

# QUARTERLY MONITORING REPORT

**DIRECTORATE:** Corporate & Policy

**SERVICE:** Legal, Organisational Development and Human Resource Services

**PERIOD:** Quarter 1 to period end 31<sup>st</sup> June 2008

## 1.0 INTRODUCTION

This Monitoring Report covers the Legal, Organisational Development and Human Resource Services first quarter period up to period end 31<sup>st</sup> June 2008. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress is explained within Appendix 5.

## 2.0 KEY DEVELOPMENTS

The Local Government Election in May was carried out smoothly. Officers supported the first meetings of the 2 new Parish Councils. Necessary changes to the Standards Committee flowing from new legislation have been implemented and training has been carried out. New Councillors have all been inducted. ISO half –yearly inspection passed in June. The revised Constitution was approved by Council in May.

## 3.0 EMERGING ISSUES

Work continues a supporting the BSF initiative including the appointment of external legal advisers.

The section also continues to be heavily involved in the Mersey Gateway project as its various elements are considered by Members.

#### 4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

<b>Total</b>	<b>4</b>		<b>4</b>		<b>0</b>		<b>0</b>
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All four of the key objectives for the service are progressing as planned and additional details are provided within Appendix 1.

None of the remaining objectives for the service are showing cause for concern at this stage and are therefore not being reported by exception.

#### 5.0 SERVICE REVIEW

There are no issues to be reported at Quarter 1 concerning service review.

#### 6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

<b>Total</b>	<b>9</b>		<b>9</b>		<b>0</b>		<b>0</b>
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All of the key performance indicators are presently on track and additional details are provided within Appendix 2.

#### 6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS






<b>Total</b>	<b>7</b>		<b>5</b>		<b>2</b>		<b>0</b>
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Of the remaining performance indicators for the service 2, relating to sickness absence and time taken to complete conveyancing transactions are slightly below annual target level. Additional details regarding these two measures are provided within Appendix 3.

#### 7.0 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 Traffic Light Symbols





## Progress against 'key' objectives

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 1	Commentary
LOD O1	To provide a high quality legal service to the Council and its departments to ensure that the Council is able to deliver its services effectively.	Secure renewal of Lexcel & ISO Accreditation <b>January 2009</b>		Renewal of accreditation on track to be achieved with half-yearly inspection being passed in June.
LOD O2	To ensure that decision makers are supported through the provision of timely and accurate advice and information and are kept informed of changing legislation and responsibilities.	Review Constitution <b>May 2008</b>		Constitution has been reviewed as planned
LOD O3	To provide efficient and effective Democratic Support Services that provides Elected Members, as key decision makers, with the necessary information, support and training opportunities to fulfil their individual potential and management and governance role effectively.	To ensure that all members have been given the opportunity of a having a MAP meeting		Programme of MAP interviews is being delivered as planned.
		To induct all new members – <b>October 2008</b>		All new members to the authority have successfully been inducted.
LOD O4	To ensure the Council's strategic approach to the management of Human Resources is reviewed and is consistent with best practice and reflects a modern, excellent authority.	Implement Priority Actions identified within the new HR Strategy – <b>March 2009</b>		As previously reported, as a result of emerging issues and to ensure synergy and consistency with best practice, the HR Strategy will now become an integral part of the People Strategy currently being developed.

### APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES (Legal, Organisational Development and Human Resource Services)



### Progress against 'Key' Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 1	Progress	Commentary
<b>Corporate Health</b>						
LOD 2	No. Of Members with Personal Development Plans (56 Total)	51	52 (92%)	50		Performance at quarter 1 is showing no cause for concern.
LOD 4 (BVPI 11)	The percentage of top 5% of earners that are: -					
	Women	46.86	45.00	41.22		Refer comment above
	From black and ethnic minority communities	1.84	2.00	1.65		Refer comment above
	With a disability	3.05	3.30	3.61		Current figure slightly ahead of annual target.
LOD 5 (BVPI 12)	The number of working days / shifts lost due to sickness (Corporate)	12.58	11.25	3.74		Performance at quarter 1 falls within expected level.

Ref	Description	Actual 2007/8	Target 08/09	Quarter 1	Progress	Commentary
<b>Corporate Health Cont'd</b>						
LOD 6 (BVPI 14)	Early retirements (excluding ill-health) as a percentage of the total workforce.	0.08	0.14	0.03		Retirements at quarter 1 are showing no cause for concern.
LOD 7 (BVPI 15)	% Of employees retiring on grounds of ill-health as a percentage of total workforce	0.15	0.12	0.03		Refer comment above.
LOD 8 (BVPI 16a)	No of staff declaring that they meet the Disability Discrimination Act as a % of the total workforce.	1.41	1.50	1.39		Although figure slightly below annual target this should still be attainable by year-end.
LOD 10 (BVPI 17a)	Minority Ethnic community staff as % of total workforce.	0.83	1.00	0.75		Refer comment above.

**APPENDIX TWO – PROGRESS AGAINST ‘KEY’ PERFORMANCE INDICATORS (Legal, Organisational Development and Human Resource Services)**

### Progress against 'other' Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 1	Progress	Commentary
<b>Corporate Health</b>						
LOD 1	Proportion of departmental working days lost to sickness absence (%)	5.2	4.5	5.2		Slightly above target. A number of instances of long-term sickness have impacted on the figure.
<b>Service Delivery</b>						
LOD 15	Average time taken to complete Conveyancing Transactions	321	350	432.5		Below target but efforts to improve continue. The figure has been distorted by the recent completion of very complex, long-standing matters.

## LEGAL, ORGANISATIONAL DEVELOPMENT AND HUMAN RESOURCE SERVICES

### Revenue Budget as at 30<sup>th</sup> June 2008




	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<b><u>Expenditure</u></b>					
Employees	3,036	771	762	9	762
Members Expenses	747	202	197	5	197
Premises	583	85	102	(17)	102
Supplies & Services	794	168	189	(21)	189
Training Costs	236	59	0	59	0
Civic Catering & Functions	82	20	1	19	1
Legal Expenses	92	23	62	(39)	62
Transport	55	14	14	0	14
Asset Charges	10	0	0	0	0
Support Services	1,304	0	0	0	0
<b>Total Expenditure</b>	<b>6,940</b>	<b>1,342</b>	<b>1,327</b>	<b>15</b>	<b>1,327</b>
<b><u>Income</u></b>					
Land Charges	-437	-109	-17	(92)	-17
Printing Recharges	-303	-50	-44	(6)	-44
SLA to Schools	-221	-55	-76	21	-76
Licence Income	-210	-52	-101	49	-101
Other Income	-34	-34	-50	16	-50
Support Service Recharges	-3,794	0	0	0	0
<b>Total Income</b>	<b>-4,999</b>	<b>-300</b>	<b>-288</b>	<b>(12)</b>	<b>-288</b>
<b>Net Expenditure</b>	<b>1,941</b>	<b>1,042</b>	<b>1,039</b>	<b>3</b>	<b>1,039</b>

### **Comments on the above figures:**

In overall terms spending appears to be slightly below budget, however, within this overall position income from Land Charges will show a significant shortfall against budget by year end, due to increased competition from Personal Search agents. This is partly offset by additional income from Licencing and other income.

## Application 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.