

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Policy and Performance

PERIOD: Quarter 4 to period end 31st March 2010

1.0 INTRODUCTION

This monitoring report covers the Policy and Performance 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 RAG (Red Amber and Green) symbols have been used to reflect progress is explained within Appendix 4

2.0 KEY DEVELOPMENTS

The main development in quarter 4 was the implementation of the efficiency review with recruitment to new structures to provide Council wide support services for Policy and Strategy development, Performance and Improvement and Communications and Marketing. This was successfully completed as was the initial scoping work for the coming financial year.

In March a report on Total Place was published with Treasury Budget papers which signalled a further policy shift toward area based, as opposed to organisationally based, service delivery mechanisms.


Additionally the Child Poverty Act was introduced with the requirement for a Needs Assessment and Strategy to be developed by March 2011.

3.0 EMERGING ISSUES

There are a number of challenges that will need to be addressed during the coming financial year the most significant of which are:

- The need to fully embed the new working arrangements ensuring effective continuity of service.
- To plan for a likely reduction in funding and in particular uncertainty over time-limited funding streams such as Working Neighbourhoods fund which will cease of of March 2011.
- To review the Council's strategic policy framework, including the Sustainable Community Strategy, Corporate Plan and Local Development Framework.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	18		17		0		1
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With the exception of the launch of the new Council website all milestones were achieved as planned and additional information is provided within Appendix 1.

4.1 PROGRESS AGAINST OTHER OBJECTIVES / MILESTONES




Total	3		3		0		0
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The three remaining milestones for the department were achieved as planned and additional information is provided within Appendix 2.

5.0 SERVICE REVIEW




As discussed earlier in this report the department has successfully implemented the revised departmental structure that resulted from the Efficiency Review and all posts have now been filled. Work continues to familiarise new staff members with relevant areas of the Council's operations and service delivery has remained uninterrupted.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	3		2		0		1
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The planned LAA / WNF spend of 100% failed to achieve target and additional details are provided within Appendix 3.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	14		7		0		7
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A number of indicators have failed to achieve targeted levels of performance and additional details are provided within Appendix 5.

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

Progress against 'key' objectives

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 4	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		The planned refresh of the LAA was completed and endorsed by the secretary of State as planned.
		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. Consultants are being commissioned to evaluate progress on the MAA

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 4	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.	<p>Review Halton Data Observatory and partnership data arrangements and upgrade March 2010</p> <p>Complete mid-term review of Sustainable Community Strategy and adopt July 2009</p> <p>Complete mid-term review of Corporate Plan and adopt December 2009</p> <p>Complete design of and undertake survey of Consulting Halton Communities November 2009</p>	<p>Refer comment</p> <p></p> <p></p> <p></p>	<p>A review of the current observatory is complete and ways forward have been identified. However the upgrade of the system has been re-scheduled and aligned to the new Council website going live.</p> <p>Work has also been continuing on a partnership project (DORIC) which is looking at a sub-regional solution covering Cheshire West, Cheshire East, Warrington and Halton. The first phase is expected to be up and running June 2010.</p> <p>The review was completed and a revised strategy adopted as planned.</p> <p>This work is complete and was approved by full Council in December.</p> <p>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 and information disseminated across Council departments.</p>

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




Service Plan Ref.	Objective	Key Milestone	Progress Quarter 4	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.	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. MORI provided a follow up presentation to Senior Management held at the stadium. This resulted in an action plan being developed in order to improve perception levels at the next place survey.
PP O2	Improve the quality and effectiveness of the Council's external communications	<p>Implement new website content management system by July 2009 and migrate content Sept 2009</p> <p>Carry out internal communications survey as part of staff survey September 2009</p> <p>Update Communications Guide; Media Guide ; Style Guidelines October 2009</p> <p>Evaluate Advertising contract September 2009</p> <p>Review arrangements for communicating in a crisis August 2009</p>	    	<p>The implementation of the milestone has seen some delay due to competing pressures on resources. However built site has now been handed over and content currently being migrated.</p> <p>Survey results and actions being communicated to staff via InTouch on a regular basis</p> <p>Being reviewed and updated in light of new structures and arrangements</p> <p>Contract lead, Wirral MBC, reporting to Cabinet May 2010 on new Merseyside-wide contract</p> <p>As previously reported this activity is now complete.</p>

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




Service Plan Ref.	Objective	Key Milestone	Progress Quarter 4	Commentary
PP 03	Address inequalities and improve opportunities by narrowing the gap between the most deprived wards in the borough and the rest thorough 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><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p>	<p>Findings shared with HSP, HNMB and HBC Locality Working Group</p> <p>Completed. Business case considered by Locality Working Group.</p>
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.	<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 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><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>

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







Progress against 'other' Service Objectives / milestones

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 4	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>	<p>Develop a functioning overview and scrutiny gateway and web area July 2009</p> <p>Intergrate relevant legislation and guidance into Halton's overview and scrutiny framework October 2009</p> <p>Agree 2009-10 Policy & Performance Board Work Programme June 2010</p>	<p></p> <p></p> <p></p>	<p>Development complete. Content to be put on intranet and will evolve as new, relevant information is identified and becomes available to meet Members' needs.</p> <p>Complete as at deadline. Subsequent additional legislation and guidance to be incorporated as relevant into revision of HBC Constitution, and thereafter as it comes into force.</p> <p>Complete</p>





Progress against Key Performance Indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	Progress	Commentary
Corporate Health						
<u>PPLI 1</u>	% Of LAA / WNF Spend (%)	92	100	88.16%		A number of WNF projects involved staff recruitment so delaying spend. Unused funding will now be carried forward into 2010/11
<u>PPLI 4</u> (PPLI 5)	% Of Departments with up to date Risk Registers	100	100	100		All departments Risk Registers were reviewed as planned.
Cost & Efficiency						
<u>PPLI 9</u> (PPLI 11)	% of departmental working days lost due to sickness absence.	3.85	4.0	3.9		Target met despite the impact of swine flu during the course of the year.


Progress Against 'other' performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	Progress	Commentary
Corporate Health cont'd						
PPLI 2 (PPLI 3)	% of neighbourhood element funding committed / spent	100 %	100 %	100%		All NM-related 2009/10 Area Based Grant committed by end of Q4.
PPLI 3 (PPLI 4)	% of Departments with up to date Business Continuity Plans	100 %	100 %	100		Annual target met.
PPLI 5 (PPLI 6)	Number of accidents resulting in injuries to staff	36	40	24		A number of initiatives were undertaken during the year which had a positive affect upon the number of accidents resulting in injury.
PPLI 6 (PPLI 7)	% of employees attending emergency planning training exercises.	100	100	100		Target met
PPLI 7 (PPLI 10)	% of invoices paid within 30 days	98	95	77		Performance has largely been affected by the process of accurately recording delayed invoices where additional information has been requested. Further work will be undertaken to determine the exact cause so that future performance can be improved.
PPLI 8	Number of Team Brief feedback forms returned – average per month	20	25	40		Annual target exceeded.




Progress Against 'other' performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	Progress	Commentary
Fair Access						
NI 140	Fair treatment by local services	67.9	No survey this year	N/A	N/A	-
Quality						
PPLI 10	Overall satisfaction with the information from public services (%)	N/A	No survey this year	N/A	N/A	-
PPLI 11	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	79		This was the first year of this measure and an arbitrary target was set. The new Council website is due to be launched in 2010.
PPLI 13	Satisfaction with In Touch magazine	81.6 2007/8	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	98		Survey showed 68% of readers were very satisfied

Progress Against 'other' performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	Progress	Commentary
Quality cont'd						
PPLI 15	% of residents in Neighbourhood Management pilot areas who feel they belong to their neighbourhood (NI 2)	54	No survey this year	N/A	N/A	The measure forms part of the Place Survey which was not conducted in 2009 - 10
PPLI 16	% of residents in Neighbourhood Management pilot areas who feel that they can influence decisions affecting their local area (NI 4)	23.9	No survey this year	N/A	N/A	As above
PPLI 17 (PPLI 15)	% of residents in Neighbourhood Management pilot areas expressing overall/general satisfaction with the local area (NI 5)	70	No survey this year	N/A	N/A	As above
PPLI 18 (PPLI 17)	% of residents in Neighbourhood Management pilot areas engaged in Neighbourhood Partnership activity.	4074 (24.7%)	4500	3805 (23.3%)		The quarter 4 figure was depressed to two factors; <ol style="list-style-type: none"> 1. The Extremely cold weather during January 2010 which led to the cancellation of several meetings/events 2. The wind-down of the three partnerships during the quarter saw corresponding reduction in resident engagement




Progress Against 'other' performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	Progress	Commentary
Service Delivery						
PPLI 19	Value of external funding bids supported (£000's)	2631	1000	£47,910		Cumulative figure £260,907 This figure relates to the total amount of grant awarded during 09/10, where the division led and wrote an application. However, the division has also contributed to a number of joint bids, by providing specialist support on respective funding regimes. This year bids have exceeded £3 million. In addition it is worth noting that enquiries are up from 103 in 08/09 to 175 in 09/10. This reflects an increasing emphasis on supporting joint and consortia bids.
PPLI 20	% of milestones and objectives achieved within annual Neighbourhood Management Action Plan	85	85	85		All milestones and objectives in the 2008-10 Neighbourhood Management Development Plan were successfully completed by the end of Quarter 4,
NI 188	Planning to adapt to Climate Change	0	0-1	0		Working continues towards the achievement of level 1 during the coming financial year.

Progress Against 'other' performance indicators

Ref	Description	Actual 2008/9	Target 09/10	Quarter 4	Progress	Commentary
Corporate Health						
NI 1	% of people who believe that people from different backgrounds get on well together	74.5	No survey this year	N/A	N/A	These measures comprise part of the bi-annual Places Survey which will not be undertaken during the 2009 – 10 financial year.
NI 2	% of people who feel that they belong to their neighbourhood.	54.8	No survey this year	N/A	N/A	
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	N/A	N/A	
NI 4	% of people who feel that they can influence decisions in their locality.	23.9	No survey this year	N/A	N/A	
NI 5	Overall / general satisfaction with local area.	70	No survey this year	N/A	N/A	
NI 37	Awareness of civil protection arrangements in the local area	17.4	No survey this year	N/A	N/A	

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.