

YEAR END PERFORMANCE MONITORING REPORT

1. Executive Summary

- 1.1 The purpose of this report is to inform members of the year end performance of the Corporate Policy, Human Resources, Legal Services and Transformational Change divisions within Corporate Services.

2. Background

- 2.1 On 6th April 2006, Executive Board agreed the timing and content of the financial and performance monitoring reports to be submitted to the cabinet and overview & scrutiny committees during 2006/07. This report was identified as a key part of that monitoring as it will form the foundation for departmental plans and highlight to members any major resource requirements.

3. Performance Summary

There are 29 statutory (BVPI) and corporate plan performance indicators (PIs), selected by the council which allow progress against the corporate objectives to be measured, for Corporate Policy, Human Resources, Legal Services & Transformational Change divisions within Corporate Services.

3.1 Direction of travel summary

% PIs	No of PIs	Direction of travel
52%	15	Improved
28%	8	Deteriorated
17%	5	Stayed the same (+/- 2.5%)
3%	1	Not comparable with 2005/2006
100%	29	

3.2 Target summary

% PIs	No of PIs	Category	Description
45%	13	Green	Within +/- 5% of the target
14%	4	Amber	Within +/- 5-10% of the target
24%	7	Red	-10% of the target
17%	5	Target not set	
100%	29		

4. Financial and Staffing implications

4.1 Any financial or staffing implications arising directly from this report will be contained in the relevant sections of the report.

5. Equal Opportunities implications

5.1 Equal opportunities is an important consideration in the way that we deliver all of our services.

6. Human Rights

6.1 There are no human rights implications arising directly from this report.

7. Local Agenda 21

7.1 There are no LA21 issues arising directly from this report.

8. Local Member Support Implications

8.1 There are no local member support implications arising directly from this report.

9. Background Papers

9.1 The following background papers were used in the preparation of this report:

Cabinet 20th February 2006 – Departmental Plans 2006/07 – 2008/09

10. Planning implications

10.1 There are no planning implications arising directly from this report

11. Community Safety Implications

11.1 There are no community safety implications arising directly from this report.

12. Recommendations

12.1 That Members note the year end performance for Corporate Policy, Human Resources, Legal Services and Transformational Change divisions in Corporate Services.

J. WILKIE

Deputy Chief Executive/Director of Corporate Services



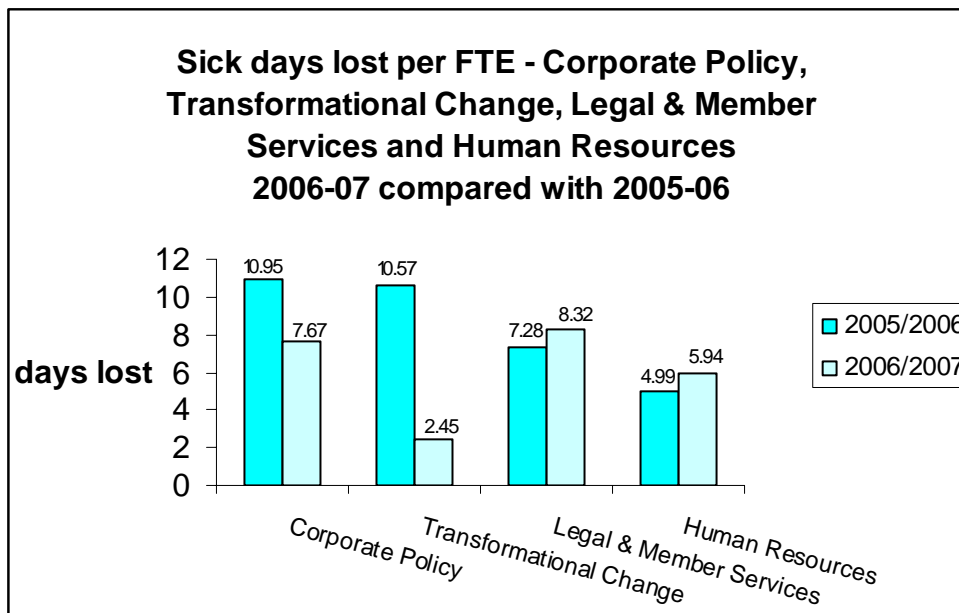
CORPORATE SERVICES DEPARTMENT

Corporate Policy - Russ Glennon
Human Resources - Paul Bradshaw
Legal Services - Mark Reaney
Transformational Change - Jacqui Roberts

YEAR END PERFORMANCE MONITORING REPORT 2006/2007

1. MANAGEMENT OF RESOURCES

1.1 Sickness statistics -



There has been a 30% improvement in the sickness figures for the Corporate Policy division, and a 76.83% improvement for the Transformational Change division. For the Legal & Member Services division there has been a 14.28% deterioration and a 19% deterioration for the Human Resources Division. The target of 9.4 or below has been met by all divisions

2. PERFORMANCE SUMMARY

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2.3 Performance Exceptions

Of the 29 performance indicators that can be reported at the year end, the following 9 are below target or have deteriorated:-

Corporate Policy - Russ Glennon

PI No.	Title	Reason for exception	Corrective action
6221a	Percentage of people who are actively involved in helping the local community	Deteriorated	This PI and 6221c form part of the wider work that is taking place with the merging of the five CVS's and the incorporation of the Network function. A new delivery plan for the Network and a review of the monitoring procedures will help to ensure that data collected in the future will be robust.
6221c	Percentage of people helping the local community who are actively involved less than once per week, but more than once per month	Deteriorated	A community engagement strategy is being developed with our partners on the LSP. This will help us to engage with voluntary and community groups at a strategic level, which in turn will ensure that we are maximising volunteering opportunities for local people.

Human Resources - Paul Bradshaw

PI No.	Title	Reason for exception	Corrective action
11b	The % of top 5% of earners from black and minority ethnic communities	Deteriorated and not on target	Out turn reduced considerably by the retirement of employees in the last quarter
BVPI 15	The % of employees retiring on grounds of ill health as a % of the total workforce	Deteriorated and not on target	Higher than expected. We will continue to monitor over the coming months with a new Occupational Health provider in place
LOCAL 6213b	After completing the recruitment process the % of internally advertised posts filled as a % of those advertised	Deteriorated and not on target	Target not met. This PI will no longer be in use after the 1 st April 2007 as posts will no longer be advertised internally only
LOCAL 6213d	Number of ECDL modules passed by employees	Deteriorated and not on target	As indicated throughout the year, problems with absence has meant that the target was always going to be difficult. Targets have been based on the changed staffing levels
6213e	Number of level 1 BCS passes	Not on target	Below target due to staff absences. Target for future years have been set according to current staffing levels

PI No.	Title	Reason for exception	Corrective action
6213g	Number of People acting up	Not on target	This has been mainly due to the number of major restructuring that have taken place over the past 12 months. It is anticipated that by the end of the 2007/2008 that this figure will fall considerably.

Legal & Members Services- Mark Reaney

PI No.	Title	Reason for exception	Corrective action
6200	The % turnout for local elections	Not on target	Falling turnout at local elections follows national trend. We intend to make bid for funding from Department of Constitutional affairs for grant to enable advertising on a Merseyside regional basis, to include radio, press and ad-vans and written communication with every property in Wirral. This will be aimed at increasing voter registration and encouraging improved participation in elections.

2.4 Full list of performance indicators reported at year end (29)

Corporate Policy - Russ Glennon


PI Number	Title	2005/2006 Actual	2006/2007 Actual	2006/2007 Target	On Target	Direction of Travel	Comments / Corrective Action
2a	The level of the Equality Standard for Local Government to which the authority conforms.	1	2	2	Green	↑	After a recent self validation exercise the authority is now at level 2 of the equality standard for local government, however the organisation accepts there are weaknesses at level 2. It will take 12-18 months to address these weaknesses and therefore the targets have been revised.
2b	The duty to promote race equality	63 %	68.42 %	68 %	Green	↑	
16b	The % of economically active disabled people in the authority area	19.09 %	19.09 %	19.09 %	Green	↔	
17b	The % of the economically active minority ethnic community population in the authority area	1.71 %	1.71 %	1.71 %	Green	↔	
156	The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	59.09 %	63.7 %	62 %	Green	↑	
6218	No. of area action plans developed by area forums	11	11	11	Green	↔	
6221a	Percentage of people who are actively involved in helping the local community	28.3 %	25.4 %	28 %	Amber	↓	This PI and 6221c form part of the wider work that is taking place with the merging of the five CVS's and the incorporation of the Network function. A new delivery plan for the Network and a review of the monitoring procedures will help to

PI Number	Title	2005/2006 Actual	2006/2007 Actual	2006/2007 Target	On Target	Direction of Travel	Comments / Corrective Action
							ensure that data collected in the future will be robust.
6221b	Percentage of people helping the local community who are actively involved at least once per week	59.1 %	62.8 %		N/A	↑	
6221c	Percentage of people helping the local community who are actively involved less than once per week, but more than once per month	24.7 %	19.9 %		N/A	↓	A community engagement strategy is being developed with our partners on the LSP. This will help us to engage with voluntary and community groups at a strategic level, which in turn will ensure that we are maximising volunteering opportunities for local people.
6221d	Percentage of people helping the local community who are actively involved less than once per month and within the last year	16.2 %	17.2 %		N/A	↑	
6221e	Percentage of people helping the local community who are actively involved for up to three and a half hours per week	60.6 %	60.3 %		N/A	↔	
6221f	Percentage of people helping the local community who are actively involved for more than three and a half hours per week	39.4 %	39.6 %		N/A	↔	

Human Resources - Paul Bradshaw

PI Number	Title	2005/2006 Actual	2006/2007 Actual	2006/2007 Target	On Target	Direction of Travel	Comments / Corrective Action
11a	The % of top 5% of earners that are women	42.12 %	44.97 %	43 %	Green	↑	Above target for year. Targets for future years rest.
11b	The % of top 5% of earners from black and minority ethnic communities	2.23 %	0.43 %	1.71 %	Red	↓	Out turn reduced considerably by the retirement of employees in the last quarter
11c	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	5.05 %	5.56 %	5.3 %	Green	↑	Although target exceeded, this is based on only 90 people out of 298 making a declaration. Work will take place throughout 2007/08 to get data from those employees who have not as yet given their details.
12	The number of working days/shifts lost due to sickness absence	9.86	8.98	9.4	Green	↑	
14	The % of employees retiring early (excluding ill-health retirements) as a % of the total work force.	1.31 %	0.86 %	1.2 %	Green	↑	Below target for the year
15	The % of employees retiring on grounds of ill health as a % of the total workforce.	0.27 %	0.32 %	0.26 %	Red	↓	Higher than expected. We will continue to monitor over the coming months with a new Occupational Health provider in place.
16a	The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition .	2.73 %	2.83 %	2.86 %	Green	↑	
17a	The % of local authority employees from minority ethnic communities	0.99 %	1.09 %	1.04 %	Green	↑	Actual slightly above target.
6213a	After completing the recruitment process the % of externally advertised posts filled as a % of those advertised	77.2 %	80.01 %	78.7 %	Green	↑	

PI Number	Title	2005/2006 Actual	2006/2007 Actual	2006/2007 Target	On Target	Direction of Travel	Comments / Corrective Action
6213b	After completing the recruitment process the % of internally advertised posts filled as a % of those advertised	81.8 %	73.9 %	83.4 %	Red	↓	Target not met. This PI will no longer be in use after the 1 April 2007 as posts will no longer be advertised internally only.
6213c	% of voluntary leavers	5.18 %	8.2 %	5.5 %	Amber	↑	Year end figure higher than expected. If the figure continues to rise it could be predicting an underlying retention problem. The figure will be monitored next year to ascertain whether we have a continuing upwards trend.
6213d	Number of ECDL modules passed by employees	770	360	800	Red	↓	As indicated throughout the year, problems with absence has meant that the target was always going to be difficult. Targets have been based on the changed staffing levels
6213e	Number of level 1 BCS passes	97	70	125	Red	↓	Below target due to staff absences. Target for future years have been set according to current staffing levels
6213f	Number of people receiving honoraria payments	174	169	156	Amber	↑	Figure is lower than last year but has not fallen as expected. It was anticipated that The Job Evaluation process would have been implemented reducing the need for these payments
6213g	Number of People acting up	123	162	110	Red	↓	This has been mainly due to the number of major restructuring that have taken place over the past 12 months. It is anticipated that by the end of the 2007/2008 that this figure will fall considerably.

PI Number	Title	2005/2006 Actual	2006/2007 Actual	2006/2007 Target	On Target	Direction of Travel	Comments / Corrective Action
6213h	Number of employees aged 65 and over working within the Authority	117	201	128	Amber		

Legal & Members Services- Mark Reaney

PI Number	Title	2005/2006 Actual	2006/2007 Actual	2006/2007 Target	On Target	Direction of Travel	Comments / Corrective Action
6200	The % turnout for local elections		35.22 %	50 %	Red	N/A	Falling turnout at local elections follows national trend. We intend to make bid for funding from Department of Constitutional affairs for grant to enable advertising on a Merseyside regional basis, to include radio, press and ad-vans and written communication with every property in Wirral. This will be aimed at increasing voter registration and encouraging improved participation in elections.