

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Legal, Organisational Development and Human Resources Services

PERIOD: Quarter 4 to period end 31st March 2010

1.0 INTRODUCTION

This monitoring report covers the Legal, Organisational Development, and Human Resources Services fourth quarter period up to period end 31st March 2010. It describes key developments and progress against all objectives and performance indicators for the service.

Given that there are a considerable number of year-end transactions still to take place a Financial Statement for the period has not been included within this report in order to avoid providing information that would be subject to further change and amendment. The final 2009 / 10 financial statements for the Department will be prepared and made available via the Council's Intranet once the Council's year-end accounts have been finalised. A notice will be provided within the Members' Weekly Bulletin as soon as they are available.

The way in which the Red, Amber and Green, (RAG), symbols have been used to reflect progress is explained within Appendix 4

2.0 KEY DEVELOPMENTS

The Legal Team successfully passed its Lexcel/ISO inspection in January.

Significant work continued in the lead-up to General & Local Elections in May.

HR and Legal teams were instrumental in carrying out a vast amount of work to ensure that the Council's new structures were in place and operational by year end. The job evaluation appeals were concluded and the team disbanded at the end of March.

3.0 EMERGING ISSUES

A working group has submitted its proposals for the amendment of the Constitution to Executive Board to allow for a recommendation to Annual Council.

Implications arising from the Elections will be implemented without delay.

Progress will continue to be made with the handling of equal pay cases.

Support will be provided to the Mersey Gateway project following the expected announcements.

Work will be undertaken towards adopting new Member Code of Conduct which is expected after the Election.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES


Total	5		5		0		0
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All milestones were achieved as planned and additional details are provided within Appendix 1.

5.0 SERVICE REVIEW

The transfer of functions and reappointments of staff resulting from the Council wide restructure were all completed successfully..

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	7		3		0		4
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Targets with regard to staff from BME / with a disability narrowly missed the target. The small numbers involved mean that a minor change can have a significant impact on percentages. Additional details are provided within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	8		2		0		6
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A number of non-key performance indicators have failed to achieve target and additional details are provided within Appendix 4.

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

Progress against key objective/milestones






Service Plan Ref.	Objective	Key Milestone	Progress quarter 4	Commentary
LOD 01	To provide a high quality legal service to the Council and its departments to ensure that the Council is able to deliver its services effectively.	Secure renewal of Lexcel & ISO Accreditation January 2010		Accreditations secured as planned
LOD 02	To ensure that decision makers are supported through the provision of timely and accurate advice and information and are kept informed of changing legislation and responsibilities.	Review Constitution May 2009		Constitution has been reviewed as planned.
LOD 03	To provide efficient and effective Democratic Support Services that provides Elected Members, as key decision makers, with the necessary information, support and training opportunities to fulfil their individual potential and management and governance role effectively.	To ensure that all members have been given the opportunity of a having a MAP meeting 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.

Progress against key objective/milestones



Service Plan Ref.	Objective	Key Milestone	Progress quarter 4	Commentary
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.	<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>		All key milestones are on track /achieved
LOD O5	To ensure that the Council rewards staff in accordance with legislation through a modern pay and grading system.	Implement the outcomes of the completed Pay and Grading Review and undertake any appeal hearings that may arise December 2009		Appeals have now been concluded and the JE team disbanded.

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 4	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	46.81		Target Achieved
	From black and ethnic minority communities	0.83	2.5	0.86		There is only one employee fitting that criterion. In previous years there were two.
	With a disability	2.87	3.30	2.01		Staff turnover in the final quarter has resulted in the target being slightly missed. With this and the preceding indicator, small changes in numbers can result in significant percentage variations.
<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	1.23		Very slightly below target at year end but the small numbers have a big impact on percentages.
<u>LODLI 4</u> (BVPI 17a/ LOD 10)	Minority Ethnic community staff as % of total workforce.	0.78	1.00	0.77		Very slightly below target at year end but the small numbers have a big impact on percentages.

Progress Against Key Performance Indicators




Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	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	10.21		Target achieved. A significant amount of work to support effective sickness absence management across the Council has been completed to date.
<u>LODLI 8</u> (LOD 2)	No. Of Members with Personal Development Plans (56 Total)	52	52 (92%)	52		Target Achieved

Progress Against Other Performance Indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	Progress	Commentary
Corporate Equality, Diversity & Cohesion						
NI 1	% of people who believe people from different backgrounds get on well together in their local area	74.5	No survey this year	N/A	See comment	These measures are collected as part of the Places Survey which will not be undertaken until 2010. Work has been undertaken during the autumn to explore the drivers of local perception and develop actions that will have a positive impact upon these measures.
NI 3	Civic participation in the local area - % of people who have been involved in decisions that affect the local area in the last 12 months	10.5	No survey this year			
LODLI 1 (BVPI 2b)	Equality Standard for Local Government	Level 3	New Framework to be adopted	See comment	N/A	The new Equality Framework for Local Government has now replaced the equality standards. Work continues through the Corporate Equality and Diversity Group to map the authority's status under the new framework.
LODLI 5	Racial Incidents per 100,000 population	-	New for 2009	See comment	N/A	As reported previously this measure has now been superseded by changes in the external environment which has widened the scope to include other minority related crimes and incidents such as those relating to sexual orientation / disability incidents. Work to develop an appropriate measurement mechanism is being co-ordinated through the Corporate Equality and Diversity Group.



APPENDIX THREE – PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Legal, Organisational Development and Human Resources Services)

Progress Against Other Performance Indicators




Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	Progress	Commentary
Corporate Health						
LODLI 7 (LOD 1)	Proportion of departmental working days lost to sickness absence (%)	3.3	4.5	N/A	Refer comment	Due to staff movement within the department that resulted from the implementation of revised structures it is not possible to report on this measure for year-end.
LODLI 9 (LOD 3)	% of Members attending at least one organised Training Event	100	100	82		Disappointingly, the target was not been achieved. Extra effort will be made to encourage Member participation in the next Municipal year.
LODLI 10 (BVPI 14/ LOD 6)	Early retirements (excluding ill-health) as a percentage of the total workforce.	0.05	0.14	0.46		The higher percentage is due to the Efficiency Programme.
LODLI 11 (BVPI 15/ LOD 7)	% Of employees retiring on grounds of ill-health as a percentage of total workforce	0.18	0.12	0.03		Target achieved.
LODLI 12 (BVPI 16b)	% of economically active disabled people in LA area	12%	N/A	13.6%	Refer Comment	Whilst there has been a slight increase in the number of disabled people who are economically active in the area between this year and last year the numbers from BME communities has fallen slightly, which has been reflected in the employee base.
LODLI 13 (BVPI 17b)	Economically active BME population in LA area	1.5%	N/A	1.0%		

APPENDIX THREE – PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Legal, Organisational Development and Human Resources Services)




Progress Against Other Performance Indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	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	188		Targets have not been met. Levels of public participation are of course largely determined by subject matter under discussion and not within the control of officers.
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	14		
LODLI 16	% of those eligible casting a vote	-	New for 2009	60%	N/A	Both the electoral turnout and the % of forms A's completed are relatively high giving a positive indication of civic engagement. Efforts will be made to sustain these levels of performance for 2010 – 11.
LODLI 17	% of completed form A's returned	-	New for 2009	96%	N/A	

Progress Against Other Performance Indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	Progress	Commentary
Service Delivery						
LODLI 18 (LOD 14)	Average Time taken to issue prosecutions from receipt of instructions (working days) ^{NB}	9.3	10	12		Narrowly failed to achieve a demanding target.
LODLI 19 (LOD15)	Average time taken to complete conveyancing transactions	351	350	360		Target missed due to a number of long and complex transactions. Although this figure shows an improvement it should be noted that the figure can go up and down due to cases which take many years to complete.
LODLI 20 (LOD 16)	Average time taken to complete Child Care Cases (calendar days)	238	275	224		Child care cases are very sensitive area of work and resultant time scales are not always within the control of the legal staff involved however the target has been comfortably achieved.

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.