

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate and Policy
SERVICE: Policy & Performance
PERIOD: Quarter 2 to period end 30th September 2008

1.0 INTRODUCTION

This Monitoring Report covers the Policy & Performance Department second quarter period up to period end 30th September 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 5.

2.0 KEY DEVELOPMENTS

The annual CPA Use of Resources assessment has been completed and work in relation to direction of Travel is now underway.

3.0 EMERGING ISSUES

Arrangements for the monitoring and delivery of the Local Area Agreement (LAA), and of National Performance Indicators needs to be integrated across the Council and partnerships. The review and refresh of the LAA has now commenced

4.0 PROGRESS AGAINST OBJECTIVES / MILESTONES

Total	8		7		0		1
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The majority of objectives for the service are progressing as planned with the exception of the completion of the PPB work programme for 07-08. Additional details are provided within Appendix 1.

5.0 SERVICE REVIEW

The external review of some elements of the service e.g. Risk Management, have taken place as an element of the annual Use of Resources assessment. Upon completion of the review a report will be published in January 2009.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	1		1		0		0
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Only 1 of the key performance indicators for the service can be reported at this stage and additional details are provided within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS


Total	12		9		3		0
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The majority of other performance indicators are presently on track to achieve annual target although a small number are slightly below anticipated levels. Additional details are provided within Appendix 3.




7.0 APPENDICES

Appendix 1 - Progress against Objectives/ Milestones
Appendix 2 - Progress against Key Performance Indicators
Appendix 3 - Progress against 'other' performance indicators
Appendix 4 - Financial Statement
Appendix 5 - Use of traffic light symbols




Progress against objectives

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP 01	<p>Improve the effectiveness of the support intelligence and advice provided by the Council and its partners to review policy, resource planning service delivery and performance.</p>	<p>Monitor performance against Community Strategy targets and review delivery plans June 2008.</p> <p>Agree new Local area Agreement with government and secure ministerial sign-off June 2008.</p> <p>Review Community Engagement Strategy and agree annual Action Plan March 2009.</p> <p>Monitor and review progress in delivering Local Area Agreement targets with partners March 2009</p> <p>Complete design of and Undertake Place Surveys September 2008</p> <p>Analyse, evaluate and disseminate results to relevant audiences February 2009</p>		<p>Progress report completed as part of the 2007 LAA monitoring process. Information has now been reported to all PPB's (excepting Children and Young People who will receive report in November)</p> <p>LAA signed 30th June 2008.</p> <p>Progress presently on track. Review will be coordinated by HSPB cohesion group.</p> <p>Progress presently on track. Report is to be submitted to Government Office North West by 25th November 2008.</p> <p>Survey is currently underway.</p> <p>Refer comment above.</p>


APPENDIX ONE – PROGRESS AGAINST OBJECTIVES/ MILESTONES (Policy & Performance)

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP O2	Improve the quality and effectiveness of the Council's external communications	<p>Undertake customer survey November 2008.</p> <p>Complete analysis of data and produce report and recommendations by March 2009.</p> <p>Implement revised Communications Strategy March 2009</p>		<p>Progressing as planned.</p> <p>Refer comment above</p> <p>Refer comment above</p>
PP O3	Address inequalities and improve opportunities by narrowing the gap between the most deprived wards in the borough and the rest thorough the delivery of neighbourhood management arrangements.	<p>Evaluate impact of Neighbourhood Management Teams and review delivery plans March 2009.</p> <p>Produce and publish NM Update Quarterly.</p>		<p>On target; HNMB Awayday in Norton Priory in July 2008 helped kick-start process and challenges ahead. Key milestones inserted in Development Plan.</p> <p>On target. Most recent update released Sept 2008. Next one due prior to Christmas 2008.</p>
PP O4	To ensure that the organisation remains fit for purpose through the ongoing development of business continuity, risk management and health and safety arrangements.	<p>Implement current action plan and further review arrangements for business continuity in Directorates by December 2008.</p> <p>Review the embeddedness of strategic risk management arrangements December 2008</p>		<p>Business continuity crisis management exercise held in May 2008. Extended template for directorate plans in preparation for November update.</p> <p>Initial feedback from Audit Commission assessment confirms that Risk Management is more embedded.</p>

APPENDIX ONE – PROGRESS AGAINST OBJECTIVES/ MILESTONES (Policy & Performance)


Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP O4 cont'd	To ensure that the organisation remains fit for purpose through the ongoing development of business continuity, risk management and health and safety arrangements.	<p>Corporate & Directorate Risk Registers reviewed by Corporate Risk Group, performance monitoring reports delivered and manager / member training provided by December 2008</p> <p>Secure external accreditation for Health and Safety March 2009.</p> <p>Review the Council's preparedness for pandemic flu and have appropriate plans in place March 2009.</p>		<p>Corporate Risk Group revisited Impacts Register July 2008. Directorate registers will; be updated in November leading to update of Corporate Register.</p> <p>Pilot in legal services underway with a view to December 2008 completion.</p> <p>Local Resilience Forum Pandemic Flu Plan to be validated November 2008. Halton plan will be revisited and updated in light of lessons learned from validation process.</p>
PP O5	Improve the effectiveness of the service improvement and overview and scrutiny framework for the Council to deliver efficient, effective and high quality services through a programme of continuous improvement.	Review progress on implementing Overview and Scrutiny Action Plan March 2009		Progress presently on track.
PP O6	Work with the Policy and Performance Boards to develop and review policy proposals and hold Executive to account.	Complete 07 – 08 Work Programme by 30th June 2008		11 of the 07/08 topics remain to be completed for a variety of reasons e.g. extension of scope, late addition to programme, delayed government guidance. 5 topics due to report during November PPB cycles.

APPENDIX ONE – PROGRESS AGAINST OBJECTIVES/ MILESTONES (Policy & Performance)


Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
PP 06	Work with the Policy and Performance Boards to develop and review policy proposals and hold Executive to account.	Agree 08-09 Work Programmes for each PPB by 30th June 2008		2008 – 09 work programmes agreed as planned.

APPENDIX ONE – PROGRESS AGAINST OBJECTIVES/ MILESTONES (Policy & Performance)








Key Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Quality						
<u>PPLI 13</u>	Overall satisfaction with the communications of the Council (%)	N/A	N/A	N/A	See comment	A question is included within Place Survey. Results expected January 2009.
<u>PPLI 14</u>	Satisfaction with internal communications of the Council (%)	N/A	75	N/A		Survey to be conducted later in 2008 – 09. However staff have been consulted as to how to improve the monthly In Touch magazine including options for a more interactive on-line version.
<u>PPLI 15</u>	% Of residents in Halton's NM pilot areas reporting an increase in satisfaction with their neighbourhoods.	47 Telephone survey	N/A Survey every 2 years	N/A	See comment	Next survey scheduled for Q3 2009/10



Other Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
NI 1	% Of people who believe that people from different backgrounds get on well together	N/A	N/A	N/A	See comment	To be measured by Places Survey in Autumn 2008. Comparability with 2006 Best Value Survey results will depend upon consistency of questions and the methodology and analysis determined by DCLG.
NI 2	% Of people who feel that they belong to their neighbourhood.					
NI 4	% Of people who feel that they can influence decisions in their locality.					
NI 5	Overall / general satisfaction with local area.					
NI 37	Awareness of civil protection arrangements in the local area					
PPLI 1	% Of LAA / WNF Spend (%)	100	100	71 Q1		Performance against this measure is reported quarterly in arrears and at quarter 1 this was slightly below anticipated levels.
PPLI 2	% Of LAA Outputs achieved (%)	N/A	N/A	See comment	n/a	Due to changes in the way that WNF is managed compared to LAA grant this indicator is no longer relevant and it is recommended that it be deleted from Service Plan and future reports.



APPENDIX THREE – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS (Policy & Performance)

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
PPLI 3	% Of neighbourhood element funding committed / spent	100 %	100 %	100%		Spend in line with budget projections..
PPLI 4	% Of Departments with up to date Business Continuity Plans	100 %	100 %	100%		Progress as planned.
PPLI 5	% Of Departments with up to date Risk Registers	100	100	100%		As above
PPLI 6	Number of accidents resulting in injuries to staff	38	50	17		Progress is presently within targeted levels.
PPLI 7	% Of employees attending emergency planning training exercises.	100	100	100		All first responders have attended refresher training.
PPLI 8	% Of Objective 2 Action Plan ERDF committed.	96	N/A	96	See comment	Programme ends Dec 2008 and it is not possible to commit to further projects.
PPLI 9	% Of Objective 2 Action Plan ERDF outputs achieved.	75	80	75%		Spend on capital projects, in particular, has slowed considerably and this has had an effect on the achievement of outputs
PPLI 10	% Of invoices paid within 30 days	93	94	93		Slightly below anticipated level at half year although annual target still attainable by year-end.

APPENDIX THREE – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS (Policy & Performance)

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Cost & Efficiency						
PPLI 11	% Of departmental working days lost due to sickness absence.	4.5	4.0	4.99		Half year position has been significantly affected by unusually long absences following hospitalisation and surgery. As affected staff have now returned to work figure should improve over the remainder of the year.
Fair access						
PPLI 12	The duty to report Race Equality (Does the authority have a Race Equality scheme in place (%))	84	84	See comment	N/A	Progress against this measure is assessed annually.
NI 140	Fair treatment by local services	N/A	N/A	See comment	N/A	Measured by Place Survey as referred to earlier in this report.
Quality						
PPLI 16	% Of NM pilot area residents who feel that they can influence decisions affecting their local area	32.9 Telephone Survey	N/A Survey undertaken every 2 years	See comment	N/A	At the time that the Service Plan was written it was hoped that this could be measured by the Place Survey but the additional sample required was not considered cost effective.
PPLI 17	% Of residents in NM pilot areas engaged in Neighbourhood Partnership activity.	New for 07/ 08	Baseline established (+ 10%)	See comment		Data collated quarterly is showing year-on-year increase. Target agreed by Neighbourhood Management Board as an increase of 10% in numbers involved in neighbourhood management by end of year 2008 - 09 as compared to 2007 - 08

APPENDIX THREE – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS (Policy & Performance)

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Service Delivery						
PPLI 18	Value of external funding bids supported (£000,s)	1722	1000	20		Mixed results in this quarter. Although only a small amount of grant was secured, pipeline bids totalling £3.2m have been submitted
PPLI 19	% Of neighbourhood management improvement targets achieved	77	80	See comment	N/A	Performance against annual targets reported at year-end.
PPLI 20	% Of milestones and objectives within annual Neighbourhood Management Action Plan achieved.	76	80	87.5		An exact figure is not available at the time of writing the report. Although there has been some slippage but outstanding milestones will be achieved in Q3

APPENDIX THREE – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS (Policy & Performance)

**Financial Statement to be inserted
POLICY AND PERFORMANCE**

Revenue Budget as at 30th September 2008

	Annual Revised Budget £'000	Budget To Date £'000	Actual To Date £'000	Variance To Date (overspend) £'000	Actual Including Committed Item £'000
<u>Expenditure</u>					
Employees	2,329	1,181	1,099	82	1,128
Premises	147	0	0	0	0
Supplies & Services	524	273	324	(51)	385
Corporate Subscriptions	128	64	40	24	81
Agency & Contracted	213	106	102	4	102
Transport	59	30	28	2	28
Support Services	2,779	0	0	0	0
Total Expenditure	6,179	1,654	1,593	61	1,724
<u>Income</u>					
Support Service Recharges	-2,001	0	0	0	0
Emergency Planning Grant	-151	-151	-165	14	-165
Grants	-527	-425	-417	(8)	-417
Reimbursements & Other Grants	-22	-11	-17	6	-17
Total Income	-2,701	-587	-599	12	-599
Net Expenditure	3,478	1,067	994	73	1,125

Comments on the above figures:

In overall terms spending is currently below the budget to the end of the second quarter. This is mainly due to a number of staff vacancies within the section. It is expected that the overall total net spending will be in line with the Department budget by year-end.

POLICY AND PERFORMANCE

Capital Projects as at 30th September 2008

Capital Expenditure	2008/09 Capital Allocation	Allocation To Date	Actual Spend To Date	Total Allocation Remaining
	£000	£000	£000	£000
Risk Management	120	0	0	120
Net Expenditure	120	0	0	120

Comments on the above figures

It is expected that the full allocation will be spent by the financial year-end.




Local Strategic Partnership expenditure as at 30th September 2008

	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£000	£000	£000	£000
Local Strategic Partnership				
LSP Team	256	128	42	86
Community Pot	545	272	0	272
Net Expenditure	801	400	42	358

Regular monitoring reports are sent to the Local Strategic Partnership (LSP) in respect of all LSP projects and any areas of concern are dealt with throughout the year by the LSP support team and individual project managers. Some variances against the budget to date are expected, as the LSP have deliberately over-programmed in order to ensure that the full allocation of Working Neighbourhood Fund is spent during the year.

Explanation of the use 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>	Indicates that the <u>target is on course to be achieved</u> .
<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>	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> .
<u>Red</u>	 <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.