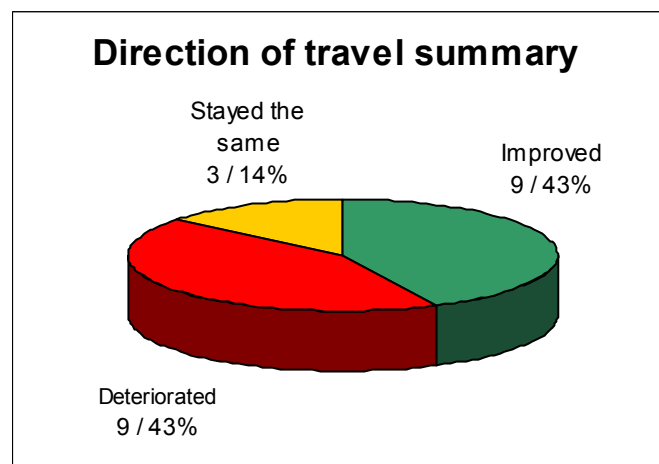
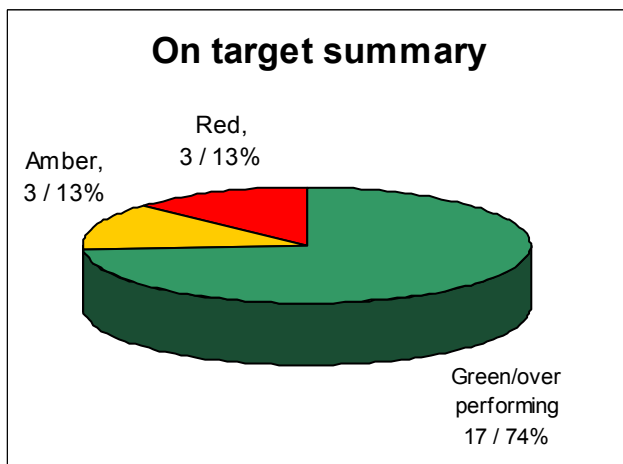


1. Executive Summary

- 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 This report sets out that overall performance against the 2009/10 projects relevant to the Council Excellence Overview and Scrutiny committee is as follows:
- 30 (70%) are green (all milestones that should have been met at this point have been met)
 - 13 (30%) are amber or red (critical milestones missed/serious slippage). Corrective action to bring amber and red projects back on track is provided.
- 1.3 There are 24 indicators that can be reported at the third quarter period to the Council Excellence Overview & Scrutiny committee. Of the 24 indicators, 21 can be compared with the previous year and 23 can be reported against target.



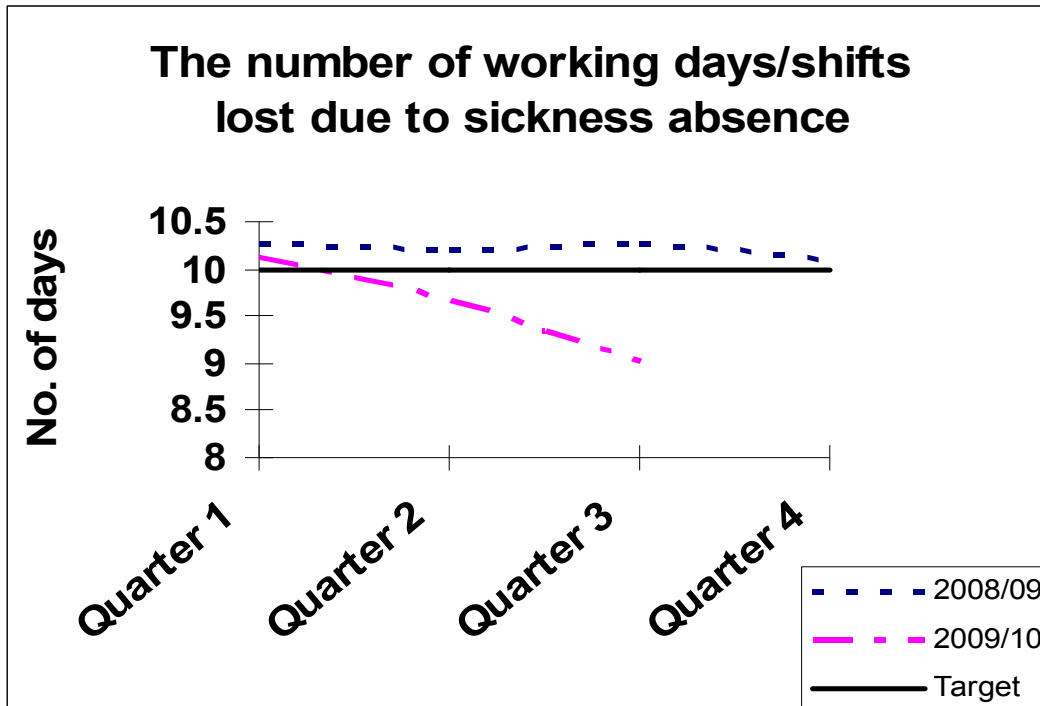
Appendix 1 provides the status of all the 2009/10 indicators that can be reported to this scrutiny committee for quarter three.

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 due to sickness absence has improved over the last three 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

- Number of days/shifts lost due to sickness absence continues to fall
- Number of changes of circumstances which affect customer's Housing Benefit / Council Tax Benefit entitlement continues to exceed the target set
- 91.05% of invoices for commercial goods and services were paid by the authority within 30 days exceeding the target of 88%
- Corporate complaints received continue to display a decreasing trend; with a 10.5% decrease recorded between this quarter and quarter 2 and a 21% decrease when compared to quarter 1.
- The number of compliments recorded showed a comparative increase, with 257 recorded in the current quarter, against 220 for quarter 2.
- Treasury Management continues to perform strongly in terms of returns on investment. A minimum of £700,000 of additional income is forecast for the year - an increase of £300,000 on the quarter 2 forecast.
- Council Tax collection now ahead of target which is extremely pleasing in light of ongoing economic conditions
- The new web site is on target for being public in March, in line with our plan
- Extreme weather conditions in late December affected Streetscene related services and this, in turn, impacted on the Call Centre. Call volumes increased as customers contacted us to report road conditions and refuse collection issues. This situation

was managed by providing updated information via the telephony messaging facility. In addition, staff from the Call Centre were drafted to assist in handling the customers calls. This indicator is green at quarter 3. On analysis, had this situation not occurred, projected performance would have exceeded our target of 96.5%.

- Wirral Council has successfully retained Investor in People status (IiP). The standard is nationally recognised and helps organisations improve and maintain their performance.
- Wirral Council's commitment to promoting equality, both as an employer and as a provider of services, has been recognised in a recent Government assessment. The Council has improved its rating from Level 2 to Level 3 of the Equality Standard for Local Government
- The Council, working with the Audit Commission, held a successful workshop to review performance and financial management arrangements at the Council. The session was attended by 50 staff which included members of the Corporate Improvement Group, Performance Management Group along with a number of middle managers across the organisation.
- The Annual Employers Conference (Merseyside Pension Fund) was well attended and well received

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 Q3 Target	2009/2010 Q3 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	18.65 (A)	Red	Deteriorated
Context: The caseload is still increasing steadily .Work plans take account of this and priorities are changed accordingly to ensure timely payment of benefit.						
Corrective action: Work plans continue to be reviewed regularly and priorities changed accordingly to improve processing times						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Finance and Best Value	LOCAL 2041	Investment performance as a movement from strategic benchmark	0%	-0.4% (A)	Red	N/A
<p>Context: The Merseyside Pension Fund (MPF) invests for the long term rather than short term and would expect any underperformance to be corrected naturally by the market. This has been proven recently by the fact that The Fund's value has returned to the level it was at before the recent market instability.</p> <p>Corrective action: The majority of The Fund's assets are managed by external third parties and are monitored internally by The Fund's Monitoring Officers.</p>						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Finance and Best Value	LOCAL 2056	Percentage of requests regarding Data Protection processed within 40 calendar days.	100%	75% (A)	Red	Deteriorated
<p>Context: Unusual delay due to the complexity of one case.</p> <p>Corrective action: Complex request relating to HR issues is in progress.</p>						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Finance and Best Value	LOCAL 2070	Number of registrations onto E-Citizen Revenues and Benefits system	2600	2411 (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 Council Tax billing in March 2010 for year 2010/11. Numbers expected to increase in Q4 but not to original forecasted levels.</p>						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Corporate Resources	LOCAL 6252	% of press inquiry deadlines met	90%	84.67% (A)	Amber	Deteriorated
<p>Corrective action: In Quarter 3 the Press Office exceeded its target of deadlines met, achieving 93%. The overall result of 84.67% is a knock on effect from quarter 2 which reflected the nature of media enquiries at the time, and the difficulty in co-ordinating a range of contributions from individuals across the Council.</p>						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Corporate Resources	LOCAL 7016a	The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition .	2.50%	2.29% (A)	Amber	Deteriorated
<p>Context: Improvement in the collection rate for the workforce has increased the number of employees declaring no disability. The number of employees declaring a disability increased by 2 from the previous quarter</p> <p>Corrective action: Data improvement plan may lead to a slight increase of numbers. However the lower turnover levels will impede significant progress.</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
Finance and Best Value	Change Programme (overall)	Red	Revised Change Programme agreed by Cabinet (14 January 2010). Action will be proposed by Strategic Change Programme Board and reported to Cabinet
Finance and Best Value	Change Programme 2009/2012 – Common Administrative Processes	Red	Implementation plan to be agreed with lowest tenderer and reported to Cabinet.
Corporate Resources	A review aimed at reducing office usage by the local authority	Red	Detailed work has shown target savings unlikely to be achieved by 31.03.11. Consultants engaged and will complete business case by 31.03.10. Programme being revised.
Finance and Best Value	Change Programme 2009/2012 – Customer Access Strategy - initially using Streetscene services	Amber	Outline plans need detailed development to ensure delivery of savings
Finance and Best Value	Customer Access Strategy (in addition to change programme)	Amber	Customer care standards to be monitored through departmental peer group questionnaire

Portfolio	Key project	Status	Corrective action
	Customer care standards Tax and benefits review		
Finance and Best Value	Access to Services inspection	Amber	Action plan being worked through. Focus group arranged to develop customer consultation
Finance and Best Value	Value for Money (Finance Dept specific areas)	Amber	Housing Benefits & Council tax continue to be seen as high total cost, but compares well on unit costs due to high number of claimants per population head.
Finance and Best Value	Access to Information (data protection; freedom of information)	Amber	Increased numbers of requests received this year and year on year to date. Discussions in progress about appropriate resourcing
Community & Customer Engagement	Wirral's Comprehensive Engagement Strategy	Amber	A refreshed steering group will be launched in this quarter with a revised action plan and reporting requirements agreed
Corporate Resources	A programme of investment in the Council's retained estate	Amber	Investment is being made but the overall programme is being reviewed in the light of the Cabinet decision on neighbourhood centres.
Corporate Resources	Review of facilities management	Amber	Additional resources being identified
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 is being reviewed by the Head of Human Resources and Organisational Development.
Corporate Resources	Implement the final stages of the Council's pay review	Amber	Work continues with the procurement of a partner to help implement final stages. This has been subject to Official Journal of the European Union (OJEU) process. Report to go to Cabinet in February

3.5 Risks

- The delivery of the Strategic Change Programme is critical to our ambitions and there are issues around the rate of progress in delivering the programme. Enhanced governance arrangements should help to mitigate this.
- The economic position also impacts upon demands for services, including Housing Benefit, and the position continues to be regularly monitored.

4. Financial implications

4.1 Corporate Services

In terms of the financial position there are no issues to be raised.

Finance / Treasury Management

The number of applicants for housing benefit continues to increase and is impacting upon processing times which is being mitigated by the agreed additional staffing resources. Within treasury management the budget was adjusted for 2009/10 because of the impact of the recession but through investment management the Council should benefit by £0.7 million this year.

Law, Human Resources and Asset Management

In terms of the financial position there are no issues to be raised.

5. Staffing implications

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

6. Equal Opportunities implications / Equality impact assessment

6.1 The implementation of the Council's corporate plan and departmental plans will have positive equal opportunities impact. Equality Impact Assessments will be undertaken where relevant for related projects and activities.

7. Health Impact Assessment

7.1 A Health Impact Assessment will be undertaken for all relevant projects and activities.

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
Finance Departmental Plan 2009-10

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

Performance Indicator and Project Summary







Performance Indicator Summary

Direction of Travel Summary

% PIs	No. of PIs	
37.50%	9	Improved by more than 2.5% on previous year's performance
37.50%	9	Deteriorated by more than 2.5% on previous year's performance
12.50%	3	Stayed within +/-2.5% of previous year's performance
12.50%	3	Not applicable (direction of travel not set or no data in the previous year to compare)
100.00%	24	(Note: percentages rounded to 2 decimal places)

Target Summary

% PIs	No. of PIs	
58.33%	14	Green (within +10/-5% of the target)
12.50%	3	Amber (missed target by between 5% and 10%)
12.50%	3	Red (missed target by more than 10%)
12.50%	3	Over-performing (more than 10% of the target)
4.17%	1	Not Applicable (direction of travel not set)
100.00%	24	(Note: percentages rounded to 2 decimal places)

PI No.	Title	Quarter 3 Target	Quarter 3 Actual	On Target	Direction of Travel
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	200	954.99 (A)	Over Performing	
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change.	16 (Lower is Better)	18.65 (A)	Red	
LOCAL 2041	Investment performance as a movement from strategic benchmark	0%	-0.4% (A)	Red	n/a
LOCAL 2056	Percentage of requests regarding Data Protection processed within 40 calendar days.	100%	75% (A)	Red	
LOCAL 2057	Percentage of requests regarding Freedom of Information processed within 20 working days.	95%	94% (A)	Green	
LOCAL 2060	Completion of all HIGH RISK systems identified in the Audit Plan	65%	67% (A)	Green	
LOCAL 2063	Percentage of calls handled through the Call Centre.	95%	91.3% (A)	Green	

PI No.	Title	Quarter 3 Target	Quarter 3 Actual	On Target	Direction of Travel
LOCAL 2067	Efficiencies gained through procurement.	£1133334	£1445953 (A)	n/a	n/a
LOCAL 2069	Number of monthly visits to the Council's website	569603	543050 (A)	Green	↑
LOCAL 2070	Number of registrations onto E-Citizen Revenues and Benefits system	2600	2411 (A)	Amber	↑
LOCAL 2073	Percentage of Council Tax collected	85.1%	85.4% (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.	88%	91.05% (A)	Green	↑
LOCAL 6251	% of press releases used by the media	85%	82% (A)	Green	n/a
LOCAL 6252	% of press inquiry deadlines met	90%	84.67% (A)	Amber	↓
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	192	185 (A)	Green	↓
LOCAL 7011a	The % of top 5% of earners that are women	46.55%	49.29% (A)	Green	↑
LOCAL 7011b	The % of top 5% of earners from black and minority ethnic communities	1.71%	1.82% (A)	Green	↑
LOCAL 7011c	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	2.77%	3.39% (A)	Over Performing	↓
LOCAL 7012	The number of working days/shifts lost due to sickness absence	10 (Lower is Better)	9.01 (A)	Green	↑
LOCAL 7014	The % of employees retiring early (excluding ill-health retirements) as a % of the total work force.	1.60% (Lower is Better)	1.21% (A)	Over Performing	↓
LOCAL 7015	The % of employees retiring on grounds of ill health as a % of the total workforce.	0.15% (Lower is Better)	0.14% (A)	Green	↓
LOCAL 7016a	The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition .	2.50%	2.29% (A)	Amber	↓
LOCAL 7017a	The % of local authority employees from minority ethnic communities	1.49%	1.55% (A)	Green	↑

Project summary

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

- Implement property review programme
- Community Asset Transfer programme
- A programme of built asset disposals
- 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 change, innovation and improvement
- Improve consistency and best practice in recruiting, developing and managing the Council's workforce
- 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
- Improve the council's management of land and property information through the use of GIS and other systems
- Develop collaborative approaches to HR delivery
- Use of Resources (CAA) Delivery of action plan
- Change Programme 2009/2012 - ICT Technological Developments
- ICT Strategy and Development Plan (in addition to Change Programme)
- Capital Strategy
- Corporate Risk Strategy
- Internal Audit Plan
- Workforce Development (Finance Department)
- Value For Money and cost comparisons - Procurement and payments
- 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 programme of activity in response to Comprehensive Area Assessment
- A new performance management framework
- The council's Equality Watch Scheme (corporate equality plan)
- An action plan to further develop the council's programme of community engagement and consultation activities including the Area Forums
- Improved co-ordination of the Council's information and research activities
- A corporate marketing plan in line with the council's strategic objectives
- 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 programme of community cohesion strategic activity