

FIRST QUARTER PERFORMANCE MONITORING REPORT - APRIL - JUNE 2007-2008

1.1 The purpose of this report is to provide members with an overview of performance, at the first quarter, of those indicators that are reported for the Strategic Development section of the Corporate Services department. This report also includes summary financial information. Further detailed information is contained within the financial monitoring report for the same period, which will be reported in September 2007

1.2 A summary of performance is contained within appendix A.

2. Background

2.1 On 24th May 2007, Cabinet agreed the timing and process of financial and performance monitoring reports to be submitted to cabinet and overview & scrutiny committees during 2007/08.

3. Report Structure

3.1 The purpose of the report is to provide members with an overview of performance and draws particular attention to areas of over/under performance, by exception.

3.2 The structure of the report at appendix A is:

- a. Management of resources – analysis of days lost due to sickness during the period 1st April to 30th June for quarter 1 (local PI)
- b. Performance exceptions– analysis of those indicators which are not on target, have deteriorated or are over-performing.
- c. Summary financial information

4. Financial implications

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

5. Staffing implications

5.1 There are no staffing implications arising directly from this report.

6. Equal opportunities implications

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

7. Community safety implications

7.1 There are no community safety implications arising directly from this report

8. Local agenda 21

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

9. Planning implications

9.1 There are no planning implications arising directly from this report

10. Anti-poverty implications

10.1 There are no anti-poverty implications arising directly from this report

11. Social inclusion implications

11.1 There are no social inclusion implications arising directly from this report

12. Local member support implications

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

13. Background papers

13.1 The following background papers were used in the preparation of this report:
Cabinet 24th May 2007 – Financial and Performance Planning and Monitoring 2006-07

14. Recommendations

14.1 That members note the performance at the first quarter

J. WILKIE

Deputy Chief Executive/Director of Corporate Services



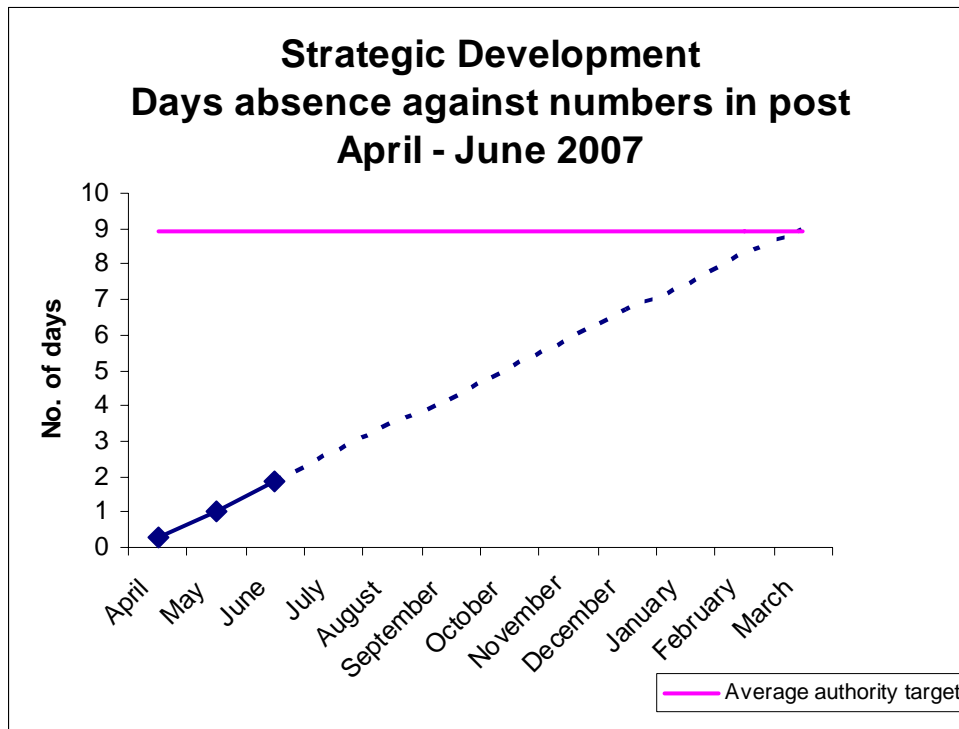
**CORPORATE SERVICES
DEPARTMENT**

Strategic Development - Kevin Adderley

**FIRST QUARTER
PERFORMANCE MONITORING REPORT
APRIL - JUNE 2007/2008**

1. MANAGEMENT OF RESOURCES

1.1 Sickness statistics



The chart above shows the trend of sickness absence within the Strategic Development section of 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 section 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 quarterly targets to take this into account

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2. PERFORMANCE

2.1 Performance Summary

The tables below show the direction of travel and target summaries for the 13 indicators that can be reported at the first quarter for the Strategic Development section of Corporate Services (see 4. for full list),

2.1.1 Direction of travel summary

% PIs	No of PIs	Direction of travel
23%	3	Improved
38%	5	Deteriorated
8%	1	Stayed the same (+/- 2.5%)
31%	4	Awaiting data
100%	13	

2.1.2 Target summary

% PIs	No of PIs	Category	Description
15%	2	Green	Within +/- 5% of the target
46%	6	Red	-10% of the target
31%	4	Awaiting data	
8%	1	Target not set	
100%	13		

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2.2 Performance Exceptions

Of the 13 indicators that can be reported at the first quarter for the Strategic Development section of the Corporate Services department, the following 11 PIs have either deteriorated, are not on target or are awaiting data:-

PI No.	Title	Reason for inclusion	Corrective action
6012	The proportion of people of working age in employment	Awaiting data (Awaiting city employment strategy guidance)	
6013a	Unemployment: Proportion of the working population who are unemployed	Awaiting data (Awaiting city employment strategy guidance)	
6013b	Percentage of unemployed people claiming benefit who have been out of work for more than one year	Deteriorated	Action will be taken through the WEDS partnership. A report will be tabled and corrective action undertaken. It's been acknowledged that to achieve the target set in the Full Employment Strategy, the JSA issue will need to be tackled. This will be taken forward by partners led by Jobcentreplus.
6204	Amount of land developed for businesses in acres	Deteriorated and not on target	Low number of property development projects commenced in past six months. Introduce new account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services. Increase general enquiry follow up activity
6205	Amount of floor space provided to businesses in sq. ft.	Deteriorated and not on target	Shortfall but not considered significant given that there are three large projects about to complete. Introduce new account management services for

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PI No.	Title	Reason for inclusion	Corrective action
			<p>companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services. Increase general enquiry follow up activity</p>
6208	<p>Number of support packages provided to small and medium sized enterprises</p>	<p>Deteriorated and not on target</p>	<p>No longer relevant as a target as the local Wirral Waterfront grant has been discontinued. Introduce new account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services. Increase general enquiry follow up activity</p>
6209	<p>Number of business support enquiries received</p>	<p>Not on target</p>	<p>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. Introduce new account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services.</p>

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PI No.	Title	Reason for inclusion	Corrective action
			Increase general enquiry follow up activity
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. Introduce new account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services. Increase general enquiry follow up activity
6211	Local business projects completed including new starts	Deteriorated and not on target	Shortfall is not considered significant as there are numbers of projects nearing completion that will come into the second quarter figures. Introduce new account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services. Increase general enquiry follow up activity
6235	Percentage difference between the worklessness rates of the Wirral districts in receipt of NRF and the overall rate for England	Awaiting data (Latest data from DWP expected November 2006)	
6236	Percentage of working age population qualified to NVQ level 2 or above	Awaiting LSC Data	

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3. Financial summary

3.1 Revenue budget prediction

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

3.2 Financial Exceptions

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


Details	£	Comments / progress
Asset Management	N/A	The disposal of land is traditionally a volatile area and remains closely monitored.
Coroners Service	Budget £271,500	The budget has been identified as likely to overspend and efforts are being made to contain this within the Corporate Services budget. This is as a result of an increase in the number of post mortems being carried out which is beyond the Council's control

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4. 13 performance indicators can be reported at the first quarter period for the Strategic Development section of Corporate Services

PI Number	Title	2007/2008 Target	Quarter 1 Performance 2006/2007	Quarter 1 Performance 2007/2008	Quarter 1 Target 2007/2008	On Target?	Direction of Travel	Comments / Corrective Action
BVPI 106	% of new homes built on previously developed land	80	98.31%	100%	80%	Green		
LOCAL 6012	The proportion of people of working age in employment							Awaiting data. (Awaiting city employment strategy guidance)
LOCAL 6013a	Unemployment: Proportion of the working population who are unemployed							Awaiting data (Awaiting city employment strategy guidance)
LOCAL 6013b	Percentage of unemployed people claiming benefit who have been out of work for more than one year	12.5	11%	14.8%				Action will be taken through the WEDS partnership. A report will be tabled and corrective action undertaken. It's been acknowledged that to achieve the target set in the Full Employment Strategy, the JSA issue will need to be tackled. This will be taken forward by partners led by Jobcentreplus.
LOCAL 6204	Amount of land developed for businesses in acres	15	12	0.5	3.75	Red		Low number of property development projects commenced in past six months. Introduce new


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PI Number	Title	2007/2008 Target	Quarter 1 Performance 2006/2007	Quarter 1 Performance 2007/2008	Quarter 1 Target 2007/2008	On Target?	Direction of Travel	Comments / Corrective Action
								account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services. Increase general enquiry follow up activity
LOCAL 6205	Amount of floor space provided to businesses in sq. ft.	250000	71120	47550	62500	Red		Shortfall but not considered significant given that there are three large projects about to complete. Introduce new account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors,



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PI Number	Title	2007/2008 Target	Quarter 1 Performance 2006/2007	Quarter 1 Performance 2007/2008	Quarter 1 Target 2007/2008	On Target?	Direction of Travel	Comments / Corrective Action
								accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services Increase general enquiry follow up activity
LOCAL 6207	Number of contacts with small and medium sized enterprises	1000	329	415	250	Green	↑	
LOCAL 6208	Number of support packages provided to small and medium sized enterprises25	25	6	0	6.25	Red	↓	No longer relevant as a target as the local Wirral Waterfront grant has been discontinued. Introduce new account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in

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PI Number	Title	2007/2008 Target	Quarter 1 Performance 2006/2007	Quarter 1 Performance 2007/2008	Quarter 1 Target 2007/2008	On Target?	Direction of Travel	Comments / Corrective Action
								the interests of providing more comprehensive services. Increase general enquiry follow up activity
LOCAL 6209	Number of business support enquiries received	500	85	79	125	Red		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. Introduce new account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in

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PI Number	Title	2007/2008 Target	Quarter 1 Performance 2006/2007	Quarter 1 Performance 2007/2008	Quarter 1 Target 2007/2008	On Target?	Direction of Travel	Comments / Corrective Action
								the interests of providing more comprehensive services. Increase general enquiry follow up activity
LOCAL 6210	Number of business expansions achieved	50	9	10	12.5	Red		Shortfall is not considered significant as there are a number of projects nearing completion that will come into the second quarter figures. Introduce new account management services for companies with greatest expansion potential. Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services. Increase general enquiry follow up activity
LOCAL 6211	Local business projects completed including new	50	12	10	12.5	Red		Short fall is not considered significant as

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PI Number	Title	2007/2008 Target	Quarter 1 Performance 2006/2007	Quarter 1 Performance 2007/2008	Quarter 1 Target 2007/2008	On Target?	Direction of Travel	Comments / Corrective Action
	starts							there are numbers of projects nearing completion that will come into the second quarter figures. Introduce new account management services for companies with greatest expansion potential .Organise business support awareness events for business intermediaries - banks, solicitors, accountants etc. Encourage partner agencies to share customer information in the interests of providing more comprehensive services. Increase general enquiry follow up activity
LOCAL 6235	Percentage difference between the worklessness rates of the Wirral districts in receipt of NRF and the overall rate for England	19%						Awaiting data. (Latest data from DWP expected Nov 2006)
LOCAL 6236	Percentage of working age population qualified to NVQ							Awaiting LSC Data

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PI Number	Title	2007/2008 Target	Quarter 1 Performance 2006/2007	Quarter 1 Performance 2007/2008	Quarter 1 Target 2007/2008	On Target?	Direction of Travel	Comments / Corrective Action
	level 2 or above							