

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate & Policy
SERVICE: Legal and Member Services
PERIOD: Quarter 4 to period end 31st March 2008

1.0 INTRODUCTION

This Monitoring Report covers the Legal and Member Services fourth quarter up to year end 31st March 2008. 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, which will be made available in due course, has not been included within this report in order to avoid providing information that would be subject to further change and amendment.

The way in which traffic light symbols have been used to reflect progress is explained within Appendix.

2.0 KEY DEVELOPMENTS

The Department was again successful in its Lexcel and ISO 9001 inspections.

Orders creating two parishes were successfully implemented.

3.0 EMERGING ISSUES

Preparations continue for the local election in the next quarter.

New Standards Committee legislation is expected to come into force in May and preparations to implement the changes are presently being made.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

| | | | | | | | |
|--------------|----------|---|----------|---|----------|---|----------|
| Total | 5 |  | 5 |  | 0 |  | 0 |
|--------------|----------|---|----------|---|----------|---|----------|

All of the key objectives and milestones for the service were successfully achieved. Additional information is provided within Appendix 1.

4.1 PROGRESS AGAINST OTHER OBJECTIVES / MILESTONES

| | | | | | | | |
|--------------|----------|---|----------|---|----------|---|----------|
| Total | 3 |  | 2 |  | 0 |  | 1 |
|--------------|----------|---|----------|---|----------|---|----------|

Only one of the remaining objectives for the service, relating to the implementation of a case management system, has not been achieved and additional details are provided within Appendix 2.

5.0 SERVICE REVIEW


The department has in place a continuous system to measure customer satisfaction which has continued to remain high throughout the year.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

| | | | | | | | |
|--------------|----------|---|----------|---|----------|---|----------|
| Total | 2 |  | 1 |  | 0 |  | 1 |
|--------------|----------|---|----------|---|----------|---|----------|

Only one of the key indicators for the service, relating to debts recovered, has failed to achieve target. Additional details concerning progress are provided within Appendix 3.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

| | | | | | | | |
|--------------|-----------|---|----------|---|----------|---|----------|
| Total | 12 |  | 9 |  | 0 |  | 3 |
|--------------|-----------|---|----------|---|----------|---|----------|

Of the remaining 12 indicators for the service three, relating to conveyancing transactions, child care cases and sickness absence, have failed to achieve their annual target. Additional information is provided within Appendix 4.

7.0 PROGRESS AGAINST LPSA TARGETS

There are no LPSA Targets related to the service.

8.0 RISK CONTROL MEASURES

During the production of the 2007-08 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

Where a Key Service Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4.

None of the Key Service Objectives for this service were assessed as having associated High Risk, there is no progress to report.

9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS



During 2006 / 07 the service was required to undertake an Equality Impact Assessment. Progress against any actions identified during that assessment with associated High priority, is to be reported in the quarterly monitoring report in quarters 2 and 4.

No actions have been identified as high priority for the service.



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 - Debtor Summary Statistics
Appendix 5 - Use of traffic light symbols








Progress against 'other' objectives

| Service Plan Ref. | Objective | Key Milestone | Progress Quarter 4 | Commentary |
|-------------------|---|---|---|---|
| LMS 04 | To continue to provide innovative and effective members development and support services to enable the elected members to fulfil their key role in the management and governance of the authority | <p>To ensure that all members have been given the opportunity of a having a MAP meeting</p> <p>To induct all new members October 2007</p> <p>Implement Case Management System December 2007</p> |    | <p>MAP interviews continue to take place as planned.</p> <p>Induction training completed.</p> <p>As reported previously, the department has been unable to implement a case management system as a result of financial pressures from other aspects of the department's operations.</p> |






Key Performance Indicators

| Ref | Indicator | Actual 06 / 07 | Target 07 / 08 | Quarter 4 Year-end | Progress | Commentary |
|---------|--|-------------------|-------------------|-----------------------|---|--|
| LMLI 9 | No. Of Members with Personal Development Plans | 42 | 50 | 51 |  | Target achieved |
| LMLI 12 | Payments received on debts with Legal as a proportion of debts referred to Legal ^{NB} | 93 % | 70% | 49% |  | Figure below target due to continual influx of new debts although customer satisfaction with services has, however, been high. |

Other Performance Indicators

| Ref | Indicator | Actual 06 / 07 | Target 07 / 08 | Quarter 4 Year-end | Progress | Commentary |
|---------|--|----------------|----------------|--------------------|---|---|
| LMLI 1 | Time Taken to process Hackney Carriage Vehicle Licences (from receipt to issue/refusal) in working days | 10 | 15 | 12 |  | Annual Target has been exceeded. |
| LMLI 1b | Time Taken to process Private Hire Vehicle Licences (from receipt to issue/refusal) in working days ^{NB} | 8 | 8 | 6 |  | Annual target has been marginally exceeded. |
| LMLI 1c | Time taken to process new Single Status Drivers Licences (from receipt to issue/refusal) in working days | 38 | 50 | 50 |  | Annual target has been met. |
| LMLI 1d | Time taken to process Single Status Drivers Licence renewals (from receipt to issue/refusal) in working days ^{NB} | 29 | 30 | 30 |  | As above |
| LMLI 2 | Average Time taken to issue prosecutions from receipt of instructions (working days) | 8 | 10 | 7.3 |  | Annual performance level has exceeded target. |
| LMLI 3 | Percentage of Prosecutions Resulting In convictions | 94% | N/A | 97.5% |  | A considerably high number of prosecutions resulted in conviction during the period. |
| LMLI 4 | Average Time Taken to Complete Conveyancing Transactions | 265 | 200 | 321 |  | Although annual performance is below target this has been adversely affected by several very complex cases. |

APPENDIX FOUR – PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Legal and Member Services)

| Ref | Indicator | Actual 06 / 07 | Target 07 / 08 | Quarter 4 Year-end | Progress | Commentary |
|---------|--|-------------------|-------------------|-----------------------|---|--|
| LMLI 5 | Average Time Taken to Complete Child Care Cases (calendar days) ^{NB} | 191 | 210 | 222 |  | Annual target has been marginally missed which is the result of a large volume of cases. This situation will remain under review to ensure that performance remains within acceptable timeframes. |
| LMLI 6 | Members of Public attending Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums) | 621 | 350 | 686 |  | The number of people attending public meetings is encouraging and efforts will be made to sustain these levels of attendance over the coming year. |
| LMLI 7 | No. of Questions asked by Members of the Public at Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums) | 107 | 120 | 138 |  | the number of questions being asked by members of the public has again increased over the previous year. Accepting that this measure can be affected by the nature of agenda items efforts will be made to sustain public engagement with the democratic processes of the Council over the coming year. |
| LMLI 8 | Proportion of working days lost to sickness absence | 3.4% | 4.0% | 5.2% |  | Whole year average is marginally below target level. As indicated within the report from Personnel work is underway to further develop the capability of the new HR software system to provide a greater degree of intelligence to Managers concerning sickness absence in order that appropriate actions can be taken to improve performance across the organisation. |
| LMLI 10 | Percentage of Members attending at least one organised Training Event | 100% | 100% | 100% |  | Annual target has been achieved. |



APPENDIX FOUR – PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Legal and Member Services)

| Ref | Indicator | Actual 06 / 07 | Target 07 / 08 | Quarter 4 Year-end | Progress | Commentary |
|------------|---|---------------------------|---------------------------|-------------------------------|-----------------|--|
| LMLI 11 | Value of Debt with Legal for Recovery (£ m) | 1.313 | N/A | 1.535 | Refer Comment | The value of debt for recovery has increased by 17% from the period 2006 / 07. |

APPENDIX FOUR – PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Legal and Member Services)

Application of Traffic Light Symbols

The traffic light symbols are used in the following manner:

| | <u>Objective</u> | <u>Performance Indicator</u> |
|--------------|--|---|
| <u>Green</u> |  Indicates that the <u>objective has been achieved</u> within the appropriate timeframe. | Indicates that the annual 06/07 target <u>has been achieved</u> or exceeded |
| <u>Red</u> |  Indicates that that the <u>objective has not been achieved</u> within the appropriate timeframe. | Indicates that the annual 06/07 target <u>has not been achieved.</u> |