

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.
TRCP04	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.

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TRDP06	Suppliers paid within 30 days or payment terms	90.00%	90.00%	79.07%	Red	90.00%	↓	<p>Performance has dipped slightly since the last quarter, but actions have been implemented to improve performance as follows:</p> <ol style="list-style-type: none"> 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. <p><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></p>
TRDP07	Local SME suppliers paid within 10 days	60.00%	50.00%	TBC	TBC	TBC	N/A	
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.

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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	↑	
TRDP13	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.

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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.
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.

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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	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.

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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