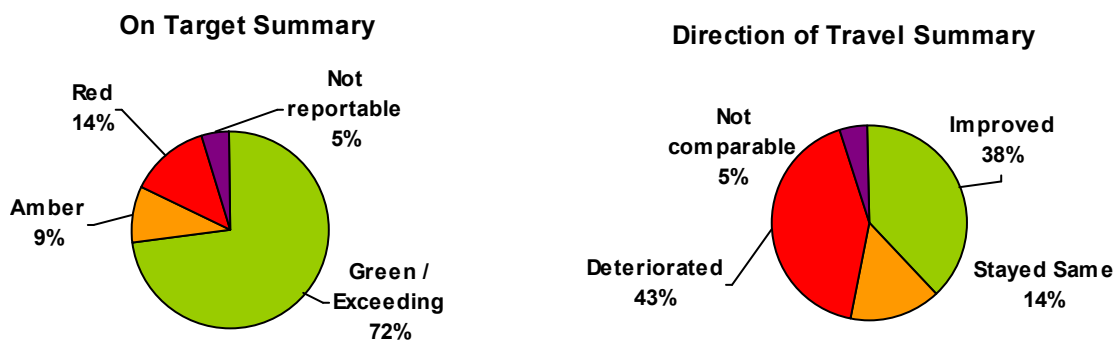


## FIRST QUARTER PERFORMANCE REPORT 2009/2010

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### 1. Executive Summary

- 1.1 This report provides an overview of progress made against the indicators for 2009/2010 and key projects which are relevant to the Council Excellence overview and scrutiny committee.
- 1.2 There are 22 reportable indicators at the first quarter period. The following graphs provide a summary of overall performance:



Appendix 1 provides the status of all the 2009/10 indicators that are reportable to this scrutiny committee for quarter one.

- 1.3 This report sets out that overall performance against the 2009/10 projects relevant to the Council Excellence overview and scrutiny committee is good.
- 24 projects are green (all milestones that should have been met at this point have been met)
  - 3 are amber and 1 is red (critical milestones missed/serious slippage). Corrective action to bring amber and red projects back on track is provided.

### 2. Background

- 2.1 At the Scrutiny Programme Board meeting on the 27<sup>th</sup> May 2009, it was agreed that performance information on the activities relevant to each overview and scrutiny committee would be placed in the web library and a presentation made to the next appropriate meeting. In addition Chief Officers would present reports to relevant overview and scrutiny committees on specific financial matters which fell within their remit.

### 3. Performance headlines

- 3.1 Performance headlines for this overview and scrutiny committee include:
- £405,530 efficiencies gained through procurement
  - Monthly visits to the council's website is exceeding target
  - Council tax collected at quarter one is achieving target

- Changes of circumstances which affect customers housing benefit / council tax benefit entitlement is exceeding target.
- Number of employees aged 65 or over is meeting its target
- 47.67% of top 5% of earners are women which surpasses the target set of 45.92%.
- 24% completion of all High Risk systems as identified in the Audit Plan.
- 80.46% of invoices for commercial goods and services paid within 30 days.

### 3.2 Performance issues

The following indicators have not met the quarterly target by more than 10% and are therefore assessed as **red** or have missed the target by between 5% and 10% and are assessed as **amber**:

Data Key	
<b>Actual</b>	(A)
<b>Estimate</b>	(E)
<b>Provisional</b>	(P)

Portfolio	PI no	Title	2009/2010 Q1 Target	2009/2010 Q1 Outturn	On target	Direction of travel
Finance and Best Value	NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change.	16 Lower=Better	20.29 (A)	Red	Deteriorated

**Context:** Performance is affected by the increase in caseload, the number of new claims and an increase in the number of current claimants having changes to their income because of the recession.

**Corrective action:** Significant increase in number of new claims - likely to impact on processing times overall. 12 new staff have now completed their training and have been integrated fully into the processing teams. We expect an increase in their output as they become more confident in assessment.

Portfolio	PI no	Title	2009/2010 Q1 Target	2009/2010 Q1 Outturn	On target	Direction of travel
Finance and Best Value	LOCAL 2057	Percentage of requests regarding Freedom of Information processed within 20 working days.	95%	89% (A)	Amber	Deteriorated

**Context:** Increased numbers of requests received this year (210 in period) and year on year to date.

**Corrective action:** Looking to procure a more robust monitoring system for FOI requests.

Portfolio	PI no	Title	2009/2010 Q1 Target	2009/2010 Q1 Outturn	On target	Direction of travel
Community and Customer Engagement	LOCAL 2063	Percentage of calls handled through the Call Centre.	95%	86.5% (A)	Amber	Improved
<b>Corrective action:</b> Increased volume of calls and impact of DASS/CYPD service changes. System introduced in Q1 to improve staff availability						

Portfolio	PI no	Title	2009/2010 Q1 Target	2009/2010 Q1 Outturn	On target	Direction of travel
Corporate Resources	LOCAL 6274b	The % of top 5% of earners from black and minority ethnic communities	1.32%	1.11% (A)	Red	n/a
<b>Context:</b> This indicator is now calculated in line with benchmark group guidelines. This increases the control group as employees in more than one job are now counted multiple times which reduces the percentage of those in this category. Small changes in the number of people in the group make large changes in the overall percentage.						
<b>Corrective action:</b> Target needs to be reviewed to take account of change to calculation definition and improved data collection.						

Portfolio	PI no	Title	2009/2010 Q1 Target	2009/2010 Q1 Outturn	On target	Direction of travel
Corporate Resources	LOCAL 6274c	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	7.20%	2.73% (A)	Red	n/a
<b>Context:</b> Data collection exercise across all employees has produced a large number of people who have declared themselves not disabled. This indicator is now calculated in line with benchmark group guidelines. This increases the control group as employees in more than one job are now counted multiple times which reduces the percentage of those who declared a disability.						
<b>Corrective action:</b> Target needs to be reviewed to take account of change to calculation definition and improved data collection.						

3.3 The following projects have been assessed as **amber** (some non-critical milestones have been missed or there is a danger of non-critical slippage) or **red** (critical milestones have been missed or there is serious slippage):

Portfolio	Key project	Status	Corrective Action
Finance & Best Value	Delivery of the Strategic Change Programme 2009/2012	Red	Overall programme classed as red and is being reviewed by the Strategic Change Board. The focus is to be on the priority areas of Adult Social Services, Strategic Asset Review and Common Administrative Processes.

Portfolio	Key project	Status	Corrective Action
Corporate Resources	The council's Equality Watch Scheme (corporate equality plan)	Amber	Failure to meet Level 3 of the Equality Standard has meant that resources need to be targeted between now and September to delivering additional actions in order to achieve this. The Equality Watch Scheme will be reviewed to ensure that 09/10 outcomes are still deliverable within timescales
Community & Customer Engagement	An action plan to further develop the council's programme of community engagement and consultation activities	Amber	Delivery of the Comprehensive Engagement Strategy subject to current consultation ending in September 2009.
Community & Customer Engagement	A programme of community cohesion strategic activity	Amber	The completion of a much broader community cohesion programme of activity will be completed by the end of August 2009
Finance & Best Value	Access to Information (data protection; freedom of information)	Amber	Increasing challenge to respond to FOI requests within 20 days due to increase in year on year requests, constraints of database and need for formal review process
Corporate Resources	A review of council's offices and assets investment in the Council's retained estate	Amber	Review underway
Corporate Resources	A programme of rationalisation and modernisation of the Council's office accommodation	Amber	Project Initiation Document and Action Plan to be agreed on 13 August 2009 at Strategic Asset Review Board
Corporate Resources	A £20 million investment programme in neighbourhood centres	Amber	Detailed programme in place. Outcome of Library Inquiry may affect programme.
Corporate Resources	Develop approaches to HR delivery model, including Consideration of centralisation	Amber	Awaiting appointment of new Head of Service
Corporate Resources	Implement the final stages of the Council's pay review	Amber	Cabinet report scheduled for September 2009. Implementation of the final stages expected December 2009.

### 3.4 Risks

The delivery of the Strategic Change Programme is critical to the Council's ambitions in this area. Whilst revisions have been made the programme needs to remain focussed if it is to be successfully delivered. The economic positions also impacts upon demands for services, including housing Benefit, and the position continues to be regularly monitored.

The project to procure and implement a new payroll system and consolidate payroll service restructuring carries a substantial risk if current timescales are not achieved. The license to use the existing system runs until May 2011 and the new system needs to be operational by that date. The current project plan allows successful implementation and any change to this will be reported to this committee and cabinet.

## **4. Financial Monitoring**

### **4.1 Corporate Services**

4.1.1 At this stage of the year there are no variations projected and spend is expected to be in line with the budget allocated.

### **4.2. Finance / Treasury Management**

4.2.1 There are no variations identified at this time. The economic position continues to affect housing benefit and treasury management activities. In terms of the former there is an increasing number of applicants which are being addressed. For treasury the budgetary adjustments made for 2009/10 recognised this impact and present projections are to be within the revised budgets.

### **4.3 Law, Human Resources and Asset Management**

4.3.1 In terms of the financial position there are no issues to be raised over the departmental budget. There are, however, pressures in the areas of delivering the Strategic Asset Review, the completion of the Local Pay Review and ongoing legal support towards Care Services given current employee vacancies.

### **4.4. Other issues**

#### **4.4.1 Local Pay Review**

The progress on implementing the Local Pay Review, including Job Evaluation and Harmonisation, has regularly been reported to Cabinet and is expected to be within the financial projections. With Phase 1 agreed and reflected within departmental budgets the remaining Phases are ongoing.

## **5. Capital Monitoring**

### **5.1 Law, Human Resources and Asset Management**

5.1.1 As part of the Asset Review and the provision of services across the Authority, work is ongoing on developing the programme for the establishment of the Neighbourhood Centres.

5.1.2 The Property Maintenance programme is being reviewed to focus on enhancements to facilities and will be reported to a future Cabinet.

## **6. Staffing implications**

6.1 Any staffing implications are contained within section 3 of this report.

## **7. Equal Opportunities implications**

7.1 Any equal opportunities implications are contained within section 3 of this report.

## **8. Community Safety implications**

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

**9. Local Agenda 21**

9.1 There are no local agenda 21 implications arising directly from this report.

**10. Planning implications**

10.1 There are no planning implications arising directly from this report.

**11. Anti-poverty implications**

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

**12. Social inclusion implications**

12.1 There are no social inclusion implications arising directly from this report.

**13. Local Member Support implications**

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

**14. Background Papers**

14.1 The following background papers have been used in the preparation of this report

Corporate Services Departmental Plan 2009-2010

Law, HR & Asset Management Departmental Plan 2009-2010

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This report was prepared by Bev McEneaney who can be contacted on 8164

**Appendices:**








**Appendix 1 –Performance Indicator Summary and Project Summary**

**Performance Indicator Summary**

Direction of Travel Summary		
% PIs	No. of PIs	
36.36%	8	Improved by more than 2.5% on previous year's performance
40.91%	9	Deteriorated by more than 2.5% on previous year's performance
13.64%	3	Stayed within +/-2.5% of previous year's performance
4.55%	1	Awaiting data
4.55%	1	Not applicable
100.00%	22	(Note: percentages rounded to 2 decimal places)

Target Summary		
% PIs	No. of PIs	
54.55%	12	Green (within +10/-5% of the target)
9.09%	2	Amber (missed target by between 5% and 10%)
13.64%	3	Red (missed target by more than 10%)
18.18%	4	Over-performing (more than 10% of the target)
4.55%	1	Awaiting data
0.00%	0	Target not set
0.00%	0	Not Applicable
100.00	22	(Note: percentages rounded to 2 decimal places)

Data Key	
<b>Actual</b>	(A)
<b>Estimate</b>	(E)
<b>Provisional</b>	(P)

PI No.	Title	Quarter 1 Target	Quarter 1 Actual	On Target	Direction of Travel
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	200	246.84 (A)	Over Performing	
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change.	16 (Lower is Better)	20.29 (A)	Red	
LOCAL 2041	Investment performance as a movement from strategic benchmark	0%	0.4% (A)	Over Performing	
LOCAL 2056	Percentage of requests regarding Data Protection processed within 40 calendar days.	100%	100% (A)	Green	
LOCAL 2057	Percentage of requests regarding Freedom of Information processed within 20 working days.	95%	89% (A)	Amber	
LOCAL 2060	Completion of all HIGH RISK systems identified in the Audit Plan	25%	24% (A)	Green	
LOCAL 2063	Percentage of calls handled through the Call Centre.	95%	86.5% (A)	Amber	

PI No.	Title	Quarter 1 Target	Quarter 1 Actual	On Target	Direction of Travel
LOCAL 2067	Efficiencies gained through procurement.	£400000	£405530 (A)	Green	n/a
LOCAL 2069	Number of monthly visits to the Council's website	187034	190897 (A)	Green	↑
LOCAL 2070	Number of registrations onto E-Citizen Revenues and Benefits system	2200	2125 (A)	Green	↑
LOCAL 2073	Percentage of Council Tax collected	29.1%	29% (A)	Green	↔
LOCAL 2080	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.	84%	80.46% (A)	Green	↑
LOCAL 6213h	Number of employees aged 65 and over working within the Authority	185	185 (A)	Green	↓
LOCAL 6252	% of press inquiry deadlines met	90%	98% (A)	Green	↔
LOCAL 6274a	The % of top 5% of earners that are women	45.92%	47.67% (A)	Green	↑
LOCAL 6274b	The % of top 5% of earners from black and minority ethnic communities	1.32%	1.11% (A)	Red	↓
LOCAL 6274c	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	7.20%	2.73% (A)	Red	↓
LOCAL 6275	The number of working days/shifts lost due to sickness absence	Currently being discussed with HR			
LOCAL 6276	The % of employees retiring early (excluding ill-health retirements) as a % of the total work force.	0.60% (Lower is Better)	0.53% (A)	Over Performing	↓
LOCAL 6277	The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition .	2.30%	2.27% (P)	Green	↓
LOCAL 6278	The % of employees retiring on grounds of ill health as a % of the total workforce.	0.05% (Lower is Better)	0.04% (A)	Over Performing	↓
LOCAL 6279	The % of local authority employees from minority ethnic communities	1.48%	1.48% (A)	Green	↑



## **Projects Summary**

The following projects have been **completed** or assessed as **green** (all milestones that should have been met at this point have been met):

- A programme of activity in response to Comprehensive Area Assessment
- A new performance management framework and strategy
- Wirral's Comprehensive Engagement Strategy
- Improved co-ordination of the Council's information and research activities
- An internal communications programme to support the council's change activities
- An improvement programme relating to the Local Strategic Partnership and the delivery of the Sustainable Community Strategy and Local Area Agreement
- A strategy for the third sector
- Reducing worklessness – joint working with DWP
- Environmental Management System plan
- Use of Resources (CAA) (Delivery of action plan)
- ICT Strategy and Development Plan (in addition to Change Programme)
- Capital Strategy
- Corporate Risk Strategy
- Internal Audit Plan
- Equality and Diversity (Finance dept. action plan)
- Workforce Development (Finance dept.)
- Value For Money and cost comparisons (deliver VFM through procurement, collaboration and change; increase the level of general balances)
- Value for Money (Finance Dept specific areas)
- Benefits Service Delivery (maximising delivery of Housing Benefits; maximising revenue collection)
- Financial Strategy (Medium Term Financial Plan, Sustainable Budget, Treasury Management Policy)
- Customer Access Strategy (in addition to change programme)
  - Customer care standards
  - Tax and benefits review
- Access to Services inspection
- Merseyside Pension Fund (investment performance; admin; take up levels; electronic data exchanges)
- Partnership development (One Stop Shop and outreach)
- To ensure that all Council assets comply with the requirements of the Disabled Discrimination Act
- Implement a property review programme
- Improve the council's management of land and property information through the use of GIS and other systems
- Community Asset Transfer programme
- A programme of disposals
- Review of facilities management
- Procure and implement a new payroll system and consolidate payroll service restructuring
- Develop a cultural change programme which provides opportunities for all staff to become involved in transformation, innovation and improvement
- Introduce new governance framework for registrars
- Develop collaborative approaches to HR delivery