



Policy and Performance - Transformation and Resources Committee

Date: Thursday, 3 December 2015

Time: 6.00 pm

Venue: Committee Room 1 - Wallasey Town Hall

Contact Officer: Andrew Mossop

Tel: 0151 691 8501

e-mail: andrewmossop@wirral.gov.uk

Website: <http://www.wirral.gov.uk>

AGENDA

1. MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST / PARTY WHIP

Members are asked to consider whether they have any disclosable pecuniary interests and/or any other relevant interest in connection with any item(s) on this agenda and, if so, to declare them and state the nature of the interest.

Members are reminded that they should also declare whether they are subject to a party whip in connection with any item(s) to be considered and, if so, to declare it and state the nature of the whipping arrangement.

2. MINUTES (Pages 1 - 10)

To approve the accuracy of the minutes of the meeting held on 21 September, 2015.

3. NOTICE OF MOTION - OPEN GOVERNMENT? (Pages 11 - 12)

At the meeting of the Council held on 12 October, 2015 (minute 59 refers), the attached Notice of Motion proposed by Councillor Phil Gilchrist and seconded by Councillor Chris Carubia was referred by the Mayor to this Committee for consideration.

In accordance with Standing Order 7 (6), Councillor Gilchrist has been invited to attend the meeting in order for him to be given an opportunity to explain the Motion.

- 4. SOCIAL MEDIA POLICY (Pages 13 - 22)**
- 5. SECURITY ACCESS TO COUNCIL ISSUED DEVICES**
Report to follow.
- 6. 2015/16 QUARTER 2 DIRECTORATE PLAN PERFORMANCE MANAGEMENT REPORT (Pages 23 - 32)**
- 7. FINANCIAL MONITORING 2015/16 QUARTER 2 (JULY - SEPTEMBER 2015) (Pages 33 - 38)**
- 8. WORK PROGRAMME UPDATE REPORT (Pages 39 - 42)**
- 9. ANY OTHER URGENT BUSINESS APPROVED BY THE CHAIR (PART 1)**
- 10. EXEMPT INFORMATION - EXCLUSION OF THE PRESS AND PUBLIC**

The public may be excluded from the meeting during consideration of the following items of business on the grounds that they involve the likely disclosure of exempt information.

RECOMMENDED:

That in accordance with section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following items of business, on the grounds that they involve the likely disclosure of exempt information as defined by the relevant paragraphs of Part 1 of Schedule 12A (as amended) to that Act. The public interest test has been applied and favours exclusion.

- 11. ANY OTHER URGENT BUSINESS APPROVED BY THE CHAIR (PART 2)**

POLICY AND PERFORMANCE - TRANSFORMATION AND RESOURCES COMMITTEE

Monday, 21 September 2015

Present: Councillor J Williamson (Chair)

Councillors	P Doughty	J Walsh
	S Foulkes	A Sykes
	R Gregson	B Berry
	B Kenny	L Fraser
	C Muspratt	T Pilgrim
	M Patrick	C Carubia
	J Salter	

Deputy: Councillor A Hodson (In place of T Anderson)

In attendance: Councillors A Jones C Meaden

11 MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST / PARTY WHIP

Members were asked to consider whether they had any disclosable pecuniary interests and/or any other relevant interest in connection with any item(s) on this agenda and, if so, to declare them and state the nature of the interest.

Members were reminded that they should also declare whether they were subject to a party whip in connection with any item(s) to be considered and, if so, to declare it and state the nature of the whipping arrangement.

Councillor Brian Kenny declared a personal interest in agenda item 3, 'IT Services Business Continuity and Disaster Recovery Update' by virtue of his employment.

Councillor Adam Sykes declared a personal interest in agenda item 4, 'Customer Relationship Management System' by virtue of his business associations.

12 MINUTES

Members were requested to receive the minutes of the Transformation and Resources Policy and Performance Committee meeting held on 15 July, 2015.

A Member referred to minute 4, 'Interim Report on Reconfiguration of Library Service' and stated that a number of good ideas had come up in the debate on this item not all of which were captured in the minute. He hoped that these ideas had not been lost.

Resolved – That the minutes of the meeting of 15 July, 2015 be approved.

13 **IT SERVICES BUSINESS CONTINUITY AND DISASTER RECOVERY UPDATE**

The Chief Information Officer introduced a report which provided an update on progress that needed to be completed in order to fully mitigate and ultimately remove risks associated with an underinvestment in IT infrastructure. The report as well as outlining the work undertaken since mid-2014, went on to outline the remaining major steps.

He outlined the differences between business continuity – and disaster recovery and in response to Members' comments stated that the co-location of some of the Council's equipment with a public sector partner would be ready to go ahead hopefully before the end of the financial year once legal contracts had been drawn up. IT were ready for the move but other external factors were delaying the date of migrating out.

Each directorate had been tasked with building their own disaster recovery plan; their IT requirements had been sent through to IT for analysis and inclusion in IT plans as appropriate. Business Continuity was led by Mark Camborne, Head of Corporate and Community Safety and a Plan had been formulated in IT.

The Chair stated that this report would also be going to the Audit and Risk Management Committee on 28 September, 2015 and that in view of the discussion generated by this item it should be prioritised at the top of this Committee's work programme.

Responding to further comments, Mike Zammit stated that he did not know whether or not the Council had ever had a full Disaster Recovery Plan, what was important was to formulate a plan that met the Council's current needs and took account of the Council's current infrastructure. A plan needed to grow and be updated regularly. With regard to VMware virtualisation technology this had been brought in and implemented more than five years ago and when the contract was next up for renewal other options would be explored. The Council had an Enterprise Agreement with Microsoft which bundled licences for many software products, some of which might provide more cost effective solutions than the Council currently used; however, the risks of migrating complex systems from one environment to another had to be assessed carefully before making any decision to change.

The Chair informed the Committee that since the last meeting, she and the Party Spokespersons had met and agreed that the review on community libraries be deferred to early next year due to a number of ongoing pieces of work which had a direct impact on libraries. It was suggested that the Task and Finish review on the Council's Disaster Recovery arrangements be placed at the top of the list.

Resolved –

- (1) That the report be noted.**
- (2) That a Task and Finish review be initiated in a timely fashion on the Council's Disaster Recovery arrangements.**

14 CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

The Customer Services Manager introduced a report on the Customer Relationship Management System (CRM). The system had been in use since 2005 and the report gave details of the developments which had taken place to further enhance the system, including:

- Mobile working and Microsoft word integration
- Integration with Biffa's own Management Information System
- Integrated eforms and text messaging

Over the coming months the Council would begin work to replace its current CRM system. The new system would be fit for purpose and adaptable in order to respond to the ever changing advances in technology. It would place Wirral in an excellent position as a Council going forward with partners and the community, one which was responsive to customer contact in the most efficient manner. It would be developed to enable it to be the 'front door' for the Council's public, private and community sector partners if required to provide a joined up response to Wirral residents.

A Member expressed disappointment with the current system in place, which, as far as she understood prohibited contact with Council officers and used a 'bizarre' system of 'tick boxes'. There was a need to consult with Members over any future new system.

A Member suggested that the new Council website, due to go 'live' in the coming weeks, would be easily navigable in helping people find what they were looking for.

Responding to comments from Members, the Customer Services Manager stated that the current system, now ten years old, did have its glitches and had been based around Streetscene services but it was still available for

Members to use. There had been an overall reduction in staff through remodelling and she would provide these figures to the Committee. With regard to the compatibility of ipads with the website she would take this back for further investigation. For those without internet access the call centre was in operation to receive telephone calls and One Stop Shops were also available.

The Customer Services Manager stated that any new system would be developed in conjunction with Members to ensure that it was fit for their purpose and at least three Members asked to be involved but there also needed to be customer feedback too. There was good potential to save money with an effective CRM system but it was acknowledged that an initial significant spend might be required.

The Chair suggested, and it was –

Resolved – That the report be noted, and an item on the CRM system be added to the work programme.

15 ATTENDANCE MANAGEMENT POLICY

The Acting Head of Human Resources and Organisational Development introduced a report which set out proposed changes to the Council's Attendance Management Policy and Procedure following a review.

The Council's absence performance had been regularly reported to Policy and Performance Committee. In 2014/15, the average number of days lost per employee was 10.37 days against a target of 9.75 days.

Absence data provided by North West Employers showed that Wirral Council's performance in comparison to that of other North West authorities had improved. The average level of absence amongst 20 Authorities was 11.05 (up from 10.61 in 2013/14) with Wirral ranked seventh highest. This demonstrated that absence was an issue for other Councils and the work Wirral were doing was achieving some success in containing absence levels in the context of significant change affecting Local Authorities. Quarter 1 in 2015/16 had seen an increase in absence levels although this had adjusted slightly in July. The average absence level in the public sector was around 8 days per year and Wirral was committed to improving performance.

The report gave details of a number of measures undertaken during the past couple of years and went on to recommend a number of changes to the Council's Attendance Management policy, including:

- A policy requirement that employees are referred to Occupational Health immediately (day 1) for stress related absence (this is currently practice but not a policy requirement).

- Adoption of the following triggers in relation to short-term absence:
 - Any period of unauthorised absence OR
 - 3 separate periods of absence of up to 3 working days within any 6 calendar month period OR
 - 2 separate periods of absence of over 3 working days within any 6 calendar month period OR
 - 20 days continuous absence OR
 - Concerns over patterns of absence

The recommended changes to first stage of absence to specify a number of days rather than just occasions of absence would strengthen the operation of the policy and add clarity. It remained a fundamental principle of managing absence that an employee was made aware informally that their absence was a concern before formal action was taken and the policy retained this.

Responding to comments from Members, the Acting Head of Human Resources and Organisational Development stated that Directors did receive a monthly report by directorate and the reporting system was sufficiently advanced to highlight any trends. He acknowledged more work was needed around working with people to identify potential areas of stress and to be able to take preventative measures. Although some changes were proposed to the triggers in relation to short-term absence, the proposed policy did retain an informal stage to the process. It was not felt appropriate to reward those with good attendance but he would look into possible initiatives that could be implemented such as a 'thank you' letter for those with exemplary attendance. Some training had taken place with line managers particularly within social work teams. Training would be across the board to the top of the Council structure although he couldn't answer as to who monitored the Chief Executive's sickness record. A Member suggested that the Committee should have sight of the training programme.

Members further commented that with regard to triggers, there should be some exemptions such as for bereavements. There was a need to look at the proposed policy in comparison with other authorities' policies. The proposals were not vastly different to what existed in the private sector but that officers did need to look at all the available tools to improve sickness absence without being too draconian. As funding cuts continued to hit Local Authorities there were less staff to run services and this did then put pressure on staff to make up for the shortfall in staff resources. The option of staff being able to work from home rather than have to take sick leave should be explored for instances such as staff suffering from colds, whereby they didn't want to spread it on to other colleagues.

Resolved - That this Committee recommends to Council, approval of the revised Attendance Management Policy and Procedure.

16 **SCRUTINY OF THE COUNCIL PLAN DELIVERY ARRANGEMENTS**

The Committee considered a verbal presentation from the Head of Financial Services in relation to the Wirral Plan: A 2020 Vision.

He highlighted that the Council Plan had now been agreed with partners and local agencies and was now the Wirral Plan. The priorities in taking Wirral forward covered the three areas of People, Business and Environment and he went through the timetable to progress the implementation of the Delivery Plan. The Policy and Performance Coordinating Committee was considering the initial scrutiny; future work programmes and next steps at its meeting on 30 September.

A report would be presented to Cabinet on 8 October, 2015 on phase one of the delivery plan.

Resolved – That the report be noted.

17 **2015/16 QUARTER 1 DIRECTORATE PLAN PERFORMANCE
MANAGEMENT REPORT**

The Head of Financial Services presented a report which outlined the quarter 1 (April to June 2015) performance against the Directorate Plan for 2015/16. He also provided an update with July / August figures on those indicators rated red, the majority of which had shown an improvement. The report also set out a series of amendments to the Transformation and Resources Directorate Plan 2015/16 in an appendix. These were as a result of the impact of the final 2014/15 year-end performance data and the development of the technical specification for the performance measures within the plan.

Whilst the Corporate Plan 2015/16 (and supporting Directorate Plans) had been superseded by the Wirral Council Plan 2020 Vision, they still formed the basis of the in-year performance management framework. A new Performance Management Framework would be developed for the Council Plan once the associated delivery plan had been finalised.

Of the 20 reportable indicators, including the Directorate revenue budget and capital programme, 9 were rated Green, 2 were rated Amber and 9 were rated Red. For indicators rated Amber and Red, the responsible officer had indicated the corrective action being put in place to get performance back on track. The nine measures rated red were:

- Percentage of Performance Appraisals completed (TRCP03)
- Sickness absence: the number of working days / shifts lost due to sickness (TRCP04)
- Percentage of suppliers paid within 30 days or payment terms (TRDP06)

- Percentage of local SME suppliers paid within 10 days (TRDP07)
- Percentage of client finance recovered by end of month following billing (TRDP13)
- Percentage spend allocation of Discretionary Housing Payment (TRDP16)
- Average number of days to accurately process new benefit claims (TRDP22)
- Average number of days to accurately process change in circumstance benefit claims (TRDP23)
- Percentage grant income achieved (TRDP24)

In response to Members' comments, the Acting Head of Human Resources and Organisational Development gave a breakdown of the completed Performance Appraisals for management by department as follows:

- Department of Adult Social Services – 76.7%
- Children and Young People – 55.6%
- Families and Wellbeing – 70.6%
- Neighbourhoods and Engagement – 100%
- Public Health – 87.5%
- Regeneration – 70.3%
- Transformation and Resources – 90.8%

He acknowledged that Neighbourhoods and Engagement was a very small department and that there had been a significant restructure in the Children and Young People's department.

A Member suggested that those managers who had failed to provide a PA within the timescale should be sent a warning letter.

The Chair expressed concern at the delays in the processing of benefit claims.

The Head of Business Processes acknowledged that there was a backlog of old claims and once this was cleared the situation should start to improve.

A Member suggested that the Committee Members be circulated with a breakdown of those claims which dated back the furthest.

Resolved – That the report and concerns expressed be noted.

18 FINANCIAL MONITORING 2014/15 END OF YEAR REPORT AND 2015/16 QUARTER 1 REPORT

The Head of Financial Services introduced reports which set out financial monitoring information in respect of, firstly, the 2014/15 outturn and secondly, the quarter 1 (April to June 2015) budget performance for the Transformation and Resources Directorate. The reports gave details of performance against

revenue and capital budgets and the quarterly report also against in year efficiency targets, which in 2015/16 were £3.9m.

In respect of the Revenue Budget, the Transformation and Resources Directorate outturn for 2014/15 was a £2.5m underspend. With regard to 2015/16 a £1.2m under spend was projected, as at 30 June 2015.

Resolved – That the report be noted.

19 POLICY BRIEFING PAPER

The Head of Financial Services introduced a report on the September Policy Briefing Papers. This included an overview of ongoing and recent national legislation, potential implications for the Council and emerging policies.

The September Policy Inform briefing outlined the key features of the Chancellor of the Exchequer's Budget Statement, which was announced on 8 July 2015. The Policy Inform briefing also alluded to any potential implications for Wirral Council, and elaborated on any legislation or policy updates which had been implemented, or developed since the last policy briefing in July. It was expected that the January Briefing Paper would focus on the local government finance settlement which informed the annual determination of funding to local government.

Councillor Foulkes declared a personal interest in this item by virtue of him being a Director of Magenta Living. He suggested the need to investigate the impact of the social housing policy which would affect all Housing Associations and could lead to job losses across the borough.

Resolved – That the report be noted.

20 WORK PROGRAMME UPDATE REPORT

The Committee considered a report from the Chair which updated Members on the current position regarding the Committee's work programme.

A work programme session had taken place at which the following suggestions were made:

Task & Finish

- Libraries (Scope undetermined at this time).
- A review of the impact of implementing Universal Credit and the removal of Housing Benefit entitlement for 18 - 25 year olds following potential changes in government legislation.
- A review of the Council's disaster recovery arrangements.
- A review of the Council's debt recovery processes.

Reports Requested

- An update on the Customer Relationship Management System (see minute 14 ante).
- The Council's disaster recovery arrangements (see minute 13 ante).
- Security of access to Council issued devices (scheduled for Committee on 3 December 2015).
- An update report on recommendations made in the Local Welfare Assistance Scheme Review (scheduled for Committee on 1 February 2016).
- A detailed report covering the Community Safety Partnership (scheduled for Committee on 22 March 2016).

On a motion by the Chair, it was

Resolved – That with the addition of items on, the CRM system and a Task and Finish Group Disaster Recovery arrangements (with an invitation extended to Members from the other Policy and Performance Committees) the work programme for 2015/16 be approved.

21 **MALCOLM FLANAGAN**

The Chair referred to this being the last meeting of this Committee at which Malcolm Flanagan, Head of Business Processes, would be in attendance before his retirement from the Council.

She expressed, on behalf of the whole Committee, its thanks for all the work he had undertaken with the Council and for the invaluable support he had provided to the Committee.

The Committee wished him all the very best for a long, healthy and happy retirement.

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NOTICE OF MOTION - OPEN GOVERNMENT? (as referred by the Civic Mayor to the Transformation and Resources Policy and Performance Committee)

Proposed by Councillor Phil Gilchrist

Seconded by Councillor Chris Carubia

This Council recognises that the Information Commissioner's Office, as the independent authority set up to uphold information rights in the public interest and to promote openness by public bodies, upheld 13 complaints against Wirral Council in the past year.

Of the 18 notices issued between 29 September 2014 and 24 August 2015, the majority (72%) of complaints were upheld.

Council believes that this is a matter for concern, requiring an explanation to its Members. Council requests that lessons should be learned and applied from these decisions and questions whether Officers have been excessively cautious or defensive in their interpretation of the legislation.

Council, therefore, requests that the legislation is approached with greater regard to the 'public interest test' so that the risk of further reputational damage to Wirral can be reduced.

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Agenda Item 4

WIRRAL COUNCIL

TRANSFORMATION & RESOURCES POLICY & PERFORMANCE COMMITTEE

3 DECEMBER 2015

SUBJECT:	SOCIAL MEDIA POLICY
WARD/S AFFECTED	ALL
REPORT OF:	ACTING HEAD OF HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT
RESPONSIBLE PORTFOLIO HOLDER	CLLR A JONES
KEY DECISION	NO

1.0 EXECUTIVE SUMMARY

- 1.1 This report sets out proposals for a new Social Media Policy for Council employees.

2.0 BACKGROUND AND KEY ISSUES

- 2.1 The Council's Human Resources policies are subject to an ongoing review to ensure that they remain fit for purpose, legally compliant and provide a valuable and workable resource for employees and managers on employment related issues in the workplace.
- 2.2 The Council uses social media sites to proactively promote and market the Council's communication messages related to campaigns, events and services, as well as interact with its customers and residents. As 87% of Wirral Council staff live in Wirral, a very high percentage of our employees (and in turn their families and friends) are also our customers.
- 2.3 Currently, only a limited number of Council employees with a proven business need can access social media sites such as Facebook and Twitter on their council PCs. Another number have permission, based on a business case, to run and manage social media feeds on behalf of council services. This is a historical position but does not reflect how social media has changed.
- 2.4 As a consequence of this we are not able to use the same channels of communication that we use externally with our own staff or utilise the full opportunities that social media offers. This includes promotional council videos hosted on the council's You Tube channel.
- 2.5 The Council's Senior Leadership Team has agreed to broaden access to social media sites for all employees. This means that employees will be able to use their Wirral Council IT equipment to access social media sites, including Council marketing campaigns and promotional information.
- 2.6 This presents an opportunity to improve staff engagement through the sharing of Council news and information and by giving employees more opportunities

to feedback and offer ideas using the modern channels that employees and residents are using outside of work.

- 2.7 The Council wishes to maximise the benefits and opportunities social media offers. The aim of the Social Media policy is primarily to safeguard both our staff and our service users while using social media, to protect the Council from the legal risks of social media and also to ensure the reputation of the authority is protected. Many organisations have Social Media Policies to ensure that employees are clear about the rules and that the organisation effectively manages the corporate use of social media.
- 2.8 This policy sets out what is expected of employees when accessing social media for personal use, while at work and also officially on behalf of the Council.
- 2.9 The policy refers to existing and related HR and IT policies. It remains the case that employees should limit their use of social media to their official rest breaks such as their lunch break/times and any serious breaches of the social media policy could result in disciplinary action being taken.

3.0 RELEVANT RISKS

- 3.1 There are various risks associated with the use of social media such as disclosure of confidential information, damage to the reputation of the Council, and breach of legislation. In light of these risks, there is a need for the Council to provide guidance so that employees operate within existing policies, guidelines and relevant legislation, and to ensure a consistent approach is adopted and maintained in the use of social media.
- 3.2 The Council recognises that there is potential for some employees to abuse the use of social media within the workplace for personal use. The policy provides guidance on acceptable use and outlines the implications for misuse.

4.0 OTHER OPTIONS CONSIDERED

- 4.1 As use of Social Media as a communication tool continues to grow and evolve, there is a requirement for a policy to safeguard employees and the Council and this is therefore the most appropriate option.

5.0 CONSULTATION

- 5.1 Trade Unions were formally consulted on the draft Policy.

6.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

- 6.1 There are no specific implications arising out of this report.

7.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

- 7.1 There are no specific financial implications arising from this report. The IT implications of opening up access to social media have been discussed with IT

Services. The Social Media Policy will be applicable to all Council staff. The policy applies to employees whether they are using social media personally, on behalf of the Council, or in other ways. It sets out what is expected of employees when accessing social media for personal use, while at work and also officially on behalf of the Council.

8.0 LEGAL IMPLICATIONS

8.1 There are no specific legal implications arising out of this report.

9.0 EQUALITIES IMPLICATIONS

9.1. Equality Impact Assessment (EIA)

(a) Is an EIA required? Yes

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2014-15-0>

10.0 CARBON REDUCTION IMPLICATIONS

10.1 There are no specific implications arising out of this report.

11.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

11.1 There are no specific implications arising out of this report.

12.0 RECOMMENDATION/S

12.1 That Policy and Performance Committee recommends to Council;

a) Approval of the Social Media Policy.

13.0 REASON/S FOR RECOMMENDATION/S

13.1 To maximise the benefits and opportunities social media offers as a modern approach to communication.

13.2 To safeguard staff while using social media.

13.3 To ensure the reputation of the Council is protected arising from use of social media

REPORT AUTHOR: Tony Williams

Acting Head of Human Resources and Organisational Development

telephone: (0151) 691 8678

email: tonywilliams@wirral.gov.uk

APPENDICES

Appendix 1 Draft Social Media Policy

REFERENCE MATERIAL

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date

Social Media Policy

1. Policy Statement

The Council values the use of social media as an important way of communicating with local residents and businesses and the people who use our services. Our employees should also be able to see and have access to the Council's work on social media and should also be able to benefit from using social media for their own professional development.

The Council wishes to maximise the benefits and opportunities social media offers. The aim of this policy is primarily to safeguard both our staff and our service users while using social media, to protect the Council from the legal risks of social media, and also to ensure the reputation of the authority is protected at all times. This policy applies to employees whether they are using social media personally, on behalf of the Council, or in other ways.

2. Definition of social media

For the purposes of this policy, social media is a type of interactive online media that allows parties to communicate instantly with each other or to share data in a public forum. This includes online social forums such as Twitter, Facebook and LinkedIn. Social media also covers blogs and video and image-sharing websites such as YouTube, Instagram, Snapchat and Flickr.

Employees should be aware that there are many more examples of social media than can be listed here and this is a constantly changing area. Employees should follow these guidelines in relation to any social media that they use.

3. Use of social media at work

Employees are allowed to make reasonable and appropriate use of social media websites from the organisation's computers or devices, provided that this does not interfere with their duties. Employees should limit their use of social media to their official rest breaks such as their lunch break/times.

The organisation understands that employees may wish to use their own computers or devices, to access social media websites while they are at work. Employees should also limit their use of social media on their own equipment to their official rest breaks such as their lunch break/times.

In using the Council's computers or devices for private social media use, employees must be aware that in accordance with the Council ICT policies, accessing of inappropriate material is unacceptable and may result in disciplinary action.

Employees must be aware of accessing social media content on a Council PC or device which they access on their personal device but which may cause offence if it was visible or audible to others in a workplace or public environment.

4. Excessive use of social media at work

Employees should not spend an excessive amount of time while at work using social media websites. They should ensure that use of social media does not interfere with their other duties. This is likely to have a detrimental effect on employees' productivity and could result in disciplinary action.

5. Monitoring use of social media during work time

The organisation reserves the right to monitor employees' internet usage, but will endeavour to inform an affected employee when this is to happen and the reasons for it. The organisation considers that valid reasons for checking an employee's internet usage include suspicions that the employee has:

- Been using social media websites when he/she should be working; or
- Acted in a way that is in breach of the rules set out in this policy.

The organisation reserves the right to retain information that it has gathered on employees' use of the internet for a period of one year, or for the duration of any related disciplinary sanctions.

Access to social media websites or the internet generally, may be withdrawn in any case of misuse.

6. Use of social media for work purposes

The Council has a number of authorised, managed and monitored social media feeds. **Employees must not set up or contribute to any social media activities, on behalf of the Council, without seeking advice and permission from the Marketing and Communications team first.** This is in all instances.

If you would like to request permission to set up and manage a new social media feed, you will need to provide a business case, which will be reviewed by Marketing and Communications. You will also need your manager's support and agreement. However, even with this, your request may be turned down if there is not a strong enough business case.

If you are given permission to run a Council feed:

Employees must be aware at all times that, while contributing to the organisation's social media activities, they are representing the organisation. Staff who use social media as part of their job must adhere to the following rules.

Employees should use the same safeguards as they would with any other form of communication about the organisation in the public sphere. These safeguards include:

- Making sure that the communication has a purpose and a benefit for the organisation;

- Obtaining permission from a manager before embarking on a public campaign using social media; and
- Getting a colleague to check the content before it is published.

Any communications that employees make in a professional capacity through social media must not:

- Bring the organisation into disrepute, for example by:
 - Criticising or arguing with customers, service users, colleagues or rivals;
 - Making defamatory comments about individuals or other organisations or groups; or
 - Posting images that are inappropriate or links to inappropriate content;
- Breach confidentiality or the Data Protection Act, for example by:
 - Revealing trade secrets or information owned by the organisation;
 - Giving away confidential information about an individual (such as a colleague or customer contact) or organisation; or
 - Discussing the organisation's internal workings (such as contracts it may be entering in to or its future business plans that have not been communicated to the public);
 - Revealing personal information about another individual;
- Breach copyright, for example by:
 - Using someone else's images or written content without permission;
 - Failing to give acknowledgement where permission has been given to reproduce something; or
- Do anything that could be considered discriminatory against, or bullying or harassment of, any individual, for example by:
 - Making offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, religion or belief or age;
 - Using social media to bully or harass another individual (such as an employee of the organisation); or
 - Posting images that are discriminatory or offensive [or links to such content].

Employees should not spend an excessive amount of time while at work using social media websites, even if they claim to be doing so as part of their work. If managing a feed, a campaign or an issue starts to need excessive time, you should discuss this with your manager.

7. Private use of social media

The organisation recognises that many employees make use of social media in a personal capacity. While they are not acting on behalf of the organisation, employees must be aware that their behaviour can impact on the organisation if they are recognised as being one of our employees.

The organisation recognises that it is natural for its staff sometimes to want to discuss their work on social media. However, the employee's online profile (for example, the name of a blog or a Twitter name) must not contain the organisation's name.

In addition to the bullet points on page 2 and 3, any communications that employees make in a personal capacity through social media must not:

- Bring the organisation into disrepute, for example by:
 - Using the Council logo or giving the impression that you are expressing the views of the Council;
- Breach confidentiality or the Data Protection Act, for example by:
 - Revealing personal information about another individual. This includes posting photographs of service users, or commenting about service users or posting details or photographs of colleagues without their permission;

Employees should not set up vulnerable children or adults who are service users, as friends or associates.

8. Protecting yourself on social media

You may wish to consider carefully who can see the information you post to social media, including your profile information, particularly employees in direct contact with service users and customers. Each social media platform offers information about how to adjust your privacy settings.

Employees and others associated with the Council should assume that anything posted on social media sites, even where privacy settings have been used, will become publicly available.

You should be aware that if you identify that you work for the Council on social media sites, this could link your behaviour outside of work to the reputation of the Council.

9. Disciplinary action over social media use

All employees are required to adhere to this policy. Employees should note that any breaches of this policy may lead to disciplinary action. Serious breaches of this policy, for example incidents of bullying of colleagues or social media activity causing

serious damage to the organisation, even if carried out in personal time or on personal feeds, may constitute gross misconduct and lead to summary dismissal.

Employees should be aware that any reports of inappropriate activity linked to the Council will be investigated. Hard copies of social media entries/web records may be used in disciplinary proceedings.

It is important for employees in politically restricted posts to remain politically neutral. Employees should therefore not express any political views, either positive or negative, on social media, or post any content that could be seen as generating or discouraging public support for a political party.

Employees should also be aware of the Code of Practice for employees when using the internet, e-mail and telecommunications, the IT Security policy, the Employee Code of Conduct and the Attendance Management Policy.

10. Who else is covered by this policy?

This policy applies to all employees of the Council, including those working from home or at non-Council locations.

The following groups should also have regard to this policy when working on Council business or when interacting with the Council:

- Elected Members
- Consultants
- Agency staff
- Volunteers and contractors
- External organisations (when working with the Council)

11. Commitment to Equality

Please identify which, if any, of the following Equality Duties this policy addresses:

Eliminate unlawful discrimination, harassment and victimisation	To advance equality of opportunity	To foster good relations between different groups of people
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

One of the main purposes of the policy is to safeguard both our staff and our service users while using social media, to protect the Council from the legal risks of social media and also to ensure the reputation of the authority is protected at all times.

12. Related Policies

- Disciplinary Policy and Procedure
- Capability (Performance)
- Code of Practice for employees when using the internet, e-mail and telecommunications.
- IT Security Policy
- The Employee Code of Conduct
- The Attendance Management Policy

DRAFT

WIRRAL COUNCIL

TRANSFORMATION AND RESOURCES POLICY AND PERFORMANCE COMMITTEE

3RD DECEMBER 2015

SUBJECT:	2015/16 QUARTER 2 DIRECTORATE PLAN PERFORMANCE MANAGEMENT REPORT
WARD/S AFFECTED:	ALL
REPORT OF:	JOE BLOTT (STRATEGIC DIRECTOR OF TRANSFORMATION AND RESOURCES)
RESPONSIBLE PORTFOLIO HOLDERS:	CLLR PHIL DAVIES, LEADER OF THE COUNCIL AND PORTFOLIO HOLDER FOR STRATEGIC & POLICY OVERSIGHT. CLLR ANN MCLACHLAN, DEPUTY LEADER AND PORTFOLIO HOLDER FOR TRANSFORMATION & IMPROVEMENT CLLR GEORGE DAVIES, PORTFOLIO HOLDER FOR HOUSING & COMMUNITIES. CLLR ADRIAN JONES, PORTFOLIO HOLDER FOR RESOURCES: FINANCE, ASSETS & TECHNOLOGY CLLR CHRIS MEADEN, PORTFOLIO HOLDER FOR LEISURE & CULTURE CLLR STUART WHITTINGHAM, PORTFOLIO HOLDER FOR TRANSPORT, TECHNOLOGY STRATEGY & INFRASTRUCTURE
KEY DECISION?	NO

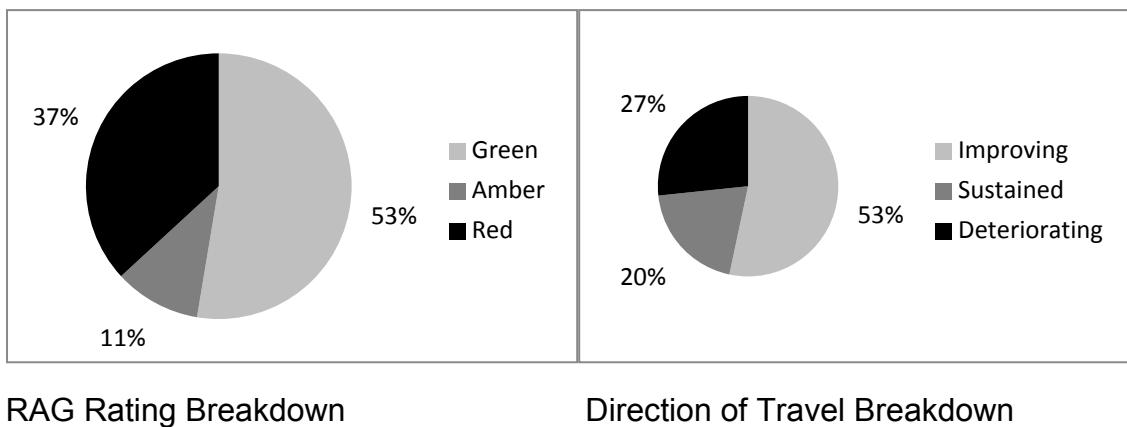
1.0 EXECUTIVE SUMMARY

- 1.1 This report sets out Quarter 2 (July – September 2015) performance against delivery of the Transformation and Resources Directorate Plan. The Directorate Plan was reported to this committee on 30 March 2015. The performance report is attached as Appendix 1 and sets out progress against a suite of agreed indicators and key performance measures.
- 1.2 Whilst the Corporate Plan 2015/16 (and supporting Directorate Plans) have been superseded by the Wirral Plan: A 2020 Vision, they still form the basis of the in-year Performance Management Framework. A new Performance Management Framework will be developed for the Wirral Plan once the associated delivery plan has been finalised.

2.0 BACKGROUND AND KEY ISSUES

- 2.1 The Transformation and Resources Directorate Plan performance is reported through a set of agreed performance measures aligned to priorities identified in the plan. Performance is monitored against the targets set at the start of the year.
- 2.2 For each measure, a Red, Amber or Green (RAG) rating is assigned depending on the performance level against the target. A number of measures are annual, and these will only be reported when the data is available. The report (Appendix

- 1) also shows the direction of travel for each measure to illustrate whether performance is improving, deteriorating or sustained.
- 2.3 Of the 19 reportable indicators, 10 are rated Green, 2 are rated Amber and 7 are rated Red. For indicators rated Amber and Red, the responsible officer has indicated the corrective action being put in place to get performance back on track. Of the 15 measures where it is possible to indicate the Direction of Travel, 8 are improving, 4 are deteriorating and 3 are showing performance being sustained. The charts below show the breakdown in terms of the RAG and Direction of Travel ratings:



3.0 RELEVANT RISKS

- 3.1 The performance management framework is aligned to the Council's risk management strategy and has been considered as part of the Directorate planning process.

4.0 OTHER OPTIONS CONSIDERED

- 4.1 N/A

5.0 CONSULTATION

- 5.1 N/A

6.0 OUTSTANDING PREVIOUSLY APPROVED ACTIONS

- 6.1 There are none relating to this report.

7.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

- 7.1 There are none arising from this report

8.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

- 8.1 There are none arising from this report.

9.0 LEGAL IMPLICATIONS

- 9.1 There are none arising from this report.

10.0 EQUALITIES IMPLICATIONS

- 10.1 The report is for information to Members and there are no direct equalities implications at this stage.

11.0 CARBON REDUCTION IMPLICATIONS

11.1 There are none arising from this report.

12.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

12.1 There are none arising from this report.

13.0 RECOMMENDATION/S

13.1 Members are requested to note the contents of this report and highlight any areas requiring further clarification or action.

14.0 REASON/S FOR RECOMMENDATION/S

14.1 To ensure Members have the opportunity to review delivery of the Transformation and Resources Directorate Plan.

REPORT AUTHOR: **Mike Callon**

Team Leader – Performance and Scrutiny

Telephone: 0151 691 8379

Email: michaelcallon@wirral.gov.uk

APPENDICES

Appendix 1 – Directorate Plan Performance Report Quarter 2 (July – Sep) 2015/16

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Transformation & Resources Policy & Performance Committee	30 July 2013
Transformation & Resources Policy & Performance Committee	23 September 2013
Transformation & Resources Policy & Performance Committee	29 January 2014
Transformation & Resources Policy & Performance Committee	14 April 2014
Transformation & Resources Policy & Performance Committee	15 July 2014
Transformation & Resources Policy & Performance Committee	16 September 2014
Transformation & Resources Policy & Performance Committee	4 February 2015
Transformation & Resources Policy & Performance Committee	30 March 2015
Transformation & Resources Policy & Performance Committee	15 July 2015
Transformation & Resources Policy & Performance Committee	21 September 2015

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2015-16 T&R DP Performance Indicators		Year End Target 2015/16	September (Q2)			YE Forecast	DoT	Corrective Actions (Red or Amber) Context (Green/where provided)
PI Ref	PI Title		Target	Actual	RAG			
TRCP02	Projected Delivery of Council budget savings	£38.024m	-	£21.05m	Green	£29.273m	N/A	<i>In July Cabinet agreed to the reprofiling of savings into 2016/17 and funded from reserves in 2015/16.</i>
TRCP03	Performance Appraisals completed by September 2015	80%	80%	51%	Red	51%	↑	This PI has a target completion date of September. As such, the year end forecast figure is the same as the September Q2 figure. The target of 80% was met for managers but not for all staff, despite monthly communications via One Brief and weekly reporting to Strategic Directors. The 51% out turn figure is a significant improvement on the position at the same time last year (29%). However, performance against this measure is being reviewed by the Strategic Leadership Team in advance of the 2016 appraisals cycle.
Page 27	Sickness Absence: The number of working days/shifts lost due to sickness absence (cumulative)	9.75	4.38	5.38	Red	12.06	↓	It is forecast that the year-end sickness absence will be 2.31 days above the 9.75 day target. Management action continues to be taken to reduce the level of sickness absence across the Council. This includes changes to the Council's sickness policy and triggers from October 2015, Strategic Director-led sessions with managers to set expectations and the development of an employee wellbeing plan. On-going performance is being monitored closely on a monthly basis to ensure that these activities are having a positive impact.

2015-16 T&R DP Performance Indicators		Year End Target 2015/16	September (Q2)			YE Forecast	DoT	Corrective Actions (Red or Amber) Context (Green/where provided)
PI Ref	PI Title		Target	Actual	RAG			
TRDP06	Suppliers paid within 30 days or payment terms	90.00%	90.00%	79.07%	Red	90.00%	↓	Performance has dipped slightly since the last quarter, but actions have been implemented to improve performance as follows: 1. Purchasing Coordinator function centralised and No Purchase Order (PO) No Pay policy implemented. 2. Introduce processes to ensure all invoices and Accounts Payable transactions are dealt with by the Payments Team. 3. Vacancies being filled within the payments team. 4. New Asset Management System implemented - September 2015). 5. The Introduction of electronic invoicing.
Page 28 TRDP07	Local SME suppliers paid within 10 days	60.00%	50.00%	TBC	TBC	TBC	N/A	<i>A number of issues have been identified around the agreed methodology currently in place following business process improvements i.e. electronic invoicing. There is a project to review the measuring of performance for these indicators. The data quality in relation to the 'local SME suppliers paid within 10 days' measure is such that it is not possible to report on this measure until the review has been completed.</i>
TRDP08	The total number of extraordinary Council, special cabinet and committee meetings	15	7	8	Amber	15	↓	Three extra Committee meetings had to be arranged in September owing to a variety of circumstances outside the control of committee services.

2015-16 T&R DP Performance Indicators		Year End Target 2015/16	September (Q2)			YE Forecast	DoT	Corrective Actions (Red or Amber) Context (Green/where provided)
PI Ref	PI Title		Target	Actual	RAG			
TRDP09	Reduction in the issuing of general exception notices under the Access to Information Rules	8	4	2	Green	8	↑	
TRDP10	Reduction in the total number of published supplementary agendas for Cabinet and Committee meetings	25	12	7	Green	25	↑	
Page 29	Client finance recovered by end of month following billing	80.00%	70.00%	65.77%	Red	80.00%	↑	In year performance is progressively improving but is falling slightly short of the quarter 2 target. This reflects the fact that we have introduced charges for more services and in some areas, i.e. assistive technology, the requirement for payment has been met with some resistance. There is good progress in dealing with historic debt, for example, securing an increase in Deferred Payment Arrangements (£3m) and there is an improved response with new debt. A debt review is planned as a means to review other approaches that can be pursued and the best allocation of resources to tackle this.

2015-16 T&R DP Performance Indicators		Year End Target 2015/16	September (Q2)			YE Forecast	DoT	Corrective Actions (Red or Amber) Context (Green/where provided)
PI Ref	PI Title		Target	Actual	RAG			
TRDP14	Recovery of Council Tax	95.6%	55.1%	54.5%	Amber	95.2%	↓	National benchmarking shows that collection levels are falling across the country. Wirral does have a larger than average proportion of Council Tax to collect compared with other authorities. To get collection back on target, an increase of 0.7% would be required on the projected collection by 31st March 2016. Staffing has now been recruited to full capacity and targeted actions are in place to significantly reduce outstanding transactions. As part of the Transaction centre Review Project we are reviewing aged business processes to work smarter and increase collection.
Page 30 TRDP15	Recovery of National Non Domestic Rates (NNDR)	98.3%	57.2%	57.5%	Green	98.3%	↔	
TRDP16	Spend allocation of Discretionary Housing Payment	100%	50% £518,285k	43% £450,614k	Red	100%	↔	There is significantly higher demand on this fund as a result of changes in Housing Benefit legislation. This initially led to a backlog developing at the start of the year, but this is now reducing (from 931 down to 80) with additional resources being allocated and the upskilling of existing staff to clear the backlog. Once clear, the reported % level of spend will accurately reflect the financial position. There is a need to ensure a balanced allocation of funds across the year and a high number of renewal applications due will ensure the year end spend target is achieved. Providing the service, from a resource perspective, is able to consider all applications received by year end.

2015-16 T&R DP Performance Indicators		Year End Target 2015/16	September (Q2)			YE Forecast	DoT	Corrective Actions (Red or Amber) Context (Green/where provided)
PI Ref	PI Title		Target	Actual	RAG			
TRDP17	Directorate Revenue Budget	£31.391m	-	£54.008m	Green	£28.150m	N/A	<i>The year to date spend is high due to large recharge income not being received until the year end. The projection for the year is £30.004m. This is a £1.4m underspend mainly from Treasury Management activities.</i>
TRDP18	Directorate Capital Programme	£3.004m	-	£0.736m	Green	£3.004m	N/A	<i>The spend profile is weighted towards end of year.</i>
TRDP19	Directorate Savings achieved	£3.918m	-	£3.427m	Green	£3.918m	N/A	
TRDP20 age 31	Number of Information Governance Incidents (including reported vulnerabilities which could potentially result in a breach)	30	16	18	Green	30	↔	<i>For this performance indicator, the use of the term 'target' is misleading. The council encourages staff to report Information Governance incidents before they become reportable problems, so that any issues can be addressed and resolved to reduce the risk to the Council and its partners.</i>
TRDP22	Average number of days to accurately process new Benefit claims	24	28	21	Green	26	↑	Current performance is exceeding the target by 7 days which demonstrates significant improvement. The final year-end forecast position may be affected by some backlog at the start of the year due to the age of claims (which has largely decreased in number). Management action is being taken to address this.
TRDP23	Average number of days to accurately process change in circumstance Benefit claims	14	17	20	Red	18	↑	The direction of travel is showing an improvement. However, current performance and the final year-end forecast position are affected by some backlog experienced at the start of the year due to the age of claims (which has largely decreased in number). Management action is being taken to address this.

2015-16 T&R DP Performance Indicators		Year End Target 2015/16	September (Q2)			YE Forecast	DoT	Corrective Actions (Red or Amber) Context (Green/where provided)
PI Ref	PI Title		Target	Actual	RAG			
TRDP24	% grant income achieved	99.99%	99.99%	99.39%	Red	99.44%	↑	The clearance of items with a longer age profile is having a negative impact on performance against this measure. The financial position is being monitored closely to ensure progress is being made and negative impact managed. As the ratio of newer change in circumstance claims to older shifts, the position should improve and it is expected this position will continue to improve.
TRDP25	£ Identification of Fraud and Error (FERIS)	£768K	£377,357	£499,730	Green	£768K	↑	
Direction of Travel (DoT) Key		↑	Performance Improving		↓	Performance Deteriorating		↔ Performance sustained

WIRRAL COUNCIL

TRANSFORMATION & RESOURCES POLICY & PERFORMANCE COMMITTEE

3 DECEMBER 2015

SUBJECT	FINANCIAL MONITORING 2015/16 QUARTER 2 (JULY - SEPTEMBER 2015)
WARD/S AFFECTED	ALL
REPORT OF	ACTING SECTION 151 OFFICER

1 EXECUTIVE SUMMARY

- 1.1 This report sets out the financial monitoring information for this Committee in a format consistent across the Policy and Performance Committees. The report aims to give Members sufficient detail to scrutinise budget performance for the Directorate. The financial information is for Quarter 2 (July-September 2015) and was reported to Cabinet on 5 November 2015. The Directorate is forecasting a year end revenue underspend of £3 million which mainly arises from Treasury Management activity.

2 BACKGROUND AND KEY ISSUES

- 2.1 Members of the Policy and Performance Committees have previously requested that financial monitoring information is provided as a standard item at each Committee.
- 2.2 Since September 2012 regular revenue and capital monitoring reports have been submitted to Cabinet as a means of providing regular, detailed updates on budget performance.
- 2.3 The Coordinating Committee has agreed that in order to fulfil its corporate and strategic scrutiny role, it will continue to review the full versions of the most up to date monitor reports at its future scheduled meetings.
- 2.4 The relevant sections from the most recent revenue and capital monitoring reports reported to Cabinet are summarised into a bespoke report for each Policy and Performance Committee and include the following:
- Performance against the revenue budget
 - Performance against in year efficiency targets
 - Performance against the capital budget

3 PERFORMANCE AGAINST REVENUE BUDGETS QUARTER 2 (JULY-SEPTEMBER 2015)

CHANGES TO THE AGREED BUDGET

3.1 Changes to the agreed Transformation & Resources Budget for 2015-16

	Original Net Budget	Approved Budget Changes Prior Mths	Approved Budget Changes Quarter 2	Revised Net Budget
Transformation & Resources	31,947	-604	-193	31,150
Net Cost of Services	31,947	-604	-193	31,150

- 3.1.1 The main budget movements in quarter two relate to the transfer of the Liquid Logic support team from Transformation & Resources to Children & Young People and an adjustment to the support services budget.

4 VARIATIONS

- 4.1 The report will use RAGBY ratings that will highlight under and overspends and place them into 'risk bands'. The 'risk band' classification is:
- Extreme: Overspends - **Red** (over +£301k), Underspend **Yellow** (over - £301k)
 - Acceptable: Amber (+£141k to +£300k), Green (range from +£140k to - £140k); Blue (-£141k to -£300k)

4.2 2015/16 Projected Budget variations £000's

Directorates	Revised Budget	Forecast Outturn	(Under) Overspend Quarter 2	RAGBY Class	Change from prev
Transformation & Resources	31,150	28,150	-3,000	Y	-1,811
TOTAL	31,150	28,150	-3,000		-

- 4.3 There has been an improvement of £1.8 million in the quarter resulting in a year end forecast underspend of £3 million. This is largely from savings (£2.5 million of the overall total) within Treasury Management. This is due to the continued use of internal funds to minimise the need to externally borrow and further projected slippage within the Capital Programme (which delivers one-off in year savings). Further savings have arisen from continued vacancies during the year across a number of service areas.

- 4.4 In respect of Treasury Management, the external borrowing to fund capital investment has been delayed through temporary funding the 'borrowing' from cash flows deriving from reserves and other balances. This policy whilst 'losing' investment interest receivable (average 0.5%), saves an average 3.5% on borrowing costs plus delays any principal repayment. External borrowing will need to take place eventually to fund past programmes either at

the point when reserves are utilised and/or to lock into lower rates before interest rates rise. Recent economic data and Bank of England Monetary Policy Committee announcements now make interest rate increases in 2015/16 less likely. Thus the timing of borrowing has been delayed to produce increased in year and one-off Treasury Management savings. Some further savings have also accrued from re-profiling the Capital Programme.

5 IMPLEMENTATION OF SAVINGS

- 5.1 The delivery of the agreed savings is key to the Council's financial health and is tracked at both Council and Directorate level. The Budget for Transformation & Resources in 2015/16 included £3.9 million of efficiency measures.

Budget Implementation Plan 2015/16 (£000's)

BRAG	Number of Options	Approved Budget Reduction	Amount Delivered at Q2	To be Delivered
B - delivered	8	2,578	2,578	0
G - on track	3	192	72	120
A - concerns	6	1,170	777	393
R - high risk/ not achieved	0	0	0	0
Total at Quarter 2 2015-16	17	3,940	3,427	513

6 PERFORMANCE AGAINST CAPITAL BUDGETS QUARTER 2 (JULY-SEPTEMBER 2015)

6.1 Capital Programme 2015/16 at end of Quarter 2 (30 September)

	Capital Strategy	Revisions Since Budget Cabinet	Revised Capital Programme	Actual Spend September 2015
	£000	£000	£000	£000
Transformation Resources	1,600	1,404	3,004	735
Total expenditure	1,600	1,404	3,004	115

6.2 Transformation and Resources

The main area of expenditure incurred to date within the Directorate's capital Programme relates to the progression of the improvement and modernisation programme for Information Technology. This programme will impact and benefit all Directorates but is managed and controlled by officers within this Directorate.

7 RELEVANT RISKS

- 7.1 There are none relating to this report.

8 OTHER OPTIONS CONSIDERED

- 8.1 Any option to improve the monitoring and budget accuracy will be considered.

9 CONSULTATION

- 9.1 No consultation has been carried out in relation to this report.

10.0 OUTSTANDING PREVIOUSLY APPROVED ACTIONS

- 10.1 There is an ongoing requirement to identify during the financial year necessary actions to mitigate any forecast overspend.

11 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

- 11.1 There are no implications arising directly from this report.

12 RESOURCE IMPLICATIONS: FINANCIAL, IT, STAFFING AND ASSETS

- 12.1 In respect of the Revenue Budget the Transformation and Resources Directorate is projecting a £3m underspend as at the 30 September 2015. The Directorate 2015/16 Capital Programme budget is £3 million with £0.735 million expended at the end of quarter 2.

13 LEGAL IMPLICATIONS

- 13.1 There are no implications arising directly from this report.

14 EQUALITIES IMPLICATIONS

- 14.1 The report is for information and there are no direct equalities implications at this stage.

15 CARBON REDUCTION AND ENVIRONMENTAL IMPLICATIONS

- 15.1 There are no implications arising directly from this report.

16 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

- 16.1 There are no implications arising directly from this report.

17 RECOMMENDATIONS

- 17.1 Members are requested to review the information presented to determine if they have any specific questions relating to the budget for the Transformation and Resources Directorate.

18 REASONS FOR THE RECOMMENDATIONS

- 18.1 To ensure Members have the appropriate information to review the budget

performance of the directorate.

REPORT AUTHOR Peter Molyneux
Telephone (0151) 666 3389
E-mail petemolyneux@wirral.gov.uk

APPENDICES

Extracted from the Capital Monitoring report to Cabinet on 05 November 2015:-
Annex 1 Revised Capital Programme and Funding 2015/16

SUBJECT HISTORY

Council Meeting	Date
Regular financial monitoring reports for Revenue and Capital have been presented to Cabinet since September 2012.	

Annex 1 Revised Capital Programme

Transformation & Resources	Revised Programme £000	Spend to Date £000	Council Resources £000	Revenue/ Reserves £000	Grants £000	Total Funding £000
CCTV cameras and other equipment	100	-	100	-	-	100
I.T Development	2,904	735	2,904	-	-	2,904
	3,004	735	3,004	-	-	3,004
Programme Total	50,182	18,194	26,238	622	23,322	50,182

WIRRAL COUNCIL

TRANSFORMATION AND RESOURCES POLICY & PERFORMANCE COMMITTEE

3 DECEMBER 2015

SUBJECT:	WORK PROGRAMME UPDATE REPORT
WARDS AFFECTED:	ALL
REPORT OF:	THE CHAIR OF THE COMMITTEE
RESPONSIBLE PORTFOLIO HOLDER:	N/A
KEY DECISION:	N/A

1.0 EXECUTIVE SUMMARY

- 1.1 This report updates Members on the current position regarding the work programme for the Transformation and Resources Policy & Performance Committee.

2.0 BACKGROUND AND KEY ISSUES

- 2.1 The Transformation and Resources Policy & Performance Committee is responsible for proposing and delivering an annual work programme. This work programme should align with the corporate priorities of the Council and be informed by service priorities and performance, risk management information, public or service user feedback and referrals from Cabinet or Council.
- 2.2 In determining items for the Scrutiny Work Programme, good practice recommends the following criteria could be applied:
 - Public Interest – topics should resonate with the local community
 - Impact – there should be clear objectives and outcomes that make the work worthwhile
 - Council Performance – the focus should be on improving performance
 - Keeping in Context – should ensure best use of time and resources
- 2.3 The work programme is made up of a combination of scrutiny reviews, standing items and requested officer reports. This provides the committee with an opportunity to plan and regularly review its work across the municipal year. The current work programme for the Committee is attached as **Appendix 1**.

3.0 TRANSFORMATION AND RESOURCES POLICY & PERFORMANCE COMMITTEE WORK PROGRAMME

- 3.1 At the previous Transformation and Resources Policy & Performance Committee meeting held on 21st September, the Committee agreed to defer a Task & Finish scrutiny review on libraries until early 2016. This would enable the Scrutiny Review Panel to be presented with information on the Leisure and Culture Review, the impact of the 18 hours across community libraries and the impact of the Savings Programme. A scoping meeting will be scheduled upon this information being made available.

4.0 PREVIOUS / CURRENT SCRUTINY REVIEWS – UPDATE

4.1 Disaster Recovery

A Task & Finish scrutiny review on the Council's disaster recovery arrangements is now in progress. The Chair and Party Spokespersons agreed that the Review Panel would include Councillors Adam Sykes, Chris Carubia, Steve Foulkes, Leah Fraser, Treena Johnson and John Salter. A scoping meeting has now convened and it was further agreed that Councillor Adam Sykes would be the Chair of the Review Panel.

5.0 WIRRAL PLAN WORKSHOPS

- 5.1 The three scrutiny workshops for Members to consider the delivery of the Wirral Plan have now been held. The workshops covered each of the three themes (People, Business and Environment) and the outcomes are to be presented in a consolidated report to the Policy & Performance Coordinating Committee scheduled for 10th December.

6.0 PROGRESS IMPLEMENTING PREVIOUS RECOMMENDATIONS

6.1 Local Welfare Assistance Scheme

A full report detailing the progress made on implementing the recommendations from the scrutiny review is to be presented to the next committee meeting scheduled for 1st February 2016. This report will also inform the committee on how the funding has been used and what remains to deliver the scheme.

7.0 RECOMMENDATIONS

- 7.1 Members are requested to approve the Transformation and Resources Policy & Performance Committee work programme for 2015/16 and to determine the prioritisation of Task & Finish Scrutiny Reviews.

REPORT AUTHOR: Michael Lester
telephone (0151) 691 8628
email Michaellester@wirral.gov.uk

2015-16 Transformation and Resources Policy & Performance Committee Work Programme

Key Activities	Lead Member / Officer	Reason for Review	May 2015	June 2015	July 2015	Aug 2015	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	April 2016	Outcome
Committee Dates					15th		21st		4th	3rd		1st	22nd		
Scheduled Reviews															
Libraries	Cllr Chris Meaden	Requested by Members													
Disaster Recovery arrangements	Cllr Phil Davies	Requested by Members													
Wirral Plan - Development of delivery plan	Cllr Moira McLaughlin	Proposed by Spokespersons													Complete - Referred to Coordinating Committee
Potential Reviews															
Debt Recovery processes	Cllr Phil Davies	Requested by Members													
Impact of Implementation of Universal credit / Removal of Housing Benefit for under 25s	Cllr Phil Davies	Requested by Members													
Notice of Motion															
Freedom of Information															
Reports Requested															
Reconfiguration of library services	Joe Blott	Requested by Members													Complete
Asset management Strategy	Joe Blott	Requested by Members													Complete
Performance Appraisals	Joe Blott	Requested by Members													Task & Finish Review
Disaster Recovery Arrangements	Joe Blott	Requested by Members													Complete
Customer Relationship Management	Joe Blott	Requested by Members													Complete
Security access to Council issued devices	Joe Blott	Requested by Members													
Local Welfare Assistance Scheme Scrutiny Review - Update Report	Joe Blott	Requested by Members													
Community Safety Partnership	Joe Blott	Requested by Members													
Spotlight Sessions															
Standing Items															
Performance Dashboard															
Financial Monitoring															
Policy Inform															

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