

# QUARTERLY MONITORING REPORT

**DIRECTORATE:** Corporate and Policy  
**SERVICE:** Property Services  
**PERIOD:** Quarter 4 to period end 31<sup>st</sup> March 2008

## 1.0 INTRODUCTION

This Monitoring Report covers the Property Services fourth quarter period up to year ending 31<sup>st</sup> March 2008. It describes key developments and progress against all objectives and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress is explained within Appendix 6.

## 2.0 KEY DEVELOPMENTS

Several high value, high profile major projects have reached the stage where significant Property Services' involvement is now essential if they are to proceed successfully and this additional workload is placing a strain upon the department's limited staff resources.

## 3.0 EMERGING ISSUES

The loss of the Operational Director, Property Services late on last year presented both a challenge and a valuable opportunity. The performance of the department and its structure has thus been reviewed since and opportunities have been identified to make more efficient and effective use of the Council's limited resources. This will be critical if we are to meet our clients' property-related needs to the high professional standard that they deserve and we intend to provide.

## 4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

<b>Total</b>	<b>4</b>		<b>3</b>		<b>0</b>		<b>1</b>
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Increased commitment to major projects from existing resources has resulted in a delay to the annual review of assets for disposal. The impact of this for the Council is very limited and mitigating actions have now been developed.

#### 4.1 PROGRESS AGAINST OTHER OBJECTIVES / MILESTONES

<b>Total</b>	<b>2</b>		<b>2</b>		<b>0</b>		<b>0</b>
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Property asset values are to be reviewed throughout the year in future, rather than at the year end.

The refurbishment of Runcorn Town Hall is on target and preliminary end-user feedback about the new accommodation is very complimentary.

#### 5.0 SERVICE REVIEW




Staffing recruitment and retention problems throughout the year have put both service delivery and individual officers under pressure, but this was recognised early on and steps taken to address the resourcing deficiencies are already proving their value.

#### 6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

<b>Total</b>	<b>4</b>		<b>3</b>		<b>0</b>		<b>1</b>
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Only one of the key performance indicators, relating to rent collection for industrial units, failed to achieve their annual target. Additional details are provided within Appendix 1.

#### 6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

<b>Total</b>	<b>6</b>		<b>2</b>		<b>0</b>		<b>4</b>
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Four of the remaining indicators for the service, concerned with project cost and time performance and market occupancy levels, have failed to achieve their annual target. Additional details are 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	Commentary
PYS O1	To complete review of property assets for disposal	Annual review to produce disposal programme complete <b>March 2008</b>		Not completed due to reducing resources being directed to other higher priority works. This exercise will be completed once resources allow, early in 2008/09.
PYS O2	Reduce backlog of maintenance on property portfolio	To £4.9 m by <b>March 2008</b>		The backlog of maintenance has been reduced as planned.
PYS O3	Fulfil requirements of asbestos Audits and Management Regulations	Confirm 100% compliance		Compliant, now looking to enhance operational effectiveness by updating and digitising the register with a view to providing real time web access for end users and contractors
PYS O4	DDA Works Corporate (Non Schools) subject to funding (currently £200k per annum)	Complete 60% of Priority 2 works by <b>March 2008</b>		Priority works have been completed as planned.







## Progress against 'other' objectives

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 4	Commentary
PYS O5	Review value of property assets for Council accounts	Annual review complete by <b>March 2008</b>		The annual review of property assets has been completed as planned.
PYS O6	Rationalise accommodation requirements through the refurbishment of Runcorn Town Hall office accommodation.	Return staff to RTH by July 2008		Progress remains on track to achieve completion by July 2008

## Progress against Key Performance Indicators

Ref	Indicator	Actual 06 / 07	Target 07 / 08	Quarter 4 Year-end	Progress	Commentary
BVPI 156	% Of Authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	50	60	61		Achieved and will increase when RTH is completed. Annual target has been exceeded with performance being further enhanced upon the completion of Runcorn Town Hall.
PYSLI 4	% Of rent collected as % of rent due (Excluding bankruptcies and the like) – industrial units	93	95	92.5		Whilst target has marginally failed to be achieved this is the result of the bankruptcy of one tenant. However at such time that this debt is collected performance will rise to 96%.
PYSLI 6	% Of rent collected as % of rent due (Excluding bankruptcies and the like) – Widnes market	95	95	98		High collection rates have been secured for the second consecutive year.
PYSLI 8	% Of rent collected as % of rent due (Excluding bankruptcies and the like) – Runcorn market	99	95	89		As reported previously poor trading conditions are impacting upon rent collection. A number of initiatives remain ongoing and dialogue is entered into with tenants at the earliest opportunity.




## Progress against 'other' performance indicators

Ref	Indicator	Actual 06 / 07	Target 07 / 08	Quarter 4 Year-end	Progress	Commentary
PYSLI 1	% Of undisputed invoices paid within 30 days	100	100	100		It was reported at Quarter 3 that 99% of all invoices were paid on time. However an analysis at year end reveals that only 0.27% of invoices were not paid within 8 weeks.
PYSLI 2	% Cost Performance on projects over £50k (Contract Let to Practical Completion) (within 5% of the allotted cost) % (excluding Client changes)	90	90	81		Of the 16 projects 13 were completed within 5% of budget. Of the remainder all were within 5 – 10% under budget.
PYSLI 3	Occupancy of Industrial Units %	85	78	83		Occupancy levels remain strong despite the bankruptcy of a significant tenant.
PYSLI 5	Occupancy of Market (Widnes) %	82	93	86.5		Figure distorted by performance of open market, which currently runs at less than 40% occupancy. Options are currently being looked at with a view to bidding for capital to improve the situation
PYSLI 7	Occupancy of Market (Runcorn) %	70	90	50		As reported previously trading conditions in Runcorn market have remained difficult. Although a number of initiatives have been delivered during the course of the year occupancy has remained relatively low.
PYSLI 9	Time performance on projects over £5K (Contract let to practical completion within a margin of 5% - excluding Client changes)	73	90	63		Six of the annual projects have been subject to delay, primarily as a result of poor weather conditions.

## APPENDIX FOUR– PROGRESS AGAINST *OTHER* PERFORMANCE INDICATORS

## Explanation of the use of Traffic Light Symbols

The traffic light symbols are used in the following manner:

	<b><u>Objective</u></b>	<b><u>Performance Indicator</u></b>
<b><u>Green</u></b>	 <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p>	Indicates that the <u>target is on course to be achieved</u> .
<b><u>Amber</u></b>	 <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>	Indicates that it is either <u>unclear</u> at this stage or too early to state <u>whether the target is on course to be achieved</u> .
<b><u>Red</u></b>	 <p>Indicates that it is <u>highly unlikely or certain that the objective will not be achieved</u> within the appropriate timeframe.</p>	Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.