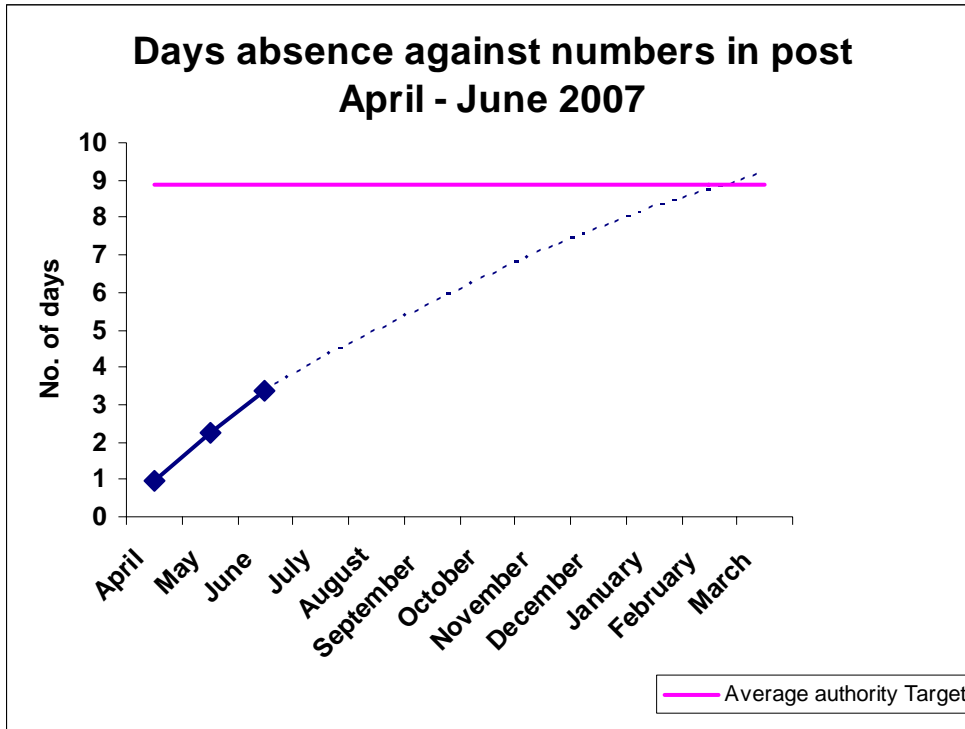


**FIRST QUARTER
PERFORMANCE MONITORING REPORT
APRIL - JUNE 2007**

1. MANAGEMENT OF RESOURCES

1.1 Sickness statistics



The chart above shows the trend of sickness absence for the authority against the average authority target of 8.9 days. The dotted line is a straight line trajectory based on current performance i.e the expected performance of the council should it continue to experience a similar number of days absence for the rest of the year. Whilst this is a useful indication, we need to be mindful that most sickness absence generally takes place during the winter months. We will look to create a seasonally adjusted set of quarterly targets to take this into account.

1.2 Performance Summary

There are 101 statutory (BVPIS) and corporate plan performance indicators (PIs) selected by the council that can which allow progress against the corporate objectives to be measured.

1.2.1 Direction of travel summary

% PIs	No of PIs	Direction of travel
51%	52	Improved
15%	15	Deteriorated
3%	3	Stayed the same (+/- 2.5%)
1%	1	Awaiting data
30%	30	Not comparable with 2005/2006
100%	101	

1.2.2 Target summary

% PIs	No of PIs	Category	Description
72%	73	Green	Within +/- 5% of the target
6%	6	Amber	Within +/- 5-10% of the target
18%	18	Red	-10% of the target
1%	1	Awaiting data	
3%	3	Target not set	
100%	101		

1.3 Financial Summary

1.3.1 Revenue budget prediction

At this point in the financial year the latest revenue budget prediction shows an overspend of £3.6m with pressures identified within Adult Social Services and Children and Young People. Actions are continuing to seek reductions in spending in order to reduce the level of overspending by the end of the financial year.

Department	Predicted variance
	Over spend / (under spend) £m
Adult Social Services	2.6
Children and Young People's	1.0
Corporate Services	0
Finance	0
Regeneration	0
Technical Services	0
Total for Service Expenditure	3.6

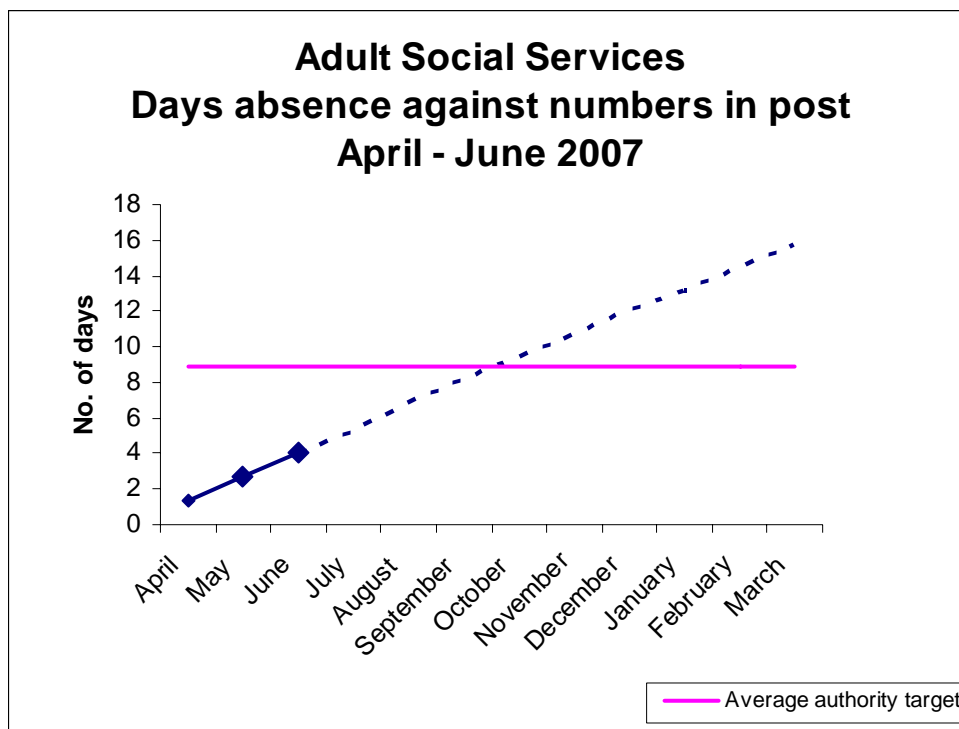
The savings targets, both service re-engineering (SRE) and non-service re-engineering, are in the process of being implemented. At the end of June there are five departments still to finalise their SRE savings for 2006/07.

1.3.2 Latest Balances prediction

The projected balances at 31 March 2008 are £5.1m which would reduce to £1.5m if the pressures already identified do result in overspends. The 2007/08 budget was set on the basis that £5.7m would be utilised. To date cabinet decisions during the year has increased the planned level of spend by £0.3m and the final monitoring report for 2006/07 showed an underspend that added £0.9m to balances. These are reflected in the current projected balances figure.

2. DEPARTMENT OF ADULT SOCIAL SERVICES

2.1 Sickness statistics



The chart above shows the trend of sickness absence within the Adult Social Services department against the average authority target of 8.9 days. The dotted line is a straight line trajectory based on current performance i.e the expected performance of the department should they continue to experience a similar number of days absence for the rest of the year. Whilst this is a useful indication, we need to be mindful that most sickness absence generally takes place during the winter months. We will look to create a seasonally adjusted set of quartile targets to take this into account.

2.2 Performance Summary

Of the 12 indicators that can be reported at the first quarter period for Adult Social Services:

2.2.1 Direction of travel summary

% PIs	Number of PIs	Direction of travel
42%	5	Improved
42%	5	Deteriorated
17%	2	Not comparable with 2005/2006
*101%	12	

*Total percentage figures may not sum to 100 due to rounding

2.2.2 Target summary

% PIs	Number of PIs	Category	Description
67%	8	Green	Within +/- 5% of the target
8%	1	Amber	Within +/- 5-10% of the target
25%	3	Red	-10% of the target
100%	12		

2.3 Performance Exceptions

Of the 12 indicators that can be reported at the first quarter period for Adult Social Services, the following 6 PIs have either deteriorated (compared with the same quarter last year) or are not on target

PI No.	Title	Reason for inclusion	Corrective action
53	Households receiving intensive home care per 1000 population aged 65 or over	Not on target and has deteriorated	Investigation underway to ensure accurate recording of the packages to capture hours correctly for PI. Improvement expected
54	Older people helped to live at home per 1000 population aged 65 or over	Not on target and has deteriorated	Impact of reviewing and robust application of eligibility criteria "Fair Access to Care Services" (FACS) has led to the reduction in some care packages and some people are no longer in receipt of services. Targets set to teams regarding use of assistive technology. Formation of central reviewing team expected to positively impact by Quarter 3
8108	% of mental health performance indicators which are on target	Deteriorated	Direction of travel indicates downwards but this is due to the change in the way the PI is being calculated. Request to expire PI to be submitted
8207	The proportion of older service users receiving an assessment or review that are from minority ethnic groups	Deteriorated	This indicator is impacted by small changes in population. No action required this quarter
8208	Ethnicity of older people receiving services following an assessment	Deteriorated	This indicator is impacted by small changes in population. No action required this quarter

PI No.	Title	Reason for inclusion	Corrective action
8224	Number of older people returning home from hospital	Not on target	1000 below target. Many efforts are being made in order to get elderly people returned home as soon as possible. However, a trade off is introduced where by in order to decrease re admissions some elderly people need to be kept in hospital for slightly longer than usual

2.4 Financial Summary

2.4.1 Revenue budget prediction

Original budget 2007/08	Projected Outturn	Projected Variance
£77.616m	£80.216m	£2.6m

2.5 Financial Exceptions

2.5.1 Revenue budget exceptions

The Adult Social Services department is currently forecasting an adverse variation of £2.6m. The main issues are:

- Overspending on care services of £2.6m

The current forecast has been provided by the Finance department and is based on a straight line projection with potential overspends in community care and utility costs. Further work is being done to refine the projection for 2007/08 examining the placement and attrition rate of people who use the department services. Managers continue to rigorously apply the fair access to care criteria and will only commit resources where there is a statutory duty to meet a clients needs.

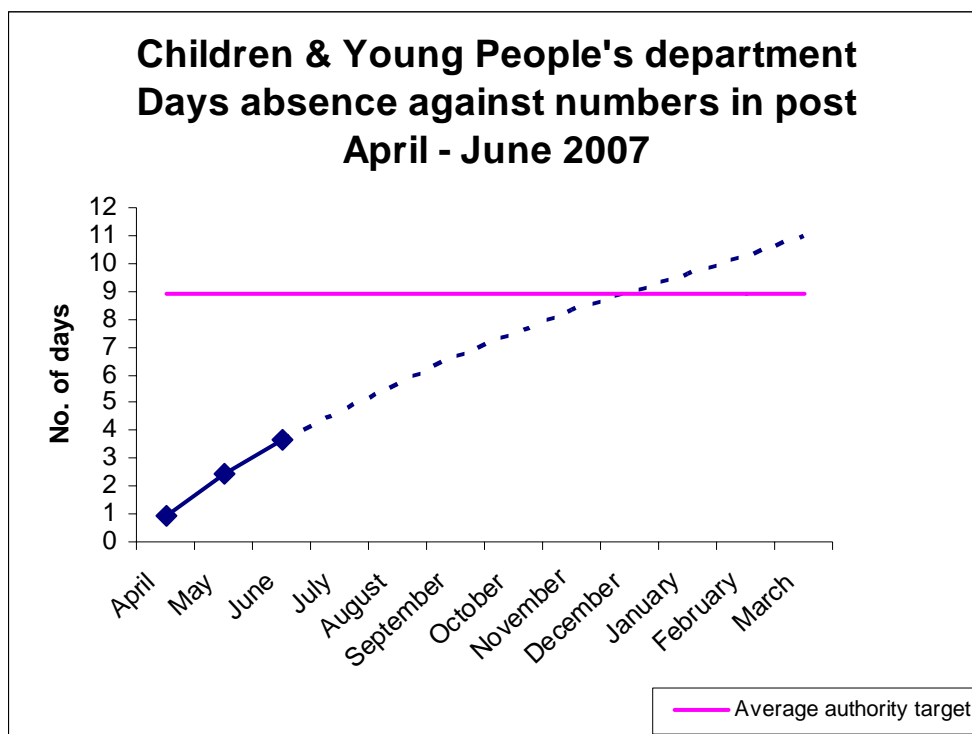
The department has identified £3.203m of non service re-engineering savings in areas such as domiciliary care, homecare services and continuing health care. A restructure of Finance and Support services has identified £0.337m of service re-engineering savings with £0.958m yet to be identified for 2007/08.

There are a number of budgets which are regarded as volatile areas of expenditure. These are highlight below:

Details	£	Comments / progress
Community Care	64.000m	Spending and income is volatile. Manages apply fair access to care policy.
Utility Costs	0.350m	Potential overspending but the department is seeking compensatory savings

3. CHILDREN AND YOUNG PEOPLE'S DEPARTMENT

3.1 Sickness statistics



The chart above shows the trend of sickness absence within the Children and Young People's department against the average authority target of 8.9 days. The dotted line is a straight line trajectory based on current performance i.e the expected performance of the department should they continue to experience a similar number of days absence for the rest of the year. Whilst this is a useful indication, we need to be mindful that most sickness absence generally takes place during the winter months. We will look to create a seasonally adjusted set of quartile targets to take this into account.

3.2 Performance Summary

Of the 15 indicators that can be reported at the first quarter period for the Children and Young People's department:

3.2.1 Direction of travel summary

% PIs	No of PIs	Direction of travel
47%	7	Improved
53%	8	Not comparable with 2005/2006
100%	15	

3.2.2 Target summary

% PIs	No of PIs	Category	Description
80%	12	Green	Within +/- 5% of the target
7%	1	Amber	Within +/- 5-10% of the target
7%	1	Red	-10% of the target
7%	1	No target set	
*101%	15		

*Total percentage figures may not sum to 100 due to rounding

3.3 Performance exceptions

Of the 15 indicators that can be reported at the first quarter period for Children & Young People's department, the following PI is not on target

PI No.	Title	Reason for inclusion	Corrective action
1256	The number of looked after children as at 31 st March who are placed more than 20 miles 'as the crow flies' from the Wirral Council boundary	Not on target	This indicator is a residual LPSA target which does not make allowance for children placed with parents outside the borough. A more realistic measure would be 'percentage of newly looked after children during the year and remaining at the year end who are placed more than twenty miles from the home address'. If this were the recording measure the number for this quarter would be two children.

3.4 Financial Summary

3.4.1 Revenue budget prediction

Original budget 2007/08	Projected Outturn	Projected Variance
£59.244m	£60.244m	£1m

3.5 Financial Exceptions

3.5.1 Revenue budget exceptions

The Children and Young People's department is currently forecasting an adverse variation of £1m. The main issues are:

- Additional costs of looked after children
- Increased school transport costs following re-tendering
- Achievement of SRE savings

The current forecast is that the department will overspend by £1m. This is caused by spending being greater than anticipated on looked after children and school transport. The predicted underachievement of the SRE saving target also contributes to the initial outturn indication. However action is being taken to reduce costs and identify compensatory savings.

The department is currently implementing the following policy options:

Details	£	Comments / progress
LEA Initiatives	0.030m	Partnership with Liverpool Philharmonic
Children's Homes and Foster Care	0.010m	This is to personalise rooms and recognise achievements

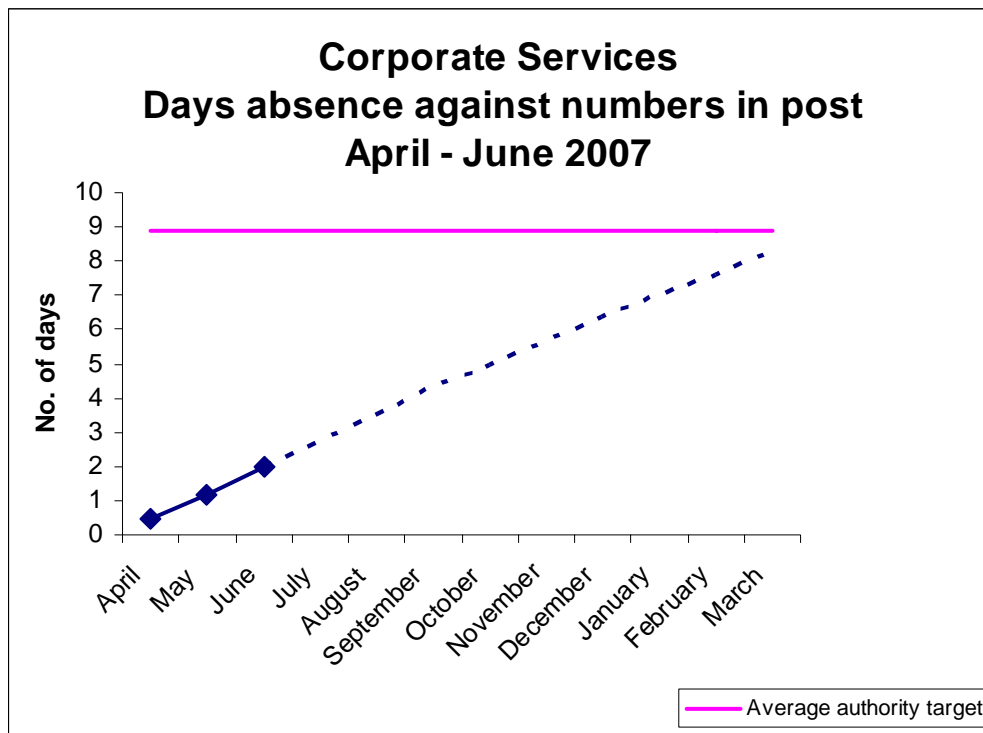
The department has identified £0.940m of non service re-engineering savings in areas such as education welfare, psychologists and transport. The use of grant funding has secured £0.700m of service re-engineering savings with £0.481m yet to be identified for 2007/08.

There are number of budgets which are regarded as volatile areas of expenditure. These are highlighted below:

Details	£	Comments / progress
Council and independent children's homes, foster care budgets and lodging allowances	tbc	The budgets are based on achieving reductions in the number of looked after children. These are volatile areas and indications are that additional costs are being incurred.
Special Education Needs Budget	tbc	These schools block budgets are consistently under pressure.
Home to School Transport	tbc	Cost pressures associated with the new contracts have yet to be resolved
Schools Meals Service	tbc	

4. CORPORATE SERVICES DEPARTMENT

4.1 Sickness statistics



The chart above shows the trend of sickness absence within the Corporate Services department against the average authority target of 8.9 days. The dotted line is a straight line trajectory based on current performance i.e the expected performance of the department should they continue to experience a similar number of days absence for the rest of the year. Whilst this is a useful indication, we need to be mindful that most sickness absence generally takes place during the winter months. We will look to create a seasonally adjusted set of quartile targets to take this into account.

4.2 Performance Summary

Of the 20 indicators that can be reported at the first quarter period for the Corporate Services department:

4.2.1 Direction of travel summary

% PIs	No of PIs	Direction of travel
65%	13	Improved
25%	5	Deteriorated
5%	1	Stayed the same (+/- 2.5%)
5%	1	Not comparable with 2005/06
100%	20	

4.2.2 Target summary

% PIs	No of PIs	Category	Description
60%	12	Green	Within +/- 5% of the target
5%	1	Amber	Within +/- 5-10% of the target
30%	6	Red	-10% of the target
5%	1	Target not set	
100%	20		

4.3 Performance Exceptions

Of the 21 indicators that can be reported at the first quarter period for Corporate Services, the following 8 PIs have either deteriorated (compared with the same quarter last year) or are not on target

PI No.	Title	Reason for inclusion	Corrective action
6203	Average spend of visitors to the borough	Not on target and has deteriorated	The majority of events take place during the summer months when the shortfall is expected to be made up
6204	Amount of land developed for businesses in acres	Not on target and has deteriorated	Shortfall reflecting the low number of property development projects commenced in past six months
6205	Amount of floor space provided to businesses in sq. ft.	Not on target and has deteriorated	Shortfall, but not considered significant given that there are three large projects about to complete
6209	Number of business support enquiries received	Not on target	This reflects a general slow down across the whole region for enquiries. Wirral's slow down is in fact not as great as that in some other areas. This is a concern to all inward investment, property agents and business support agencies at present as it may reflect worsening economic conditions.
6210	Number of business expansions achieved	Not on target	Shortfall is not considered significant as there are a number of projects nearing completion that will come into the second quarter figures.

PI No.	Title	Reason for inclusion	Corrective action
6211	Local business projects completed including new starts	Not on target and has deteriorated	Shortfall is not considered significant as there are numbers of projects nearing completion that will come into the second quarter figures.
11b	% of top 5% of earners from black and minority ethnic communities	Deteriorated	Performance has deteriorated as a result of a number of managers from BME backgrounds having left the Council's employ. Our performance under this PI can only be improved in the longer term through positive action initiatives. This has already commenced through the inclusion of 2 employees from BME backgrounds in the Leadership Development Programme. The skills and abilities developed through this programme should better enable employees to compete for senior posts in the Council as they arise. Other positive action initiatives will be explored

4.4 Financial Summary

4.4.1 Revenue budget prediction

Original budget 2007/08	Projected Outturn	Projected Variance
£6.131m	£6.131m	£0m

4.5 Financial Exceptions

4.5.1 Revenue budget exceptions

The Corporate Services department is currently not forecasting a budget variation for 2007/08.

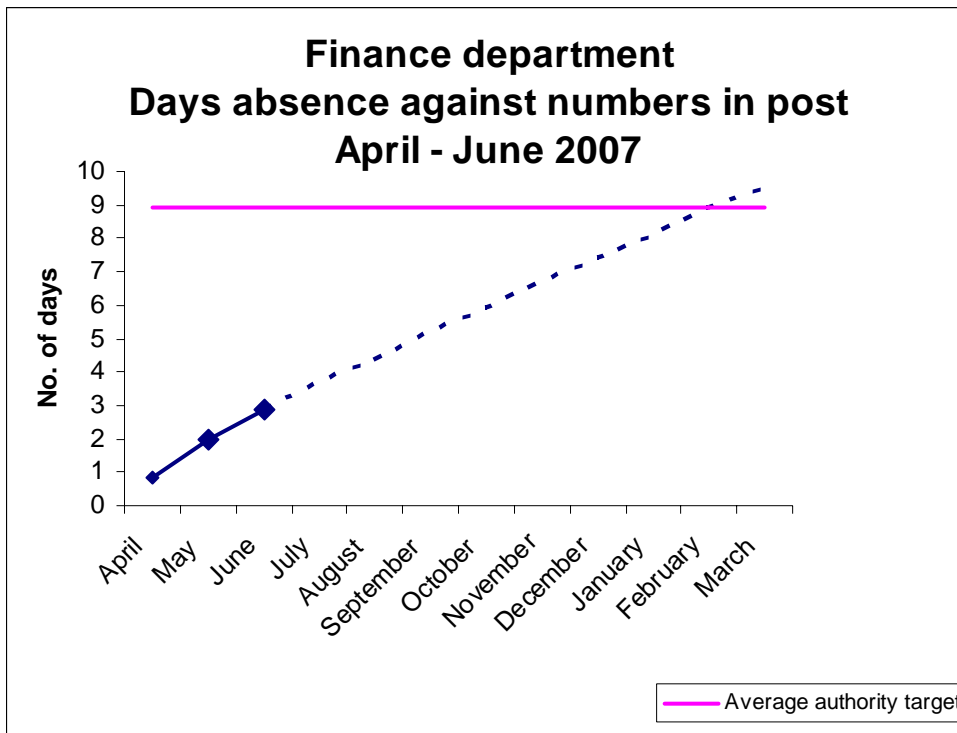
The department has identified £0.222m of non-service re-engineering savings in areas such as its voluntary sector budget, schedule of rates and the closure of a tourist information centre. It is currently implementing a policy option (£0.025m in 2007/08) to improve e-recruitment. SRE plans to achieve £0.353m of savings have yet to be implemented.

There are number of budgets which are regarded as volatile areas of expenditure. These are highlight below:

Details	£	Comments / progress
Asset Management	tbc	The disposal of land is traditionally a volatile area and remains closely monitored.
Coroners Service	tbc	The budget has been identified as likely to overspend and efforts are being made to contain this within the Corporate Services budget.

5. FINANCE DEPARTMENT

5.1 Sickness statistics



The chart above shows the trend of sickness absence within the Finance department against the average authority target of 8.9 days. The dotted line is a straight line trajectory based on current performance i.e the expected performance of the department should they continue to experience a similar number of days absence for the rest of the year. Whilst this is a useful indication, we need to be mindful that most sickness absence generally takes place during the winter months. We will look to create a seasonally adjusted set of quartile targets to take this into account.

5.2 Performance summary

Of the 13 indicators that can be reported at the first quarter period for the Finance department:

5.2.1 Direction of travel summary

% PIs	No of PIs	Direction of travel
62%	8	Improved
23%	3	Deteriorated
8%	1	Stayed the same (+/- 2.5%)
8%	1	Not comparable with 2005/06
*101%	13	

*Total percentage figures may not sum to 100 due to rounding

5.2.2 Target summary

% PIs	No of PIs	Category	Description
85%	11	Green	Within +/- 5% of the target
15%	2	Red	-10% of the target
100%	13		

5.3 Performance exceptions

Of the 13 indicators that can be reported at the first quarter period for Finance, the following 4 PIs have either deteriorated (compared with the same quarter last year) or are not on target

PI No.	Title	Reason for inclusion	Corrective action
8	% of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority	Not on target	Analysis of departmental payments is regularly undertaken to measure service departments performance against central performance with advice and intervention given to enhance performance. New structure now approved, once established procedures will be in place to complete full centralisation of payments which will improve overall performance.
78b	Speed of processing: Average time for processing notifications of changes of circumstance.	Deteriorated	Increased checking that changes are correctly recorded and further analysis of changes to identify reasons for delays and aid speed of processing
79b(iii)	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	Deteriorated	Resources have been diverted from the negative function of write-offs to positively engaging with debtors to facilitate and ensure recovery of income due to the Council

PI No.	Title	Reason for inclusion	Corrective action
2010b	% of people waited under 15 minutes to be seen by an advisor	Not on target and deteriorated	A number of additional services are now available to access through the One Stop Shops. Whilst this is taking time for staff to respond to various queries a "triage" service is being developed so that enquiries can be directed to the relevant service and dealt with more timely and appropriately

5.4 Financial Summary

5.4.1 Revenue budget prediction

Original budget 2007/08	Projected Outturn	Projected Variance
£44.834m	£44.834m	£0m

5.5 Financial Exceptions

5.5.1 Revenue budget exceptions

The Finance department is currently not forecasting a budget variation for 2007/08.

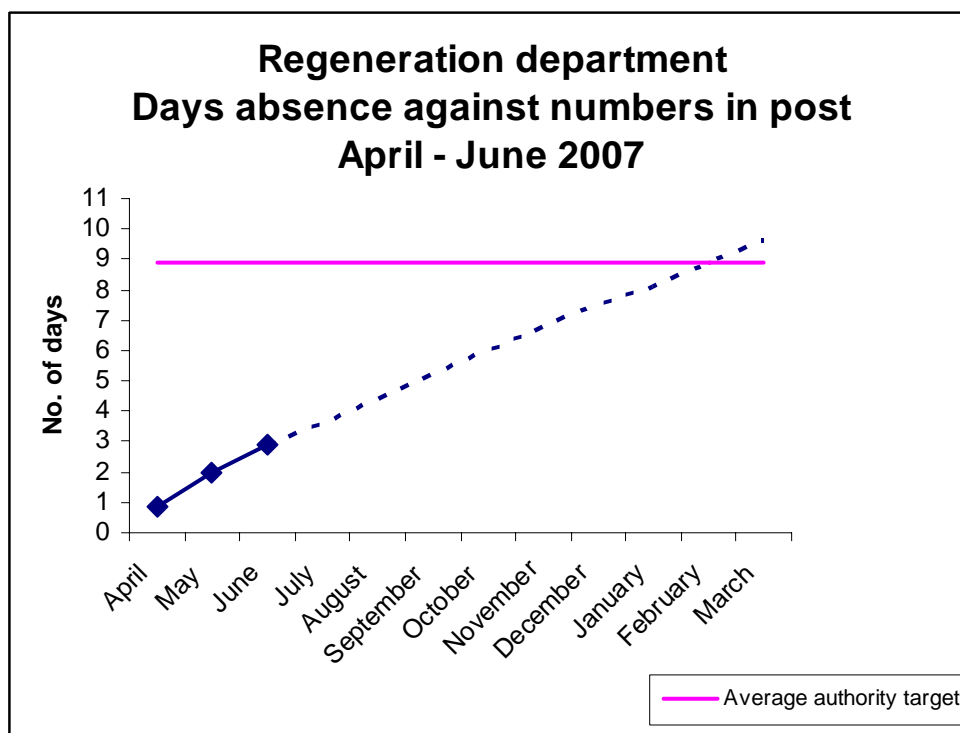
The department has identified £0.099m of non-service re-engineering savings in development of call centres and car allowances. It is currently implementing a policy option (£0.220m in 2007/08) to give a council tax discount to pensioners over 75 year of age. SRE plans to achieve £0.728m of savings in areas such as benefits and council tax as well as IT are currently being implemented.

There are number of budgets which are regarded as volatile areas of expenditure. These are highlight below:

Details	£	Comments / progress
Housing and Council Tax Benefit	120m	The budget is being closely monitored because it is subject to a number of performance and control measures.

6. REGENERATION DEPARTMENT

6.1 Sickness statistics



The chart above shows the trend of sickness absence within the Regeneration department against the average authority target of 8.9 days. The dotted line is a straight line trajectory based on current performance i.e the expected performance of the department should they continue to experience a similar number of days absence for the rest of the year. Whilst this is a useful indication, we need to be mindful that most sickness absence generally takes place during the winter months. We will look to create a seasonally adjusted set of quartile targets to take this into account.

6.2 Performance summary

Of the 18 indicators that can be reported at the first quarter period for the Regeneration department:

6.2.1 Direction of travel summary

% PIs	No of PIs	Direction of travel
67%	12	Improved
11%	2	Deteriorated
6%	1	Stayed the same (+/- 2.5%)
17%	3	Not comparable with 2005/06
101%	18	

*Total percentage figures may not sum to 100 due to rounding

6.2.2 Target summary

% PIs	No of PIs	Category	Description
72%	13	Green	Within +/- 5% of the target
28%	5	Red	-10% of the target
100%	18		

6.3 Performance exceptions

Of the 18 indicators that can be reported at the first quarter period for Regeneration, the following 5 PIs have either deteriorated (compared with the same quarter last year) or are not on target

PI No.	Title	Reason for inclusion	Corrective action
174	The number of racial incidents recorded by the authority and subsequently recorded per 100,000 population	Not on target and has deteriorated	Children and Young People's department usually input reported incidents after their internal meeting. No meeting was held in June so reported June figures will be input into IAMF database in July
213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	Not on target and has deteriorated	The number of cases prevented from being homeless is an estimate of cases as cases have not been finalised or closed due to lack of staffing resources. We hope to have this resolved and get on target by the end of the period
4048	Measure of effectiveness and efficiency in relation to special housing needs and homeless people: percentage of supported people funded services reviewed in the financial year	Not on target	A timetable of reviews is in place and has been agreed with providers. The target of 20% will be achieved within the 12 month timeframe. The small slippage is a result of a planned change in priorities and the shortfall will be recouped during the remaining 8 months.
4057	Number of reported crime in parks	Not on target	Seasonal trend, usually rise in the summer and decrease towards the year end

PI No.	Title	Reason for inclusion	Corrective action
4136	The number of books and other items issued by the Council's libraries per head of population	Not on target	All libraries have been set own individual issue targets. These have been set on their community profiles. All libraries to be visited in August 07 to discuss the targets and compare 1st quarter performance against the targets.

6.4 Financial Summary

6.4.1 Revenue budget prediction

Original budget 2007/08	Projected Outturn	Projected Variance
£32.778m	£32.778m	£0m

6.5 Financial Exceptions

6.5.1 Revenue budget exceptions

The Regeneration department is currently not forecasting a budget variation for 2007/08.

The department has identified £0.544m of non service re-engineering savings by the deletion of vacant posts, the grant funding of staffing and the resolution of a contractor dispute. The department is currently implementing the following policy options:

Details	£
Free swimming for younger people and pensioners	0.180m
Youth sports night programme	0.050m
Dog fouling enforcement	0.020m
Smoke Free campaign	0.180m
Cultural Services development plan	0.100m
Improving security in parks and cemeteries	0.050m

The Executive Board on the 26 April agreed an additional budget allocation of £0.236m to fund increased costs and the loss of income incurred caused by the works to the Floral Pavilion.

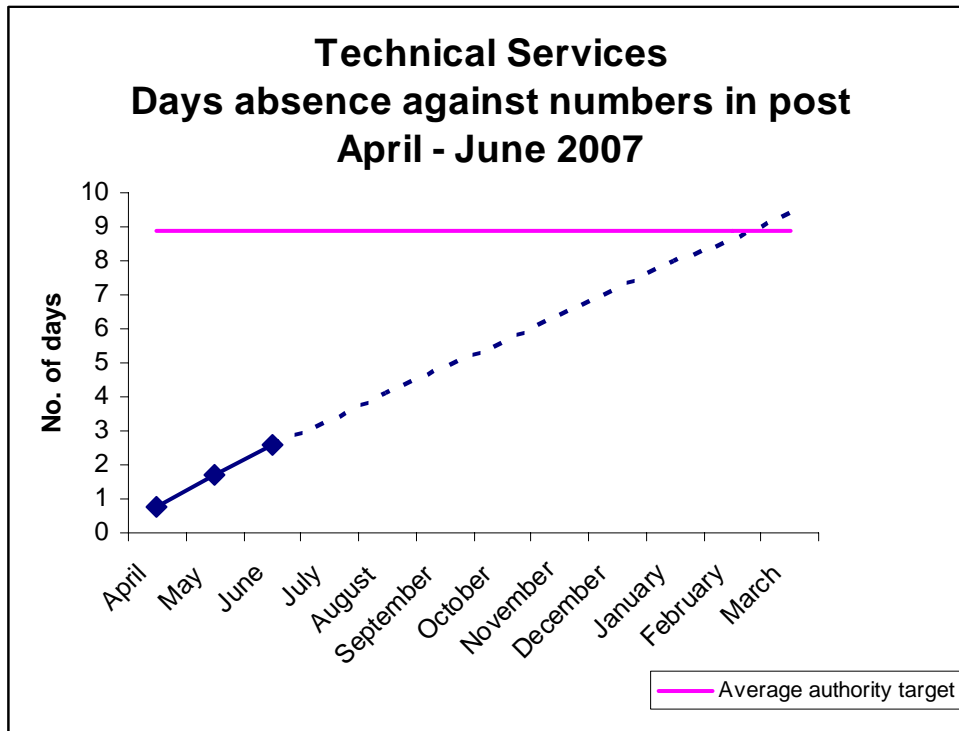
SRE plans to achieve £0.373m of savings in areas such as maximising the use of grant funding and additional income have been identified. Further service re-engineering savings of £0.680m have to be identified.

There are number of budgets which are regarded as volatile areas of expenditure. These are highlight below:

Details	£	Comments / progress
Repairs and Maintenance	1.107m	The budget is being closely monitored because it is subject to a number of performance and control measures.
Energy Costs	1.457m	Energy efficiency scheme should start to have an impact during the year to help minimise costs.
Cultural Services Income	8.317m	All income will be closely monitored during the year to highlight any problem areas.

7. TECHNICAL SERVICES DEPARTMENT

7.1 Sickness statistics



The chart above shows the trend of sickness absence within the Technical Services department against the average authority target of 8.9 days. The dotted line is a straight line trajectory based on current performance i.e the expected performance of the department should they continue to experience a similar number of days absence for the rest of the year. Whilst this is a useful indication, we need to be mindful that most sickness absence generally takes place during the winter months. We will look to create a seasonally adjusted set of quartile targets to take this into account.

7.2 Performance summary

Of the 23 indicators that can be reported at the first quarter period for the Technical Services department:

7.2.1 Direction of travel summary

% PIs	No of PIs	Direction of travel
30%	7	Improved
4%	1	Awaiting data
65%	15	Not comparable with 2005/06
*99%	23	

*Total percentage figures may not sum to 100 due to rounding

7.2.2 Target summary

% PIs	No of PIs	Category	Description
74%	17	Green	Within +/- 5% of the target
13%	3	Amber	Within +/- 5-10% of the target
4%	1	Red	-10% of the target
4%	1	Awaiting data	
4%	1	Target not set	
*99%	23		

*Total percentage figures may not sum to 100 due to rounding

7.3 Performance exceptions

Of the 23 indicators that can be reported at the first quarter period for Technical Services, the following 2 PIs are either not on target or are awaiting data

PI No.	Title	Reason for inclusion	Corrective action
3001	Damage to roads and pavements made safe within 24 hours	Not on target	Investigation underway to check results to date and confirm that system is being followed and data entered correctly
3008	The average time taken in days to remove fly tips	Awaiting data	Fly-tipping returns are being queried following information from DEFRA

7.4 Financial Summary

7.4.1 Revenue budget prediction

Original budget 2007/08	Projected Outturn	Projected Variance
£33.803m	£33.803m	£0m

7.5 Financial Exceptions

7.5.1 Revenue budget exceptions

The Technical Services department is currently not forecasting a budget variation for 2007/08.

The department has identified £0.807m of non-service re-engineering savings efficiencies in how the waste contract operates, energy efficiencies and a number of other changes. SRE plans to achieve £0.283m of savings in areas such vacancy control and supplies and services have been identified. Further service re-engineering savings of £0.252m have to be identified.

There are number of budgets which are regarded as volatile areas of expenditure. These are highlight below:

Details	£000	Comments / progress
Share of the sale of recyclates	572	Discussions with the Waste Disposal authority to resolve the situation are ongoing