

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate & Policy

SERVICE: Legal, Organisational Development and Human Resource Services

PERIOD: Quarter 2 to period end 30th September 2008

1.0 INTRODUCTION

This Monitoring Report covers the Legal, Organisational Development and Human Resource Services 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

All informal appeals relating to the Job Evaluation exercise have been heard and teams now established to consider the formal appeals.

A meeting has been held with all Parish Council Clerks and Chairs, to develop closer working relationships and a liaison officer has been identified.

The Legal Section has played a crucial role in progressing the Mersey Gateway project, in terms of enabling full consideration of the statutory processes by the Development Control Committee, Executive Board and Full Council when decisions were taken.

3.0 EMERGING ISSUES

Formal job evaluation appeals will commence in early November.

Work is being carried out to support a consultative exercise on the Council's governance arrangements.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	7		6		0		1
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The majority of objectives are progressing as planned although, due to very high numbers, the completion of Job Evaluation appeals is unlikely to be completed within the timeframe originally envisaged. Additional details concerning progress against all service objectives are provided within Appendix 1.

5.0 SERVICE REVIEW

There are no issues relating to service review to be reported during this period.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	9		7		2		0
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None of the key performance indicators for the service are showing any cause for concern at the half-year stage, although staff with disabilities and those from minority ethnic groups are marginally below target. Additional details are provided within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS






Total	7		3		3		0
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A number of indicators are falling slightly below targeted levels at the half-year stage and further details 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 2	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 January 2009		On course to be achieved by target date.
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 May 2008		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		MAP interviews continue to take place as planned.
		To induct all new members – by October 2008		Induction completed on 7 th May 2008
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 – March 2009		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 that is currently being developed.

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 2	Commentary
LOD 05	To ensure that the Council rewards staff in accordance with legislation through a modern pay and grading system.	Implement the outcomes of the completed Pay and Grading Review and undertake any appeal hearings that may arise March 2009		<p>Appeals will start in November 2008, but due to the sheer volume these will not be completed by March 2009.</p> <p>Remaining outcomes already implemented.</p>
LOD 06	To ensure that the Council has a modern and effective Human Resource management IT system to improve the relevance, availability and use of HR information.	Implement the remaining modules of the Trent IT system. March 2009		Implementation continues to progress on a phased basis.





Progress against 'Key' Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Corporate Health						
<u>LOD 2</u>	No. Of Members with Personal Development Plans (56 Total)	51	52 (92%)	52		Performance is on target
<u>LOD 4</u> (BVPI 11)	The percentage of top 5% of earners that are: - Women	46.86	45.00	44.59		Performance is on target
	From black and ethnic minority communities	1.84	2.00	0.84		Although it does not indicate a negative trend there has been a slight downturn against this indicator at half-year due to normal staff turnover.
	With a disability	3.05	3.30	3.01		Performance is on target
<u>LOD 5</u> (BVPI 12)	The number of working days / shifts lost due to sickness (Corporate)	12.58	11.25	6.73		Performance is on target




Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
<u>LOD 6</u> (BVPI 14)	Early retirements (excluding ill-health) as a percentage of the total workforce.	0.08	0.14	0.03		As above
<u>LOD 7</u> (BVPI 15)	% Of employees retiring on grounds of ill-health as a percentage of total workforce	0.15	0.12	0.10		As above
<u>LOD 8</u> (BVPI 16a)	No of staff declaring that they meet the Disability Discrimination Act as a % of the total workforce.	1.41	1.50	1.26		Performance is marginally below targeted level at quarter 2, although at this stage the annual target remains achievable.
<u>LOD 10</u> (BVPI 17a)	Minority Ethnic community staff as % of total workforce.	0.83	1.00	0.66		As 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 2	Progress	Commentary
Corporate Health						
LOD 1	Proportion of departmental working days lost to sickness absence (%)	5.2	4.5	3.12		Performance is on target
LOD 3	% of Members attending at least one organised Training Event	100	100	96		Performance is on target
LOD 09 (BVPI 16b)	% Of economically active disabled people in LA area.	19.72	N/A	19.72 latest available data	N/A	
LOD 11 (BVPI 17b)	Economically active BME population in LA area.	1.2	N/A	1.2 latest available data	N/A	
Fair Access						
LOD 12	Members of Public attending Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	686	600	127		Performance for both indicators is slightly below expected levels at the half-year stage. Whilst the needs of the public are considered when meetings are scheduled it has to be remembered that levels of attendance and engagement at public meetings is heavily influenced by the nature of the subject under consideration and discussion.
LOD 13	No. Of Questions asked by Members of the Public at Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	138	150	25		

APPENDIX THREE – PROGRESS AGAINST 'OTHER' PERFORMANCE INDICATORS (Legal, Organisational Development and Human Resource Services))

Ref	Description	Actual 2007/8	Target 08/09	Quarter 2	Progress	Commentary
Service Delivery						
LOD 14	Average Time taken to issue prosecutions from receipt of instructions (working days) ^{NB}	7.3	10	8.5		Performance in presently within targeted range.
LOD 15	Average time taken to complete Conveyancing Transactions	321	350	50		The individual nature of conveyancing transactions significantly affects the length of time taken to complete each case. Performance to half year has been extremely positive but on the balance of probability the average number of days will rise by year end although efforts will be made to keep transaction times within targeted level.
LOD 16	Average time taken to complete Child Care Cases (calendar days)	222	275	282		Currently performance is slightly outside of targeted level although as referred to above individual cases can impact significantly on overall performance at year end.

APPENDIX THREE – PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Legal, Organisational Development and Human Resource Services))

Revenue Budget as at 30th September 2008




	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<u>Expenditure</u>					
Employees	3,038	1,572	1,493	79	1,493
Members Expenses	747	384	380	4	380
Premises	605	112	147	(35)	263
Supplies & Services	725	334	346	(12)	346
Training Costs	236	118	33	85	33
Civic Catering & Functions	82	41	10	31	10
Legal Expenses	92	46	141	(95)	141
Transport	55	28	31	(3)	32
Asset Charges	10	0	0	0	0
Support Services	1,304	0	0	0	0
Total Expenditure	6,894	2,635	2,581	54	2,698
<u>Income</u>					
Land Charges	-437	-218	-98	(120)	-98
Printing Recharges	-303	-152	-124	(28)	-124
SLA to Schools	-221	-111	-140	29	-76
Licence Income	-210	-105	-122	17	-122
Other Income	-34	-34	-66	32	-66
Support Service Recharges	-3,794	0	0	0	0
Total Income	-4,999	-620	-550	(70)	-486
Net Expenditure	1,895	2,015	2,031	(16)	2,212

Comments on the above figures:

In overall terms spending appears to be slightly above 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, there was a shortfall last year of over £117k and it is likely that there will a similar shortfall this year. This is partly offset by additional income from Licensing and other income.

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>	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.