

## Departmental Quarterly Monitoring Report

**Directorate:** Environment & Economy

**Department:** Property Services

**Period:** Quarter 4 - 1<sup>st</sup> January – 31<sup>st</sup> March 2011

### 1.0 Introduction

This quarterly monitoring report covers Property Services fourth quarter period up to 31<sup>st</sup> March 2011. 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 5.

### 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 31<sup>st</sup> 2010, the new structure will formally be adopted from April 1<sup>st</sup> 2011.

Following on from a review of the Corporate Cleaning Service undertaken by I Clean Systems Ltd, an external specialist cleaning consultant a report was presented to management team proposing that Cleaning Services remains as an in-house service but undergoes a restructure of the service and the way it delivers it's functions in order to generate efficiency savings. This restructure has since commenced and will be fully implemented in June 2011.

The level of resources required to support the Mersey Gateway team with regards to the acquisitions process has now been agreed. Team members start to be deployed, with the team commencing in April 2011 and the level of resources increasing as the need arises over time.




### 3.0 Emerging Issues

The Acquisition process for the Mersey Gateway project, once vesting has taken place, will create a significant workload for the division, plans are in place however for ensuring this is adequately resourced.

The authority is now aware of the level of funding available in 2011/12 for maintenance and basic need works within schools which will be circa £3.5m. This is significantly more than in previous years as such will generate a significant amount of workload for the division, we are currently liaising with Education with regards planning this workload.

### 4.0 Service Objectives / milestones

#### 4.1 Progress against 'key' objectives / milestones

<b>Total</b>	4		3		1	
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The majority of the key objectives have been met however we are still currently in the process of updating all the condition survey data for the corporate building stock which will help inform the maintenance backlog figure as such we cannot confirm the final outcome of that objective as yet. The reducing budgets are likely to have an adverse effect on this indicator.

#### 4.2 Progress against 'other' objectives / milestones

<b>Total</b>	N/A		N/A		N/A		N/A
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N/A

## 5.0 Performance indicators

### 5.1 Progress Against 'key' performance indicators

Total	6		1		0		2
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The three indicators with regards carbon emissions and air quality can not be reported on as yet as figures are only available annually around late June time. The 2 red flags are with regards the occupancy levels within our industrial units and Widnes Market, whilst neither have reached the target set both are up on last year's figures as such there is a positive direction of travel. The slow economy recovery hasn't lead to as many new companies as envisaged taking on space hence the figures being slightly below those envisaged.

### 5.2 Progress Against 'other' performance indicators

Total	9		4		0		2
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The three indicators with regards energy consumption can not be reported on as yet as figures are only available annually around late June time.

One of the red flags is with regards the percentage of rent collected for the industrial units, whilst this is slightly below the target set it is increased on last year as such has a positive direction of travel. The other red flag is with regards the time performance on contracts over £50,000 in value, of the 13 projects completed 11 were completed with the timeframe, 1 being delayed as the contractor went into liquidation the other due to supply problems.

## 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 Financial Statement
- Appendix 5 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 4 Progress	Supporting Commentary
£3.2Million <b>March 2011</b>		<p>The Condition survey data is still being updated as such we cannot determine the outcome of this priority as yet. The reducing maintenance budget will have an adverse effect on the backlog of maintenance.</p> <p>There are circa 20 surveys in total to update out of circa 180, these should be completed within a 3 month period.</p>

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 4 Progress	Supporting Commentary
1st Floor Municipal to commence in <b>spring 2010</b> and complete in <b>early 2011</b>		Works have been completed to the first floor and staff took occupation in March. Works to the ground floor are ongoing and are due for completion early July 2011.

**Appendix 1: Progress Against 'key' objectives / milestones**

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







Milestones	Q 4 Progress	Supporting Commentary
Confirm 100% compliance <b>March 2011</b>		<p>Asbestos surveys are updated on an annual basis, this being an ongoing process.</p> <p>There are buildings that haven't been updated for valid reasons, the buildings may be closed, as such we wouldn't do a management survey but a demolition/refurbishment survey once a decision has been made about its future, others have been held over as the building may have been undergoing refurbishment as such they may have had a demolition/refurbishment asbestos survey as part of that project so will only need a further management survey a year down the line.</p>

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

Milestones	Q 4 Progress	Supporting Commentary
Complete review & update of surveys <b>March 2011</b>		Update of access audits completed following improvement works being undertaken. Remaining relevant priority 2 works to be addressed over the next 12 months.

**Appendix 2: Progress Against 'key' performance indicators**

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
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<b>Corporate Health</b>							
<b><u>PYSLI 3</u></b>	Occupancy of Industrial Units	77	90	81			Whilst the percentage figure does not meet the set target for the year, the figure is up on last year.
<b><u>PYSLI 5</u></b>	Occupancy of Market (Widnes) %	78	86	79			Average of Market Hall, Open Market & Flea Market.
<b><u>PYSLI 7</u></b>	Occupancy of Market (Runcorn) %	61	65	71			Street Market only.
<b><u>NI 185</u></b>	CO <sub>2</sub> Reduction from LA operations	4.5% reduction	4% reduction	N/A	N/A	N/A	Annual figures for CO <sub>2</sub> emissions are reported once a year and will not be available until June/July. NI 185 has been discontinued however we will still be reporting on emissions for Carbon Reduction Commitment (CRC) purposes.









**Appendix 2: Progress Against 'key' performance indicators**

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
<b><u>NI 186</u></b>	Per capita reduction in CO <sub>2</sub> emissions in the local authority area	7.8% reduction	11.1% reduction	N/A	N/A	N/A	Figures not yet available from Defra, it is anticipated however that there will be a percentage reduction in the per capita emissions the extent of this is not certain however.
<b><u>NI 194</u></b>	Air quality - % reduction in NO <sub>x</sub> and primary pm10 emissions through local authority estate and operations	4.1% reduction	-	N/A	N/A	N/A	Annual figures for air quality were linked to NI 185 which has been discontinued, we will not therefore be reporting on this in the future.



**Appendix 3: Progress Against 'other' performance indicators**



Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
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<b>Cost &amp; Efficiency</b>							
PYSLI 2	% Cost Performance on projects over £50k (Contract Let to Practical Completion within 5% of the allotted cost – excluding Client changes)	90	92	100			All 13 projects have been completed with 5% of the budget.
PYSLI 4	% Of rent collected as % of rent due (Excluding bankruptcies and the like) (Industrial units)	87	95	92			Whilst the percentage figure does not meet the set target for the year, the figure is up on last year.
PYSLI 6	% Of rent collected as % of rent due Widnes market	94	95	95			The figure meets the set target and exceeds last years figure.
PYSLI 8	% Of rent collected as % of rent due Runcorn market	88	95	99			Street Market only – rent collected daily.

**Appendix 3: Progress Against 'other' performance indicators**

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
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**Fair Access**

PYSLI 12 (BVPI 12)	The percentage of Authority buildings open to the public in which all public areas are suitable for and accessible to disabled people (previously BVPI 156)	80	82	83			A number of buildings have closed since last year and we have gained the CRMZ (The Central Rooms), the resultant of which is that the overall percentage has increased above the set target.
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**Energy Use**

PYSLI 9	Electrical consumption in KWh/m2 within corporate buildings	94.31	% reduction	N/A	N/A	N/A	Annual figures for CO <sub>2</sub> emissions are reported once a year and will not be available until June/July 2011.
PYSLI 10	Gas consumption in Kwh/m2 within corporate buildings	161.72	% reduction	N/A	N/A	N/A	Annual figures for CO <sub>2</sub> emissions are reported once a year and will not be available until June/July 2011.

**Appendix 3: Progress Against 'other' performance indicators**




Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
PYSLI 11	Water consumption in m <sup>3</sup> /m <sup>2</sup> within corporate buildings	0.58	% reduction	N/A	N/A	N/A	Annual figures for water consumption are reported once a year and will not be available until June/July 2011.
<b>Service Delivery</b>							
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	85			11 out of 13 projects were completed within the 5% margin, one project was delayed as the contractor went into liquidation and a second was delayed due to supplier problems.

#### ***Appendix 4: Financial Statement***

The Department's quarter 4 financial statement will be prepared once the Council's year-end accounts have been finalised and will then be made available via the intranet by 30th June 2011.




## Appendix 5: 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		<i>Indicates that performance <b>is better</b> as compared to the same period last year.</i>
Amber		<i>Indicates that performance <b>is the same</b> as compared to the same period last year.</i>
Red		<i>Indicates that performance <b>is worse</b> as compared to the same period last year.</i>
N/A		<i>Indicates that the measure cannot be compared to the same period last year.</i>