WIRRAL COUNCIL
Transformation and Resources Directorate
Corporate and Directorate Plan Performance Report as at 31st May 2013

WIRRAL

No.	Description	Data Source	Performance 2012/13	Target/Plan 2013/14	YTD Target 2013/14	YTD Performance	Overall Status	Monthly Trend	Reporting Period	Accountable Officer (Head of Service)	Comments
Domain 3: Transformation and Resources											
Financial Services											
CP1	Chargeable Services (% achievement versus best practice)	KPMG Annual Study	TBC	Upper Middle Quartile (Feb 2014)	-	-	-	-	-	Director of Resources	Following a report presented to the Chief Executive Strategic Group (5/06/2013), it was agreed; - to trial Trading Accounts in a central service; - to implement Trading Accounts for Legal Refresh (the recharge system), and - to commission an external company to recommend appropriate recharge system.
CP2	Adult Care Packages supported by Direct Debit (as a %)	Accounts Payable Ledger	NIL	30%	0%	0%	G		May	Director of Resources	Department on target to have the system available by the end of September 2013, to support the introduction of direct debit payments from October 2013.
CP3	Establishment reduction compared to savings assumption	Establishment List	N/A	100%	-	-	-	-	-	Director of Resources	The process of aligning finance salary budgets and Human Resource establishment records has commenced (first meeting on 11/06/2013). Performance will be measured from July 2013.
CP4	Budget savings achieved	General Ledger	N/A	£48.40m (100%)	£14.90m	£19.37m	G	+	May	Director of Resources	May savings are £4.47m ahead of target
Human Resources / Organisational Development											
CP5	Agency/Consultancy costs	General Ledger	£2,000,000	£1,500,000	£333,333	NYA	-	-	-	C Hyams	Human Resource are currently developing a process that will enable them to provide this data accurately on a timely monthly basis. Savings will be realised by quarters 3+4
CP6	Sickness absence	M44 Form	10.50days	10.50days	1.78days	1.48days (P)	-	-	-	C Hyams	April's latest sickness absence rate is 0.78, above the target of 0.73 with a RED rating, but is still an incomplete figure as data is still being collated. The cumulative sickness level has improved from May 2012, when it was 1.72 days, but is still an incomplete figure as data is still being collated.
Business Processes											
DP8	Percentage recovery of Council Tax.	Rev Ben system	96.8%	95.1%	17.9%	19.0%	G	-	May	Malcolm Flanagan	Additional £10m raised for 13/14 It is in line with 12/13 performace for May, which was 19.6%.
DP9	Percentage recovery of National Non Domestic Rates (NNDR).	Rev Ben system	95.3%	95.4%	21.0%	19.5%	R	-	May	Malcolm Flanagan	Additional recovery work being undertaken but reflective of general economic situation of most small businesses. Performance is expected to be back on target by the end of July as the Council payments still need to be collected.
DP10	Percentage collection rate on additional debit re: impact of Council Tax Support Scheme, Discount and Exemption Changes and increased costs in respect of the additional £9m raised.	Rev Ben system	N/A	66.0%	8.00%	8.50%	G	-	May	Malcolm Flanagan	Effective 01.04.13. £7.8m additional debit

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DP11	Percentage recovery of Personal Finance Unit charges.	Oracle AR	90.0%	90.0%	-	-	-	-	-	Malcolm Flanagan	To be monitored quarterly
DP11 a	Percentage of Personal Finance Unit assessments completed within timescale.	Civica	55.0%	80.0%	-	-	-	-	-	Malcolm Flanagan	To be monitored quarterly
Legal and Member Services											
DP12	Percentage of current FOI/IRs dealt with within the statutory timescale.	CRM system	67%	85%	80%	NYA	-	-	-	Surjit Tour	The Council is subject to monitoring by ICO 1 July and 30 September 2013 and is resigned under an Undertaking to achieve a least 85% response rate for FOIs and Internal reviews by end September 2013. Measures are in hand to make sure obligations are met.
DP16	Average Number of days to respond to complaints recorded under the corporate process.	CRM system	12	11	-	-	-	-	-	Surjit Tour	To be monitored quarterly
Information Technology Services											
DP13	To replace Windows XP with W7 (complete 500 machines in 2013/14)	Silver Project reports	N/A	500	-	-	-	-	-	Tony Glew	To be monitored quarterly
DP14	To obtain Compliance with external codes of connection including IG Toolkit: April 2014	CoCo process	GCSx accreditation	PSN plus IG Toolkit accreditation	-	-	-	-	-	Tony Glew	To be monitored annually
DP15	To support the Delivery of Agile working with users: 2013/14	Asset plan	N/A	see Asset mnmt plan	-	-	-	-	-	Tony Glew	

WIRRAL COUNCIL
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Corporate and Directorate Plan Performance Report as at 31st May 2013: Projects

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No.	Project/Activity	Delivery Date	Project Status	Reporting Period	Accountable Officer (Head of Service)	Comments
Financial Services						
To develop a robust process for effectively dealing with, monitoring and managing our financial challenges.						
P1	Produce a 2014/15 budget and proposals for 2015/17 that are sustainable, matched to agreed need and aligned to the Council priorities.	11/03/2014	Green	May-13	Director of Resources	Cabinet 18 April 2013 agreed report including Draft Timetable for production of the Budget 2014/15 and beyond.
To enhance and develop our risk management process to ensure that we effectively manage risks.						
P2	Revised Corporate Risk Strategy.	Mar-14	Green	May-13	Joe Blott	Strategy work commenced with initial sessions being held with Council leadership in July 2013.
Procurement						
Improving Corporate Governance by managing the Council finances, achieving long term financial stability, imbedding and promoting strong governance arrangements.						
P3	Implement no purchase order no pay policy.	31/03/2014	Green	May-13	Ray Williams	This project has five key tasks and is due to be completed by 1st December 2013, followed by a full assessment report in March 2014. A number of sub tasks are fully or partially completed.
P4	Centralisation of procurement function.	31/03/2014	Green	May-13	Ray Williams	This project has six key tasks and is due to be completed by 1st November 2013, followed by a full assessment report in February 2014. A number of sub tasks are fully or partially completed.
Internal Audit						
To ensure that risks are identified and measures put in place to mitigate these.						
P5	Deliver Strategic Internal Audit Plan.	31/03/2014	Green	May-13	Mark Niblock	
Legal and Member Services						
To improve Corporate Governance and decision making arrangements through the review / revision of the Constitution						
P6	Make changes to the Constitution under delegated powers.	Sep-13	Green	May-13	Surjit Tour	
P7	Standards and Constitution Oversight Committee recommends changes/revisions to Council.	Sep-13	Green	May-13	Surjit Tour	
P8	Issue Reporting writing Guidance and Timetable for report authors.	Jun-13	Green	May-13	Surjit Tour	An action plan is being drawn up and reviewed as part of detailed plan re: Mod Gov
P9	Provide training during session scheduled for June 2013.	Jun-13	Green	May-13	Surjit Tour	
To implement appropriate arrangements to support the delivery of Neighbourhood Working by assessing additional legal and committee support requirements and development of a protocol to support and assist the Constituency Committees.						
P10	Provide a Resource Plan outlining the additional legal and committee support required for Constituency Committees.	Sep-13	Green	May-13	Surjit Tour	A resource plan will be prepared and arrangements determined, by the Constituency Committee working groups.

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No.	Project/Activity	Delivery Date	Project Status	Reporting Period	Accountable Officer (Head of Service)	Comments
P11	Prepare protocol for governing the operation of Constituency Committees.	Sep-13	Green	May-13	Surjit Tour	Working arrangements are currently being developed by the Neighbourhood Engagement Team.
Implement appropriate arrangements to support the Health and Well-being Board by assessing additional legal and committee support requirements to assist the Board.						
P12	Assess additional legal and committee resources required to support and assist the Health and Well-being Board.	Jun-13	Completed	May-13	Surjit Tour	This project has been completed
P13	Deliver specific Political Awareness Training to transferred NHS staff.	Jun-13	Green	May-13	Surjit Tour	
Improve the Council's Freedom of Information (FOI) responses and Data Protection Act (DPA) arrangements through the implementation and issuing of revised FOI / IR / ICO contact procedure and practice protocol to ensure that requests are handled and monitored correctly, effectively and efficiently within statutory timescales.						
P14	Deliver FOI/IR/ICO contact procedure and practice protocol.	Jul-13	Completed	May-13	Surjit Tour	This project has been completed
P15	Update existing monitoring and reporting arrangements.	Jun-13	Completed	May-13	Surjit Tour	This project has been completed
P16	Prepare a briefing note for senior management outlining current DPA arrangements and proposed course of action.	Jun-13	Green	May-13	Surjit Tour	
P17	Develop and implement an action plan to improve DPA awareness understanding and information handling, including the provision of training.	Aug-13	Green	May-13	Surjit Tour	
P18	Develop a DPA procedure and practice protocol.	Jul-13	Green	May-13	Surjit Tour	
Merseyside Pension Fund						
To provide secure pensions, effectively and efficiently administered at the lowest cost to the contributing employers through the Merseyside Pension Fund.						
P19	To review and consult on the Merseyside Pension Fund's actuary and prepare the Funding Strategy Statement and Statement of Investment Principles for approval by the Pensions Committee in November.	Nov-13	Green	May-13	Peter Wallach	
P20	To implement Local Government Pension Scheme 2014 reform.	01/04/2014	Green	May-13	Peter Wallach	
Human Resources / Organisational Development						
To ensure that the Council has the leadership and managerial capacity in place to deliver its priorities and that the behaviour of leaders reflects the vision and values of the organisation.						
P21	To design, deliver and evaluate the new Wirral Leadership Development Programme.	Feb-14	Green	May-13	Chris Hyams	
P22	To roll out the new Management Development Programme to all managers across the organisation.	Sep-14	Green	May-13	Chris Hyams	
To ensure that performance appraisal is consistently applied across the whole of the Council and to improve the delivery of council services.						
P23	To roll out Performance Appraisal and Development across the organisation to Senior Manager Level.	Sep-13	Green	May-13	Chris Hyams	
P24	To support the completion of Key Issue Exchanges across the entire organisation.	Sep-13	Green	May-13	Chris Hyams	
To implement Learning and Development interventions to deliver organisational and departmental improvement.						

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No.	Project/Activity	Delivery Date	Project Status	Reporting Period	Accountable Officer (Head of Service)	Comments
P25	To ensure that external inspections reflect that staff are receiving the required statutory learning and Development.	Apr-14		-	Chris Hyams	
P26	To deliver programme of support in response to Welfare Reform around Conflict & Aggressions skills training in targeted areas (Libraries, Contact Centres, front line services) to affected staff.	Apr-14		-	Chris Hyams	
P27	To design, deliver & evaluate the new Wirral "Change Agent" Programme	Feb-14	Green	May-13	Chris Hyams	
P28	To deliver an Employee Engagement Survey.	Sep-13	Green	May-13	Chris Hyams	
To continue to implement HR/Payroll Self Serve to realise savings and implement changes required to ensure that managers are able to effectively analyse workforce data and implement changes required.						
P29	To continue to roll out the first phase (basic details) Self Serve to schools.	Dec-13	Amber	May-13	Chris Hyams	Review of system implementation.
P30	To implement the absence and expenses modules across the Council.	Dec-13	Amber	May-13	Chris Hyams	Review of system implementation.
P31	To implement the timesheet module across the Council.	Dec-13	Amber	May-13	Chris Hyams	Review of system implementation.
P32	To implement a Managers reporting dashboard' Insight'.	Dec-13	Amber	May-13	Chris Hyams	Review of system implementation.
To improve efficiency and deliver a high quality Human Resources Service for Schools through the review of Schools HR Service Level Agreement (SLA) for the provision of integrated HR/Payroll Admin.						
P33	To agree the level of Buyback and roll out of Self Service to schools.	Apr-14	Amber	May-13	Chris Hyams	Review of system implementation.
To ensure the Council meets its legal requirements under the Equality Standard 2010, through recording the relevant information about our employees.						
P34	To review the Employee Equality data source and target the areas where information is currently unavailable, to ensure that equality data meets the statutory requirements under Equality Act 2012.	Dec-13	Green	May-13	Chris Hyams	
To effectively support and guide Managers in dealing with key Human Resource issues.						
P35	To review, revise, develop and approve key HR policies (Disciplinary, Capability, Redundancy & Redeployment, Restructure and Dignity at Work).	Sep-13	Green	May-13	Chris Hyams	
P35a	To implement the roll out a training and development programme on the revised key HR policies to managers.	Dec-13	Green	May-13	Chris Hyams	
To develop and implement policy on annualised hours, to reduce the cost of overtime to the Council.						
P36	To undertake consultation with the key managers and trade unions on annualised hours policy.	Sep-13	Green	May-13	Chris Hyams	
P37	To seek agreement from trade unions and seek appropriate approval on annualised hours policy	Oct-13	Green	May-13	Chris Hyams	
To identify and make recommendations on potential savings that can be made in relation to staffing issues and support the implementation of any proposed budget savings relating to staff approved by the Council.						
P38	To carry out a review of Council Services in partnership with Trade Unions and APSE	Oct-13	Green	May-13	Chris Hyams	
Business Processes						
To support the vulnerable, support both work in tackling health inequalities and Neighbourhood Working by the provision of a sustainable and efficient network of Library / One Stop Shops						

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P39	To merge the staffing of these areas and then review service delivery for implementation of proposals to improve sustainability of network.	Oct-13	Amber	May-13	Malcolm Flannagan	Requires first stage move of staff under joint management prior to implementation of lean staffing structure to achieve required budget savings.
To manage our finances in respect of vulnerable people who have been assessed for payment contributions for services delivered in respect of domiciliary and non residential care.						
P40	To address the historic Personal Finance Unit charges and maximise recovery by use of all available methods	Mar-14	Green	May-13	Malcolm Flannagan	Project underway looking at expanded recovery methods and decisions on write off of irrecoverable debts.
To support vulnerable people who need access to the authority's Local Welfare Assistance scheme.						
P41	To review the Local Welfare Assistance scheme and propose amendments for future year schemes.	Nov-13	Green	May-13	Malcolm Flannagan	Project to review commences in September.
To promote digital Inclusion via use of self access facilities						
P42	To significantly increase the percentage of service requests available and made on-line.	Dec-13	Green	May-13	Malcolm Flannagan	Part of Customer Access Transformation Project now underway.

Corporate and Directorate Plan Performance Report: Transformation and Resources Technical Specification Part 1

WIRRAL

Indicator	Frequency	Date montly data will be available	Performance 2012/13	Target 2013/14	Trajectories	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
CP1 Chargeable Services (% achievement versus best practice)	Monthly	Annual study, data not available until Feb 2014	TBC	Upper Middle Quartile (Feb 2014)	Target	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Upper Middle Quartile	Upper Middle Quartile
					Actuals												
CP2 Adult Care Packages supported by Direct Debit (as a %)	Monthly	Not due to be measured until Oct 2013, as system still being developed	NIL	30%	Target	0%	0%	0%	0%	0%	0%	10%	20%	25%	25%	30%	30%
					Actuals	0%	0%										
CP3 Establishment reduction compared to savings assumption	Monthly	Not due to be measured until July 2013, as system still being developed	Establishment List	100%	Target	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%
					Actuals												
CP4 Budget savings achieved	Monthly	tbc (Pete Molyneux e-mailed 10-06-13)	N/A	£8.40m (100%)	Target	£9.90m	£14.90m	£16.70m	£18.60m	£20.60m	£23.60m	£26.60m	£29.90m	£33.20m	£36.50m	£39.80m	£48.40m
					Actuals	£9.90m	£19.37m										
CP5 Agency/Consultancy costs	Monthly	tbc (Jan Evans to check and confirm 11-06-13)	£2,000,000	£1,500,000	Target	£166,667	£333,333	£500,000	£666,667	£833,333	£1,000,000	£1,100,000	£1,200,000	£1,300,000	£1,366,667	£1,433,333	£1,500,000
					Actuals	NYA	NYA	NYA									
CP6 Sickness absence	Monthly	20th of the following month	10.50days	10.50days	Target	0.73days	1.78days	2.58days	3.37days	4.01days	4.75days	5.74days	6.82days	7.70days	8.75days	9.68days	10.50 days
					Actuals	0.78days (P)	1.48days (P)										
DP8 Percentage recovery of Council Tax.	Monthly	7th of following month	96.8%	95.1%	Target	8.6%	17.9%	27.0%	36.0%	46.0%	55.0%	64.0%	73.0%	83.0%	92.0%	94.0%	95.1%
					Actuals	9.9%	19.0%										
DP9 Percentage recovery of National Non Domestic Rates (NNDR).	Monthly	7th of following month	95.3%	95.4%	Target	10.0%	21.0%	31.0%	39.0%	50.0%	58.0%	66.0%	76.0%	85.0%	92.0%	94.0%	95.4%
					Actuals	9.6%	19.5%										
DP10 Percentage collection rate on additional debit re: impact of Council Tax Support Scheme, Discount and Exemption Changes and increased costs in respect of the additional £9m	Monthly	7th of following month	N/A	66.0%	Target	4.00%	8.00%	12.00%	18.00%	23.00%	28.00%	34.00%	40.00%	46.00%	52.00%	58.00%	66.00%
					Actuals	4.00%	8.50%										
DP11 Percentage recovery of Personal Finance Unit charges.	Quarterly	10th of the following month	90.0%	90.0%	Target	N/A	N/A	88.0%	N/A	N/A	86.0%	N/A	N/A	88.0%	N/A	N/A	90.0%
					Actuals												
DP11a Percentage of Personal Finance Unit assessments completed within timescale.	Quarterly	10th of the following month	55.0%	80.0%	Target	N/A	N/A	65.0%	N/A	N/A	70.0%	N/A	N/A	75.0%	N/A	N/A	80.0%
					Actuals												
DP12 Percentage of current FOI/IRs dealt with within the statutory timescale.	Monthly		67%	85%	Target	70%	80%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
					Actuals												
DP13 To replace Windows XP with W7 (complete 500 machines in 2013/14)	Quarterly		N/A	500	Target	N/A	N/A		N/A	N/A		N/A	N/A		N/A	N/A	500
					Actuals												
DP14 To obtain Compliance with external codes of connection including IG Toolkit: April 2014	Annual		GCSx accreditation	PSN plus IG Toolkit accreditation	Target	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	PSN plus IG Toolkit accreditation
					Actuals												
DP15 To support the Delivery of Agile working with users: 2013/14	Annual		N/A	see Asset mnmt plan	Target	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	see Asset mnmt plan
					Actuals												
DP16 Average Number of days to respond to complaints recorded under the corporate process.	Quarterly	7th of following month	12	11	Target	N/A	N/A	11	N/A	N/A	11	N/A	N/A	11	N/A	N/A	11
					Actuals												