

Departmental Quarterly Monitoring Report

Directorate: Environment & Economy

Department: Property Services

Period: Quarter 3 - 1st October – 31st December 2010

1.0 Introduction

This quarterly monitoring report covers Property Services third quarter period up to 31st December 2010. It describes key developments and progress against 'key' milestones and performance indicators for the service.

The way in which the traffic lights symbols and direction of travel indicators have been used to reflect progress to date is explained within Appendix 4.

2.0 Key Developments

Management team approved the proposed restructure of Property Services put forward in a report presented by the Operational Director Employment, Economic Regeneration and Business Development. Following approval an HR process was undertaken in order to appoint people into the new posts, this being completed by December 31st, the new structure will formally be adopted from April 1st 2011

The Cleaning Services Section underwent a review by external specialist consultants in order to help determine the most efficient way of moving forward with the service in the future, the report was received prior to Christmas, the intention being that the OD will present a report to Management Team in due course with the proposed course of action.

3.0 Emerging Issues

Education have now been informed that the level of funding available in 2011/12 for maintenance and basic need works within schools will be circa £3.5m. In 2010/11 this was circa £500k, so there has been a significant increase for the next financial year. In addition much of the money for basic need was previously passported direct to the schools.

This will have a significant impact on the workload of the Capital works section of the Operations Division and we are currently liaising with Education with regards planning some of this workload.

Discussions are currently ongoing with the Mersey Gateway team with regards the acquisitions process for all the properties needing to be acquired. This will have a significant impact on the department particularly over the next 12 to 18 months.

4.0 Service Objectives / milestones

4.1 Progress against 'key' objectives / milestones

Total	4		3		1		0
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All but one of the key objectives are currently on target, the only one that is uncertain at this stage is the one with regards reducing the backlog of maintenance. We are currently in the process of updating all condition surveys for the corporate building stock which will help inform the backlog figure, reducing budgets are also likely to have an adverse effect on this indicator.

4.2 Progress against 'other' objectives / milestones

Total	0		0		0		0
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There are no 'other' objectives/milestones relevant to the service.

5.0 Performance indicators

5.1 Progress Against 'key' performance indicators

Total	6		0		3		0
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The three indicators with amber flags are with regards to occupancy levels within our industrial units and Markets. The rates are currently below those targeted this is mainly due to the recession and the fact that a number of companies have left the units over recent times, and the fact that Runcorn Market is closing. The slow recovery hasn't lead to new companies taking on any space as yet.

Two of the remaining indicators are in relation to the reduction of CO₂ emissions both within the local authority area and within our estate these can only be measured on an annual basis as such n/a has been indicated. This other indicator is in relation to air quality and again is only measured on an annual basis as such n/a has been inserted.

5.2 Progress Against 'other' performance indicators

Total	9		7		2		0
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One of the amber flags is with regards the percentage of rent collected over that which is due for industrial units, this is slightly behind target, the recent recession probably being a factor in people's ability to pay. It is envisaged that this figure will increase during the year as payments are actively pursued.

The other amber flag is with regards time performance on contracts, 8 contracts with a value over £50k have been completed within the timeframe, one having been delayed due to the contractor going into liquidation which has resulted in the target figure not being met.

6.0 Risk Control Measures

During the development of the 2010 -11 service activity, the service was required to undertake a risk assessment of all Key Service Objectives.

No 'high' risk, treatment measures were identified.

7.0 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 2010 – 2011

8.0 Data quality statement

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.

9.0 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 use of symbols

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
PS O1	Reduce backlog of maintenance on property portfolio (currently £3.4M).


Milestones	Q 3 Progress	Supporting Commentary
£3.2Million March 2011		Condition survey data currently being updated, once completed this will inform the current level of maintenance backlog. Likely reducing maintenance budget will have an adverse effect on the backlog of maintenance.

Ref	Objective
PS O2	Consider and implement Phase Two of the currently approved accommodation strategy using 8 square metres per person as basis.


Milestones	Q 3 Progress	Supporting Commentary
1st Floor Municipal to commence in spring 2010 and complete in early 2011		Works have commenced and are on programme, approval has now been obtained to proceed with the ground floor work. Completion of 1 st floor late March, with final completion of ground floor by Early June 2011.

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
PS O3	Fulfil requirements of Asbestos Audits and Management Regulations.




Milestones	Q 3 Progress	Supporting Commentary
Confirm 100% compliance March 2011		Currently on target to carry out updated asbestos surveys during the year.

Ref	Objective
PS O4	DDA Works Corporate (Non Schools) subject to funding (currently £200k per annum).

Milestones	Q 3 Progress	Supporting Commentary
Complete review & update of surveys March 2011		Currently on target to carry out review and update of access audits to establish remaining priorities in the future.

Appendix 2: Progress Against 'key' performance indicators



Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Corporate Health							
<u>PYSLI 3</u>	Occupancy of Industrial Units	77	90	81	?		Occupancy rates improving but still impacted by recession.
<u>PYSLI 5</u>	Occupancy of Market (Widnes) %	78	86	76	?		The occupancy figure is an average figure for the main market hall, outdoor market and flea market. Whilst the figure is up slightly from the 2nd quarter, it's slightly down on the 3 rd quarter figures for 2009/10
<u>PYSLI 7</u>	Occupancy of Market (Runcorn) %	61	65	57	?		Whilst the occupancy rates are below target as they are being impacted by the recession and the fact that the market is closing on 31 st Jan, they are up on last year
<u>NI 185</u>	CO ₂ Reduction from LA operations	4.5% reduction	4% reduction	-	N/A	N/A	Figures only available on annual basis. 4.5% reduction achieved in 2009/10 against 2008/09 figures.
<u>NI 186</u>	Per capita reduction in CO ₂ emissions in the local authority area	N/A	11.1% reduction	-	N/A	N/A	Figures not yet available from Defra.

Appendix 2: Progress Against 'key' performance indicators




Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
<u>NI 194</u>	Air quality - % reduction in NO _x and primary pm10 emissions through local authority estate and operations	4.1% reduction	-	-	N/A	N/A	Figures only available on annual basis. 4.1% reduction achieved in 2009/10 against 2008/09 figures.

Appendix 3: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
Cost & Efficiency							
PYSLI 4	% Of rent collected as % of rent due (Excluding bankruptcies and the like) (Industrial units)	87	95	94	?		Figure slightly below target.
Service Delivery							
PYS LI 13	Time performance on projects over £ 50 K (Contract let to practical completion within a margin of 5% - excluding Client changes)	92	92	82	?		11 projects have been completed however only 9 were completed within the time frame one of the others was delayed due to the contractor going into liquidation.




Appendix 4: Explanation of Symbols

Symbols are used in the following manner:

Progress	<u>Objective</u>	<u>Performance Indicator</u>
Green	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
Amber	 Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.</i>
Red	 Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an <u>intervention or remedial action</u> taken.</i>

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green	 Indicates that performance is better as compared to the same period last year.
Amber	 Indicates that performance is the same as compared to the same period last year.
Red	 Indicates that performance is worse as compared to the same period last year.
N/A	Indicates that the measure cannot be compared to the same period last year.