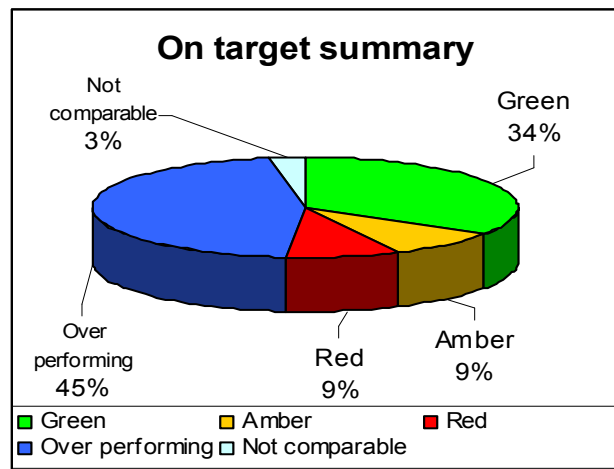
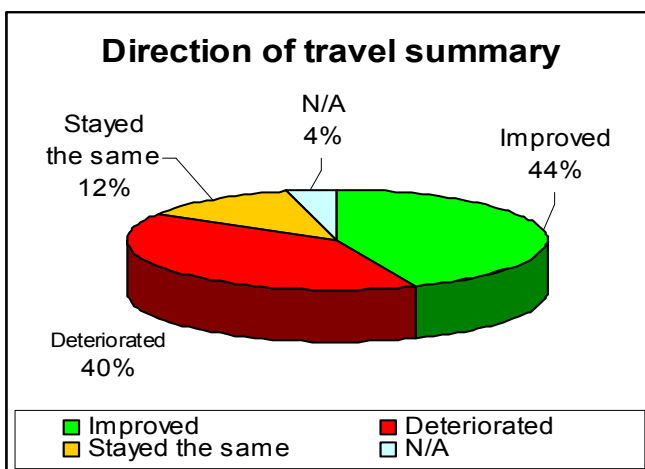


1. Executive Summary

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 25 indicators that can be reported at the second quarter period.



1.3 This report sets out that overall performance against the 2009/10 projects relevant to the Council Excellence overview and scrutiny committee is as follows:

- 28 are green (all milestones that should have been met at this point have been met)
- 15 are amber and/or red (critical milestones missed/serious slippage).
Corrective action to bring amber and red projects back on track is provided.

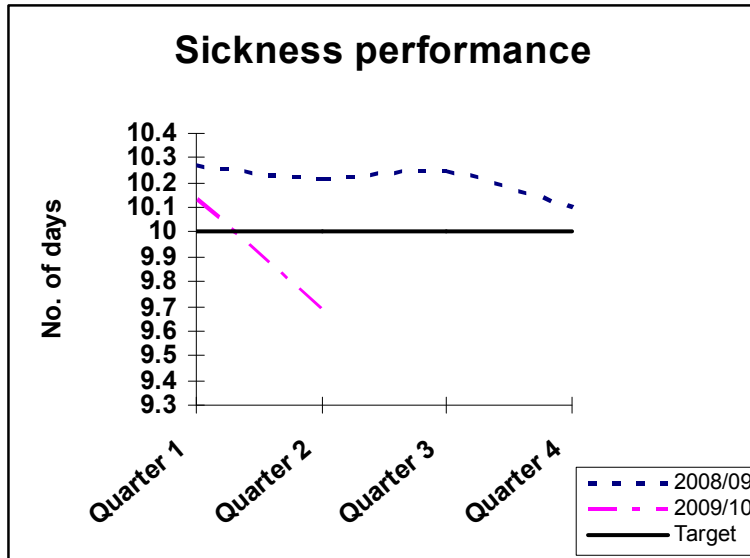
Appendix 1 provides the status of all the 2009/10 indicators that can be reported to this scrutiny committee for quarter two.

2. Background

2.1 At the Scrutiny Programme Board meeting on the 27th 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 Sickness performance



The number of working days/shifts lost has improved over the last two quarters compared to the same periods last year and is expected to meet or exceed the target set of 10 days.

3.2 What's working well

- Statement of accounts completed by 30th September before the statutory deadline and received an unqualified opinion from the Audit Commission.
- Accumulated efficiencies stand at £24.6m exceeding the target
- Council tax collections are being maintained
- Free financial advice being provided through one stop shops by A4e (Financial Services Authority and Central Government initiative)
- Archive Service awarded 3 stars by the National Archive
- A new Gender Identity Policy has recently been launched as part of Wirral Council's commitment to promoting Equality and Diversity
- Treasury management investment income - £0.4m increase
- IT - Phase 1 of Government Connect now in place. IT infrastructure supporting office accommodation changes identified in Strategic Asset Review with the trial scheme at Westminster House due to start shortly.
- Merseyside Pension Fund -value of fund has increased to £4.1bn; completed accounts and an unqualified audit opinion

3.3 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	
Actual	(A)
Estimate	(E)
Provisional	(P)

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	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	21.96 (A)	Red	Deteriorated
Context: New staff are now fully operational, the caseload has continued to increase (by 10%) and work plans have been reviewed in order to meet targets						
Corrective action: Strategies are in place to deal with incoming work as quickly as possible in order to improve average processing times						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Community and Customer Engagement	LOCAL 2004	Number of complaints registered on Council's procedure	454 Lower=Better	524 (A)	Red	Deteriorated
Context: Impact of Strategic Asset Review still inflating complaint volumes in 1st/2nd quarters though comparative decrease measured in Q2 - if trend continues over remaining quarters then closer to hitting target.						
Corrective action: Currently working with service areas on improvements to the complaints process and specific areas of service delivery						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Finance and Best Value	LOCAL 2057	Percentage of requests regarding Freedom of Information processed within 20 working days.	95%	88% (A)	Amber	Deteriorated
Context: Increased numbers of requests received this year and year on year to date.						
Corrective action: Plans for allocating further resources are in place.						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Community and Customer Engagement	LOCAL 2063	Percentage of calls handled through the Call Centre.	95%	90% (A)	Amber	Improved
<p>Corrective action: Call Volumes increased by over 5000 this month, when compared to the quieter holiday period in August. 67980 calls were offered and 92.5% of these were handled. We are continuing to manage the situation on the Central Advice and Duty team which responds to Social Service related calls. This team is currently in the process of being restructured. Recruitment has taken place to select candidates to handle calls when the new structure is in place. The successful staff will join the team on the 19/10/09 to commence training. Staff currently handling calls for Social Service related issues will move to new positions within DASS on 2/11/09 when the new team will be operational. The end of the month saw an increase in calls relating to garden waste collection enquiries due to the delivery of revised calendars</p>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Finance and Best Value	LOCAL 2070	Number of registrations onto E-Citizen Revenues and Benefits system	2400	2266 (A)	Amber	Improved
<p>Context: Increasing number of users are being recorded in each quarter but not as high as originally projected.</p> <p>Corrective action: Next main drive to increase take up will be main billing in March 2010 for year 2010/11. Numbers expected to increase in Q3/Q4 but not to original forecasted levels.</p>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Corporate Resources	LOCAL 6252	% of press inquiry deadlines met	90%	80.5% (A)	Red	Deteriorated
<p>Corrective action: The performance of this indicator is a reflection of the nature of recent media enquiries, and the need to quickly co-ordinate a range of contributions from individuals across the Council. The Press and PR team have improved the tracking of media enquiries, and are confident that the performance in Quarter 2 is an anomaly and can be improved in Quarters 3 and 4.</p>						

3.4 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
Corporate Resources	The council's Equality Watch Scheme (corporate equality plan)	Amber	Level 3 assessment taking place on 20th November 2009
Community & Customer Engagement	An action plan to further develop the council's programme of community engagement and consultation activities including the Area Forums	Amber	The community engagement team are currently carrying out research into best practice in this area within other local authorities. This research will form the basis for future recommendations.
Community & Customer Engagement	Wirral's Comprehensive Engagement Strategy	Amber	Consultation feedback has been co-ordinated and was reported back to November 5 th Cabinet
Corporate Resources	Improved co-ordination of the Council's information and research activities	Amber	Key post has now been filled and action planning to deliver this project will take place during November 2009, with key actions planned by the end of March 2010
Council Excellence	Change Programme (overall)	Red	Cabinet 15 October 2009 agreed amendments to programme.
Council Excellence	Workforce Development	Amber	Planning in progress but dependent on agreement of Corporate Workforce Development Plan and targets
Council Excellence	Value for money and cost comparisons Procurement and payments	Amber	VFM profiles reported to Cabinet on 3 September 2009. Further reports to come during the year in accordance with Cabinet recommendation. All measures in Payments Plan now implemented. Full impact will take approximately 6 months to realise
Council Excellence	Value for Money (Finance Dept)	Amber	Housing Benefits & Council tax will continue to be seen

Portfolio	Key project	Status	Corrective action
	specific areas)		as high cost, reflecting total allocations of central costs and for HB due to high number of claimants per population head.
Council Excellence	Customer Access Strategy (in addition to change programme) Customer care standards Tax and benefits review	Amber	Call handling levels at Call Centre still below target due to CADT change but staff being recruited.
Council Excellence	Access to Services inspection	Amber	Action plan reviewed monthly. Progress so far includes: <ul style="list-style-type: none"> • Customer Access Strategy - updated work plan presented to Cabinet in September 2009. • Customer on-street survey redesigned to help identify users and non users, initial report received. • Web Manager initiating changes to software and liaising with Marketing Section for improvements, to be finalised in March 2010
Council Excellence	Access to Information (data protection; freedom of information)	Amber	There is no dedicated resource within Legal Services currently dealing with FOI/Data Protection. The recent increase in FOI requests requiring legal input requires a review as a matter of urgency as to how this advice should be resourced
Corporate Resources	A £20 million investment programme of re-provision	Red	Cabinet revoked the decision to invest £20m in a Neighbourhood Centres programme. This programme has now ceased. (see below)

Portfolio	Key project	Status	Corrective action
Corporate Resources	A programme of investment in the Council's retained estate	Amber	Investment is being made but overall programme is being reviewed in the light of the Cabinet decision on Neighbourhood Centres.
Corporate Resources	Develop approaches to model HR delivery, including consideration of centralisation	Amber	Consultation has been undertaken with Departments and initial proposals have been made. This will now be taken forward by the new Head of Service
Corporate Resources	Implement the final stages of the Council's pay review	Amber	Behind schedule as we look to procure an appropriate scheme and support to implement the final stages

3.5 Risks

- The delivery of the Strategic Change Programme is critical to our ambitions and this 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.
- Impact of the recession upon the financial position / income collection – stable at present.

4. **Financial implications**

4.1 Corporate Services

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

Finance / Treasury Management

The economic position continues to affect housing benefit and treasury management activities. In terms of the former the number of applicants continues to increase and is impacting upon processing times. The agreement to additional staffing resources will mitigate this impact. For treasury the budgetary adjustments made for 2009/10 recognised this impact and with the investments made earlier the forecast is for additional income of £0.4 million.

Law, Human Resources and Asset Management

In terms of the financial position there are no issues to be raised. The pressures in delivering the Strategic Asset Review, completing the Local Pay Review and ongoing legal support towards Care Services will be reduced with the impending arrival of newly appointed staff.

5. Staffing implications

5.1 Any staffing implications are contained within section 3 of this report

6. Equal Opportunities implications

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

7. Community Safety implications

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

8. Local Agenda 21

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

13. Background papers

13.1 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

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	
44.00%	11	Improved by more than 2.5% on previous year's performance
40.00%	10	Deteriorated by more than 2.5% on previous year's performance
12.00%	3	Stayed within +/-2.5% of previous year's performance
4.00%	1	Not applicable (see 2067 below)
100.00%	25	(Note: percentages rounded to 2 decimal places)

Target Summary		
% PIs	No. of PIs	
48.00%	12	Green (within +10/-5% of the target)
12.00%	3	Amber (missed target by between 5% and 10%)
12.00%	3	Red (missed target by more than 10%)
24.00%	6	Over-performing (more than 10% of the target)
4.00%	1	Not Applicable (see 2067 below)
100.00%	25	(Note: percentages rounded to 2 decimal places)

PI No.	Title	Quarter 2 Target	Quarter 2 Actual	On Target	Direction of Travel
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	200	530.07 (A)	Over Performing	↑
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change.	16 (Lower is Better)	21.96 (A)	Red	↓
LOCAL 2004	Number of complaints registered on Council's procedure	454 (Lower is Better)	524 (A)	Red	↓
LOCAL 2041	Investment performance as a movement from strategic benchmark	0%	1.2% (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%	88% (A)	Amber	↓
LOCAL 2060	Completion of all HIGH RISK systems identified in the Audit Plan	35%	42% (A)	Over Performing	↓
LOCAL 2063	Percentage of calls handled through the Call Centre.	95%	90% (A)	Amber	↑
LOCAL 2067	Efficiencies gained through procurement.	£766667	£979266 (A)	n/a	n/a
LOCAL 2069	Number of monthly visits to the Council's website	376888	383349 (A)	Green	↑

PI No.	Title	Quarter 2 Target	Quarter 2 Actual	On Target	Direction of Travel
LOCAL 2070	Number of registrations onto E-Citizen Revenues and Benefits system	2400	2266 (A)	Amber	↑
LOCAL 2073	Percentage of Council Tax collected	57.1%	57.1% (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.	86%	86.42% (A)	Green	↑
LOCAL 6251	% of press releases used by the media	85%	86.5% (A)	Green	↑
LOCAL 6252	% of press inquiry deadlines met	90%	80.5% (A)	Red	↓
LOCAL 6257	% of materials produced that comply with corporate branding guidelines	100%	100% (A)	Green	↔
LOCAL 7000	Number of employees aged 65 and over working within the Authority	188	179 (A)	Green	↓
LOCAL 7011a	The % of top 5% of earners that are women	46.22%	49.25% (A)	Green	↑
LOCAL 7011b	The % of top 5% of earners from black and minority ethnic communities	1.47%	1.60% (A)	Green	↑
LOCAL 7011c	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	2.75%	3.40% (A)	Over Performing	↓
LOCAL 7012	The number of working days/shifts lost due to sickness absence	9.80 (Lower is Better)	9.68 (A)	Green	↑
LOCAL 7014	The % of employees retiring early (excluding ill-health retirements) as a % of the total work force.	1.00% (Lower is Better)	0.46% (A)	Over Performing	↓
LOCAL 7015	The % of employees retiring on grounds of ill health as a % of the total workforce.	0.10% (Lower is Better)	0.09% (A)	Over Performing	↓
LOCAL 7016a	The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition .	2.40%	2.35% (A)	Green	↓
LOCAL 7017a	The % of local authority employees from minority ethnic communities	1.49%	1.52% (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
- An internal communications programme to support the council's change activities
- A corporate marketing plan in line with the council's strategic objectives
- An improvement programme relating to the Local Strategic Partnership and the delivery of the Sustainable Community Strategy and Local Area Agreement
- A programme of community cohesion strategic activity
- 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)
- Value For Money and cost comparisons (deliver VFM through procurement, collaboration and change; increase the level of general balances)
- Benefits Service Delivery (maximising delivery of Housing Benefits; maximising revenue collection)
- Financial Strategy (Medium Term Financial Plan, Sustainable Budget, Treasury Management Policy)
- Merseyside Pension Fund (investment performance; admin; take up levels; electronic data exchanges)
- Partnership development (One Stop Shop and outreach)
- A review aimed at reducing office usage by the local authority
- 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 built asset disposals
- Review of facilities management
- Procure and implement a new payroll system and consolidate payroll service restructuring (*This project was reported as amber in the 2009/10 Second Quarter Performance and Financial Review Cabinet report, but following approval for the procurement of the Northgate Arinso system at Cabinet on 15 October 2009 this project is on schedule to achieve the documented objectives and savings within the proposed timescale*).
- Develop a cultural change programme which provides opportunities for all staff to become involved in transformation, innovation and improvement
- Improve consistency and best practice in recruiting, developing and managing the Council's workforce
- Develop collaborative approaches to HR delivery
- Support the Council through the changes to governance and democratic arrangements contained within the Local Government and Public Involvement in Health Act 2007 and the Local Democracy, Economic Development and Construction Bill 2008