

QUARTERLY MONITORING REPORT

DIRECTORATE: Corporate & Policy

SERVICE: Legal and Member Services, Organisational Development & Human Resources

PERIOD: Quarter 3 to period end 31st December 2008

1.0 INTRODUCTION

This Monitoring Report covers the Legal and Member Services and Organisational Development & Human Resources third quarter period up to period end 31st December 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

Formal job evaluation appeals are well underway and the team is functioning very effectively.

Relevant Council consents have now been given to the Mersey Gateway Project.

Work continues to be carried out on the Council's governance arrangements.

3.0 EMERGING ISSUES

Job Evaluation appeals will continue well into the next municipal year. Extensive support continues to be given to the Mersey Gateway Project in the lead up to the public inquiry, which is expected early in the next municipal year.

The Department's application for re - accreditation to the Lexcel & ISO standards will be determined in January.

Support continues to be given to Building Schools for the Future.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	7		6		0		1
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As reported previously, the majority of objectives are progressing as planned, although the job evaluation appeals will take longer due to the volume. More details are contained in Appendix 1.

5.0 SERVICE REVIEW

There are no issues regarding service review to be reported for this quarter.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	9		4		5		0
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Of the key performance indicators for the service those relating to sickness absence and BME/ Disabled staff and ill health retirements may not achieve annual target. Additional details for all key indicators are provided within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	7		3		4		0
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Four of the remaining seven indicators for the service remain slightly below target and are being reported by exception for this period. Further details for these indicators are provided in Appendix 3.






7.0 DATA QUALITY



The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sourced directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

8.0 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 service objectives

Service Plan Ref.	Objective	Key Milestone	Progress Quarter 3	Commentary
LOD 01	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		The outcome of the application for renewal of accreditation will be reported at year-end.
LOD 02	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 03	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 (Member Action Plan) meetings continue to take place as planned.
		To induct all new members – by October 2008		Induction completed on 7 th May 2008.
LOD 04	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 3	Commentary
LOD O5	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		The appeals process is being progressed although the volume of appellants will mean that the process will not be concluded until later in the calendar year.
LOD O6	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.

APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES (Legal and Member Services)

Key Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 3	Progress	Commentary
Corporate Health						
<u>LOD 2</u>	No. Of Members with Personal Development Plans (56 Total)	51	52 (92%)	52		Performance remains on target
<u>LOD 4</u> (BVPI 11)	The percentage of top 5% of earners that are: -					
	Women	46.86	45.00	44.65		Performance remains on track for annual target to be achieved.
	From black and ethnic minority communities	1.84	2.00	0.83		Current 'performance' is slightly behind target level. However as in the case with other staff related indicators small changes in numbers can result in significant variation in figures.
	With a disability	3.05	3.30	3.01		Annual target remains achievable but may be affected by staff turnover within quarter 4.
<u>LOD 5</u> (BVPI 12)	The number of working days / shifts lost due to sickness (Corporate)	12.58	11.25	10.07		Although current level of performance falls within targeted level further analysis of absence patterns is being undertaken across the organisation in order to inform actions to reduce sickness absence.

APPENDIX TWO – PROGRESS AGAINST 'KEY' PERFORMANCE INDICATORS (Legal and Member Services)


Ref	Description	Actual 2007/8	Target 08/09	Quarter 3	Progress	Commentary
Corporate Health Cont'd						
<u>LOD 6</u> (BVPI 14)	Early retirements (excluding ill-health) as a percentage of the total workforce.	0.08	0.14	0.03		Performance is on target
<u>LOD 7</u> (BVPI 15)	% Of employees retiring on grounds of ill-health as a percentage of total workforce	0.15	0.12	0.18		Each of these indicators are slightly behind annual target at Quarter 3. However relatively small changes in numbers can have a significant impact upon the position at year end.
<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	1.24		
<u>LOD 10</u> (BVPI 17a)	Minority Ethnic community staff as % of total workforce.	0.83	1.00	0.65		

APPENDIX TWO – PROGRESS AGAINST ‘KEY’ PERFORMANCE INDICATORS (Legal and Member Services)

Other Performance Indicators

Ref	Description	Actual 2007/8	Target 08/09	Quarter 3	Progress	Commentary
Corporate Health						
Fair Access						
LOD 12	Members of Public attending Council Meetings (Council, PPBs, Exec Board, Exec Board Sub, Area Forums)	686	600	381		Figures are being kept under review, but in the case of these indicators it should be remembered that levels of attendance and engagement are heavily influence by subject matter under discussion. Also it should be remembered that formal meetings are complemented by other activities to support public access and engagement.
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	66		
Service Delivery cont'd						
LOD 15	Average time taken to complete Conveyancing Transactions	321	350	345.88		The mix of caseload (leasing, buying and selling land) includes a thankfully small element of recalcitrant cases where delays are caused by arguments between Solicitors over wording of documents, loose ends from negotiations having to be tied up or adventitious factors over which the Council has no direct control. When these cases are concluded the full delay adversely affects the overall performance figures.

APPENDIX THREE – PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Legal and Member Services)

Ref	Description	Actual 2007/8	Target 08/09	Quarter 3	Progress	Commentary
LOD 16	Average time taken to complete Child Care Cases (calendar days)	222	275	282		Figure influenced by other outside services.

APPENDIX THREE – PROGRESS AGAINST ‘OTHER’ PERFORMANCE INDICATORS (Legal and Member Services)

LEGAL, ORGANISATIONAL DEVELOPMENT AND HUMAN RESOURCES

Revenue Budget as at 31st December 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	3,126	2,378	2,408	(30)	2,476
Members Expenses	747	565	576	(11)	576
Premises	676	191	201	(10)	259
Supplies & Services	685	504	504	0	685
Training Costs	236	177	105	72	143
Civic Catering & Functions	82	61	13	48	15
Legal Expenses	92	69	178	(109)	178
Transport	55	42	48	(6)	49
Asset Charges	10	0	0	0	0
Support Services	1,346	0	0	0	0
Total Expenditure	7,055	3,987	4,033	(46)	4,381
<u>Income</u>					
Land Charges	-287	-234	-234	0	-234
Printing Recharges	-303	-202	-169	(33)	-169
SLA to Schools	-221	-165	-192	27	-192
Licence Income	-210	-157	-159	2	-159
Other Income	-34	-25	-22	(3)	-22
Support Service Recharges	-3,794	0	0	0	0
Total Income	-4,849	-783	-776	(7)	-776
Net Expenditure	2,206	3,204	3,257	(53)	3,605

Comments on the above figures:

In overall terms spending appears to be slightly above budget at the end of the third quarter. With regards to expenditure Legal Expenses are higher than expected due to a number of large and complex cases requiring the need for outside consultants. This is partly offset by savings in Training and Civic Catering but it is expected there will be a slight overspend above the departmental budget by the year end.

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.