned.
It is anticipated that all pay and grading appeals will be completed by the end of Quarter 4. Further detail is contained in 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 remain broadly on target but of course a small change in staff numbers would result in a significant alteration to percentages. The details can be found in Appendix 2

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	3		0		0		3
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One of the red symbols relates to conveyancing. The remaining two of the Red symbols relate to public attending council meetings and the number of questions asked by them at these meetings. Figures are being kept under review, although as always they are governed to a great extent by the subject matter under discussion. They are presently showing considerably below target and 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 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- Progress against other Performance Indicators
Appendix 4- Explanation of RAG symbols
Appendix 5- Financial Statement

Progress against key objective/milestones

Service Plan Ref.	Objective	Key Milestone	Progress quarter 3	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		Arrangements are in hand to secure renewal in Quarter 4.
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 To induct all new members – by October 2009		Programme of MAP interviews is being delivered as planned. All new members to the authority have successfully been inducted.






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 quarter 3	Commentary
<p>LOD O4</p>	<p>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.</p>	<p>Complete and implement staffing protocol Sept 2009</p> <p>Implement Management Competency Framework and commence training programme Sept 2009</p> <p>Implement a Leadership through Change Programme and complete training February 2010</p>	<p style="text-align: center;"></p>	<p>All key milestones are on track /achieved</p>
<p>LOD O5</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 style="text-align: center;"></p>	<p>Work continues towards appeals being concluded at the end of Quarter 4 as previously reported.</p>

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




Progress Against Key Performance Indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 3	Progress	Commentary
Corporate Equality, Diversity & Cohesion						
<u>LODLI 2</u> (BVPI 11/ LOD 4)	The percentage of top 5% of earners that are: - Women	45.58	45.00	45.89		On target.
	From black and ethnic minority communities	0.83	2.5	0.84		Slightly below target but the numbers could well change by year end.
	With a disability	2.87	3.30	2.94		On target
<u>LODLI 3</u> (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	1.29		On target
<u>LODLI 4</u> (BVPI 17a/ LOD 10)	Minority Ethnic community staff as % of total workforce.	0.78	1.00	0.75		On target

Progress Against Key Performance Indicators




Ref	Description	Actual 2008/9	Target 09/10	Quarter 3	Progress	Commentary
Corporate Health						
<u>LODLI 6</u> (BVPI 12/ LOD 5)	The number of working days / shifts lost due to sickness (Corporate)	13.52	11.25	7.55		Performance at Quarter 3 falls within expected Level for the Winter months.
<u>LODLI 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.

Progress Against Other Performance Indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 3	Progress	Commentary
Fair Access						
LODLI 14 (LOD 12)	Members of Public attending Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	492	600	82		Figures are being kept under review, although as always that are governed by a great extent to subject matter under discussion. They are presently showing considerably below target.
LODLI 15 (LOD 13)	No. Of Questions asked by Members of the Public at Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	91	150	18		
Service Delivery						
LODLI 19 (LOD15)	Average time taken to complete conveyancing transactions	351	350	416		The figure has been distorted by the recent completion of very complex, longstanding matters.

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.

LEGAL, ORGANISATION DEVELOPMENT AND HUMAN RESOURCES

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 Items £'000
<u>Expenditure</u>					
Employees	3,377	2,570	2,576	(6)	2,786
Members Expenses	766	575	580	(5)	580
Premises	799	555	553	2	553
Supplies & Services	567	415	404	11	434
Training Costs	188	19	19	0	68
Civic Catering & Functions	86	65	36	29	37
Legal Expenses	92	69	124	(55)	124
Transport	61	44	45	(1)	46
Asset Charges	6	0	0	0	0
Support Services	2,765	1,978	1,976	2	1,976
Total Expenditure	8,707	6,290	6,313	(23)	6,604
<u>Income</u>					
Land Charges	-300	-225	-81	(144)	-81
Printing Recharges	-303	-188	-188	0	-188
SLA to Schools	-228	-171	-209	38	-209
Licence Income	-303	-227	-183	(44)	-183
Other Income	-60	-45	-39	(6)	-39
Support Service Recharges	-4,466	-3,349	-3,344	(5)	-3,344
Total Income	-5,660	-4,205	-4,044	(161)	-4,044
Net Expenditure	3,047	2,085	2,269	(184)	2,560

Comments on the above figures:

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

With regards expenditure, legal expenses are already exceeding the annual budget, due to the increased volume of court fees being incurred, however, it is anticipated that this will be offset by departmental staff savings.

With regards income, receipts 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 situation was taken account of in the Medium Term Financial Strategy and will therefore be reflected in the 2010/11 budget. It is also anticipated that licensing income will be below budget by year-end.

APPENDIX FIVE – FINANCIAL STATEMENT (Legal, Organisational Development and Human Resource Services)