

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy

SERVICE: Policy and Performance

PERIOD: Quarter 4 to period end 31st March 2008.

1.0 INTRODUCTION

This monitoring report covers the Policy and Performance Department fourth quarter period 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 lights symbols have been used to reflect progress to date is explained within Appendix

2.0 KEY DEVELOPMENTS

The CPA Corporate Assessment was undertaken over a 2 week period commencing 31st March 2008. The inspection report will be published in July 2008 and the score will contribute to the Council's Corporate Performance Assessment Star rating.

A peer review of the authority's equality and diversity arrangements and practices was recently undertaken by the Improvement and Development Agency (IDeA). The review confirmed our self assessment that we are at level 3 of the 4 levels within the Equality Standard for Local Government.

3.0 EMERGING ISSUES

An external review of Halton Neighbourhood Management Partnership's first year of development has been undertaken which has provided a range of issues and options.

The Corporate Assessment undertaken in March will identify a number of issues where it is considered that opportunities for improvement exist.

With the exception of place surveys and one or two other measures the new National Indicator Data Set (NIS) has now been finalised. The new measures, to be implemented from April 2008, will be much more reliant upon effective arrangements being in place to acquire and share data amongst local agencies. In order to ensure the robustness and potential development of such arrangements the corporate performance management team are presently developing a template to support a mapping exercise which will capture the various sources of data and identify the key individuals with whom information will need to be exchanged.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

| | | | | | | | |
|--------------|-----------|---|-----------|---|----------|---|----------|
| Total | 22 |  | 18 |  | - |  | 4 |
|--------------|-----------|---|-----------|---|----------|---|----------|

A small number of key objectives for the service have not progressed as planned and additional details are provided within Appendix 1.

4.1 PROGRESS AGAINST OTHER OBJECTIVES / MILESTONES

| | | | | | | | |
|--------------|----------|---|----------|---|----------|---|----------|
| Total | 3 |  | 3 |  | - |  | - |
|--------------|----------|---|----------|---|----------|---|----------|

All of the remaining objectives for the service have been achieved as planned and further details are provided within Appendix 2.

5.0 SERVICE REVIEW


A review of performance management arrangements is now nearing completion and additional details are provided within Appendix 1 (Objective ref PP01)

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

| | | | | | | | |
|--------------|----------|---|----------|---|----------|---|----------|
| Total | 3 |  | 3 |  | - |  | - |
|--------------|----------|---|----------|---|----------|---|----------|

Due to the availability of information a number of Key indicators have not been assigned traffic lights and additional information is provided within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

| | | | | | | | |
|--------------|-----------|---|-----------|---|----------|---|----------|
| Total | 16 |  | 13 |  | - |  | 3 |
|--------------|-----------|---|-----------|---|----------|---|----------|

A small number of indicators, relating to payment of invoices, sickness absence and LLA outputs, have failed to achieve their annual target. Additional information is provided within Appendix 3.

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 'key' objectives







| Service Plan Ref. | Objective | Key Milestone | Progress Quarter 4 Year end | Commentary |
|-------------------|--|--|--|--|
| PP O1 | <p>Improve the effectiveness of the support, intelligence and advice provided to the Council and its partners to review policy, resource planning, service delivery and performance.</p> | <p>Review the format of the 2007/08 quarterly monitoring reports to ensure the performance data is in a form that meets the requirements of the primary audience by 30 April 2007</p> <p>Coordinate the implementation of the action plan recommended by the Audit Commission in its report on Halton's management arrangements for securing data quality by 30 September 2007</p> <p>Undertake a fundamental review of the service planning process and the performance reporting arrangements and make recommendations for improvement by 30 September 2007</p> <p>Monitor performance against Community Strategy targets and review plans June 2007</p> | <p>Refer comment</p> <p></p> <p></p> <p></p> | <p>As previously reported no amendments were required to the reporting format for the current year. However in light of changes to the national framework and the review of corporate performance management arrangements this situation will be kept under review the coming financial year.</p> <p>Progress against this objective has progressed as planned with a Corporate Data Quality Strategy being implemented with a Data Quality Lead Officer Group being established to provide directorate support and representation.</p> <p>A report has now been prepared for the June Policy and performance Board meeting which will make recommendation as to how existing arrangements could be improved.</p> <p>All SLAs actioned by 31 May deadline, and action plans adopted by LSP for all five priorities. Annual performance review published in April 2007.</p> |

| Service Plan Ref. | Objective | Key Milestone | Progress Quarter 4 Year end | Commentary |
|-------------------|---|--|---|---|
| PP O1 cont'd | Improve the effectiveness of the support, intelligence and advice provided to the Council and its partners to review policy, resource planning, service delivery and performance. | <p>Review Community Engagement Strategy and agree Annual Action Plan March 2008</p> <p>Monitor and review Local Area Agreement progress with partners March 2008</p> |   | <p>Practitioners group operational and has adopted action plan. Review of audit plan for engagement took place, and satisfactory report received from Internal Audit Sept 2007. IDeA peer review has made some recommendations on refreshing the approach – to be carried forward in 2008/09.</p> <p>Training on Local Area Agreement (LAA) Performance Management Framework (PMF) taken place with partners. Attended GONW training session on monitoring procedures in advance of mid-year review. New LAA being developed for implementation in 2008-11 – includes similar PMF to current.</p> |
| PP O1 Cont'd | Improve the effectiveness of the support, intelligence and advice provided to the Council and its partners to review policy, resource planning, service delivery and performance. | <p>3 Neighbourhood Management Boards established June 2007</p> <p>Establish virtual neighbourhood teams June 2007</p> <p>Prepare Neighbourhood Action Delivery Plan July 2007</p> <p>Monitor performance against targets and review plans March 2008</p> |     | <p>Boards all now up and running with a range of sub-groups developing.</p> <p>Operational in a range of formats and closely linked to sub-groups.</p> <p>Last of the three NAP's completed February 2008.</p> <p>All three plans endorsed at March 2008 meeting of HNMB. Subject to six-monthly review by HNMB</p> |

APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES




| Service Plan Ref. | Objective | Key Milestone | Progress Quarter 4 Year end | Commentary |
|-------------------|---|---|---|---|
| PP O2 | Improve the quality and effectiveness of the Council's external communication at a local, regional and national level and internal communication with staff | <p>Review and re-tender for Inside Halton September 2007</p> <p>Implement phases 2 and 3 of intranet site upgrade by September 2007</p> <p>Conduct review of website and produce strategy and action plan January 2008</p> <p>Investigate establishment of Neighbourhood newsletters and community website for 3 pilot areas September 2007</p> <p>Complete resident satisfaction surveys October 2007</p> <p>Produce partner 'NM Update' at least bi-monthly; consult partners & review by December 2007</p> |       | <p>Activity completed as planned.</p> <p>As above.</p> <p>Review completed. Web site health check commissioned to confirm actions required.</p> <p>Castlefields Community newsletter being developed. Key task for 2008/9.</p> <p>Field work completed January 2008 and reported to HNMB February 2008.</p> <p>Due to sickness no newsletter produced in Q4. 2007/8</p> |
| | | Produce NM communications & marketing strategy and action plan January 2008 |  | Done. |

APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES



| Service Plan Ref. | Objective | Key Milestone | Progress Quarter 4 Year end | Commentary |
|-------------------|--|---|---|--|
| PP O3 | Improve the effectiveness of the service improvement, and overview and scrutiny corporate framework for the Council to deliver efficient, effective and high quality services through a programme of continuous improvement. | <p>Implement the annual service / business review and efficiency improvement programme by 31 March 2008</p> <p>Review reconfigured overview and scrutiny arrangements and make recommendations for improvement December 2007</p> |   | <p>As reported previously the efficiency strategy work streams approved by the Business Efficiency Board have progressed as planned.</p> <p>Review completed. Overview & Scrutiny Improvement Plan implementation in progress. Proposed review of corporate governance arrangements in 2008/9 may have O&S implications.</p> |
| PP O4 | To ensure that the organisation remains fit for purpose through the ongoing development of Business Continuity and Health & Safety arrangements | <p>Test and review arrangements for business continuity in Directorates by December 2007</p> <p>Investigate external accreditation for Health & Safety by July 2007</p> <p>Review and amend systems as required by accreditation criteria by December 2007</p> <p>Apply for accreditation by March 2008</p> |     | <p>Management Team exercise/test held 8th May. Plans being reviewed in the light of outcomes</p> <p>Accreditation will now focus on two major service areas of the council</p> <p>As above</p> <p>This will now take place during 2009</p> |

APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES


Progress against 'other' objectives

| Service Plan Ref. | Objective | Key Milestone | Progress Quarter 4 Year-end | Commentary |
|-------------------|---|--|--|---|
| PP05 | Work with the Policy and Performance Boards to develop and review policy proposals and hold Executive to account. | <p>Complete 06 – 07 Work Programme by 30th June 2007</p> <p>Agree 07-08 Work Programmes for each PPB by 30th June 2007</p> |   | <p>With the exception of two topics reliant upon information from central government and third parties, which has yet to be received, the 06-07 programme has been completed.</p> <p>07/08 Topic work programme agreed for each PPB</p> |
| PP 06 | Exploit external funding channels to increase the Council's capacity to deliver on Halton's strategic priorities | Complete follow-up benchmarking activity Autumn 2007 |  | Activity Completed |

Progress against Key Performance Indicators




| Ref | Indicator | Actual 06 / 07 | Target 07 / 08 | Quarter 4 Year-end | Progress | Commentary |
|----------------------|--|-------------------|-------------------|-----------------------|---|--|
| BVPI 2a ¹ | The level of Equality standard for Local Government to which the authority conforms | 2 | 2 | 3 |  | As stated earlier within this report the Council's level 3 self assessment has now been validated through an external peer review. |
| BVPI 2b | The duty to report Race Equality (Does the authority have a Race Equality scheme in place (%)) | 63 | 68 | 84 |  | The annual target has been exceeded as further initiatives in relation to equality and diversity have been developed over the year. |
| BVPI 3 | % Of citizens satisfied with the overall service provided by their authority. | 58 | N/a | N/A | Refer comment | This indicator is derived from a triennial survey last undertaken in 2006. the introduction of the new national Indicator Data Set will see a requirement to undertake Place Surveys twice per year from 2008 although details have yet to be finalised by the Communities for Local Government. |
| PPLI 4 | Overall satisfaction with the communications of the Council (%) | 48 | N/a | N/A | Refer comment | Again this measure forms part of a three year BVPI survey. |
| PPLI 5 | Satisfaction with internal communications of the Council (%) | 78 | 75 | N/A | Refer comment | Two yearly survey due next April. |





¹ For Quarter 1 these indicators were contained within the Legal and Member Services Monitoring Report.

| Ref | Indicator | Actual 06 / 07 | Target 07 / 08 | Quarter 4 Year-end | Progress | Commentary |
|---------|---|-------------------|-------------------|-----------------------|---|--|
| PPLI 6 | % Of residents in Halton's NM pilot areas reporting an increase in satisfaction with their neighbourhoods as a place to live. | 50 | 55 | 47 | Refer comment | The 2006/07 baseline is derived from the Best Value Postal Survey. This years outturn is based upon a telephone survey and the results are not directly comparable. Satisfaction in neighbourhood management areas of 47% compares to a borough wide figure of 39.1% |
| PPLI 9 | % Of BVPI's showing improvement and / or achieving target. | 67.8 | 69 | N/A | Refer comment | Final returns are presently being compiled. Dependant upon information becoming available it may be possible to verbally report at time of PPB meeting, |
| PPLI 15 | % Of floor targets with positive direction of travel | 98 | 97 | 100 |  | Annual performance review showed all targets moving in the right direction. |







APPENDIX THREE– PROGRESS AGAINST ‘KEY’ PERFORMANCE INDICATORS (Policy and Performance)

Progress against ‘other’ Performance Indicators

| Ref | Indicator | Actual 06 / 07 | Target 07 / 08 | Quarter 4 Year-end | Progress | Commentary |
|--------|---|-------------------|-------------------|-----------------------|---|--|
| PPLI 1 | Press releases per annum | 594 | 500 | 790 |  | The annual target has been exceeded. |
| PPLI 2 | Local media take-up (%) | 78 | 72 | 73.5 |  | Take up was slightly higher than forecast for the year. |
| PPLI 3 | Value of external funding bids supported (£000,s) | 930.7 | 220 | £1,722 |  | It is clear that the original target was set too low. Initially, 2007/08 was expected to be a year of consolidation. However, there have been a number of large projects that the division worked on in 2007/08, and there was an introduction of several new funding streams introduced through the National Lottery which because of specialist expertise within the team and good relations with the funding providers, we were able to tap into and benefit from immediately |
| BVPI 4 | % Of those making complaints who were satisfied with the handling of those complaints | 31 | N/A | N/A | Refer comment | This is a three-year measure as part of the BV User Satisfaction Survey. The PPB is currently conducting a review of complaint and compliment handling to develop actions that can begin to address this low level of satisfaction. |

| Ref | Indicator | Actual 06 / 07 | Target 07 / 08 | Quarter 4 Year-end | Progress | Commentary |
|---------|--|-------------------|-------------------|-----------------------|---|--|
| PPLI 7 | % Of NM pilot area residents who feel that they can influence decisions affecting their local area | 14.2% | 18% | Refer comment | N/A | The baseline for this indicator is derived from the three yearly Best Value postal survey. However a telephone survey in 2007, although not directly comparable, found that..... |
| PPLI 8 | % Of residents in NM pilot areas aware of Neighbourhood Partnership. | New for 07/08 | To be confirmed | Refer comment | N/A | No survey has been undertaken to date but is included within a draft development plan. |
| PPLI 10 | % Change in the number of BVPI's in the top quartile as compared to 04 / 05 baseline | -9.8 | N/A | Refer comment | N/A | Final returns are presently being compiled. Dependant upon information becoming available it may be possible to verbally report at time of PPB meeting, |
| PPLI 11 | % Change in the number of BVPI's in the bottom quartile as compared to 04 / 05 baseline | 14.6 | N/A | Refer comment | N/A | Refer comment above. |
| PPLI 12 | LAA Spend (%) | 100 | 100 | 100 |  | Spend in line with forecast |
| PPLI 13 | LAA Outputs achieved (%) | 95 | 95 | See comment |  | Outputs are still being assessed because of delays in submission of year end returns. However some under achievement is apparent. |
| PPLI 14 | Proportion of neighbourhood element funding committed / spent | New for 07 / 08 | 100 | 100 |  | Commitment/ Spend in line with forecast |
| PPLI 16 | Proportion of Departments with up to date Business Continuity Plans | 100 | 100 | 100 |  | Under review following exercise and test |




APPENDIX FOUR– PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Policy and Performance)

| Ref | Indicator | Actual 06 / 07 | Target 07 / 08 | Quarter 4 Year-end | Progress | Commentary |
|---------|---|-------------------|-------------------|-----------------------|---|--|
| PPLI 17 | Proportion of Departments with up to date Risk Registers | 100 | 100 | 100 |  | All directorates have published registers on intranet |
| PPLI 18 | Number of accidents resulting in injuries to staff | 64 | 62 | 38 |  | Significant reductions in accidents. The Council have more than met the reduction in accident targets set by government. |
| PPLI 19 | Number of employees attending emergency planning training exercises (%) | 100 | 100 | 100 |  | The division has published a exercise schedule and this relates to the risks faced by the council and the LRF |
| PPLI 20 | % Of Objective 2 Action Plan ERDF committed. | 96 | N/a | 96 |  | All funds were committed in line with forecast and requirements by December 2006. |
| PPLI 21 | % Of Objective 2 Action Plan ERDF outputs achieved. | 67 | 80 | N/A | Refer comment | Whilst information is collated quarterly in arrears it is unlikely that the target will be achieved. Projects have struggled to achieve targets for a number of reasons; changes to grant criteria (loss of assisted area map); delays on site developments, a slow down in the property market as well as greater emphasis being placed on ensuring that projects were audit compliant. |
| PPLI 22 | % Of invoices paid within 30 days | 94 | 94 | 93 |  | The annual target was missed marginally due to the late payment of 4 invoices. |
| PPLI 23 | % Of working days lost due to sickness absence within Department | 3.6 | 3.0 | 4.5 |  | Sickness absence has risen mainly as the result of two cases within the year. The situation continues to be managed through the application of the Council's sickness policy and procedures. |

APPENDIX FOUR– PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Policy and Performance)

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> |  <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p> | <p>Indicates that the <u>target is on course to be achieved</u>.</p> |
| <u>Amber</u> |  <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p> | <p>Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.</p> |
| <u>Red</u> |  <p>Indicates that it is <u>highly likely or certain that the objective will not be achieved</u> within the appropriate timeframe.</p> | <p>Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.</p> |