

2015-16 T&R DP Performance Indicators		Year End Target 2015/16	Q3 (2015/16)				YE Forecast	DoT	Corrective Actions (Red or Amber) Context (Green/where provided)
PI Ref	PI Title		Target	Actual	Period	RAG			
TRCP02	Projected Delivery of Council budget savings	£29.273m	-	£21.125m	Apr 15 - Dec 15	Green	£29.273m	N/A	
TRCP03	Performance Appraisals completed by September 2015	80%	80%	51%	Apr 15 - Sep 15	Red	51%	↑ This PI has a target completion date of September, therefore the 2015/16 out turn of 51% remains, however as at 3 February 2016 performance appraisals have been completed for 76% of all staff and 89% of managers. 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	6.7	7.46	Apr 15 - Nov 15	Red	11.77	↓ It is forecast that the year-end sickness absence will be 2.02 days above the 9.75 day target. This is a reduction from the Q2 year-end forecast of 12.06 days. 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.	
TRDP06	Suppliers paid within 30 days or payment terms	90.00%	90.00%	94.97%	Dec-15	Green	90.00%	↑ <i>The business process improvements and the project review undertaken at Q2 has led to an increase in electronic invoicing and payments, which are included in the calculation measure, significantly improving performance against this target.</i>	
TRDP07	Local SME suppliers paid within 10 days	60.00%	50.00%	N/A	N/A	N/A	N/A	N/A <i>Following business process review and improvement, a number of issues have been identified with this measure regarding data quality and the agreed methodology currently in place. It is not possible to report on this measure until these issues have been addressed.</i>	

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TRDP08	The total number of extraordinary Council, special cabinet and committee meetings	15	12	10	Apr 15 - Dec 15	Green	15	↑	
TRDP09	Reduction in the issuing of general exception notices under the Access to Information Rules	8	6	3	Apr 15 - Dec 15	Green	8	↑	
TRDP10	Reduction in the total number of published supplementary agendas for Cabinet and Committee meetings	25	17	13	Apr 15 - Dec 15	Green	20	↑	
TRDP13	Client finance recovered by end of month following billing	80.00%	75.00%	69.74%	Dec-15	Red	80.00%	↑	In year performance is progressively improving but has fallen slightly short of the quarter 3 target. This reflects, in part the fact that charges have been introduced for more services, in some cases this has been met with some resistance, impacting on recovery, staff resource and productivity. Progress continues to be made on dealing with historic debt, such as the establishment of a debt review group to consider other approaches that can be pursued to tackle this. It is forecast that, as a result of measures put in place, performance will continue to improve and the year-end target will be achieved.
TRDP14	Recovery of Council Tax	95.6%	82.4%	81.5%	Apr 15 - Dec 15	Amber	94.9%	↓	Staffing has been recruited to full capacity and targeted actions implemented leading to a reduction in outstanding transactions that are below those for the same time last year. As part of the Transaction Centre Review Project business process analysis for smarter working and increased collection is underway. It is forecast that the year-end target will be missed by 0.7%.

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TRDP15	Recovery of National Non Domestic Rates (NNDR)	98.3%	82.5%	81.8%	Apr 15 - Dec 15	Green	98.3%	↔	<i>Performance has dipped slightly due to normal collection fluctuation of Business Rates, and it is anticipated that the year-end target will be met.</i>
TRDP16	Spend allocation of Discretionary Housing Payment	100%	75% £777,427k	63% £653,039k	Apr 15 - Dec 15	Red	100%	↔	Operational issues coupled with the ongoing, high level of demand on this fund as a result of the Housing Benefit Reforms led to a backlog developing at the start of the year, which has now been cleared. £82,203 of the Department for Work and Pensions (DWP) grant funding remains, but an influx of renewal applications continues to be expected. There is a need to ensure a balanced allocation of funds across the year to ensure that the available funding and application process is administered in accordance with Wirral's Discretionary Housing Payment Policy and the wider DWP's 'Good Practice' recommendations.
TRDP17	Directorate Revenue Budget	£31.391m	-	£63.927m	Apr 15 - Dec 15	Green	£27.670m	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	-	£3.773m	Apr 15 - Dec 15	Green	£7.298m	N/A	<i>The spend profile is weighted towards the end of the year.</i>
TRDP19	Directorate Savings achieved	£3.918m	-	£3.507m	Apr 15 - Dec 15	Green	£3.918m	N/A	
TRDP20	Number of Information Governance Incidents (including reported vulnerabilities which could potentially result in a breach)	30	24	30	Apr 15 - Dec 15	Amber	38	N/A	There have been no breaches which require reporting to the Information Commissioner's Office. 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.

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TRDP22	Average number of days to accurately process new Benefit claims	24	25	21	Dec-15	Green	25	↑ <i>Performance continues to improve on an ongoing basis and processing is now 4 days below the target, demonstrating a significant improvement against Q1. However, overall performance may just fall short of the year end target as the previously reported backlog position will influence the final outcomes. The cumulative performance for October - December 2015 is 25 days, in line with national data extracts published by the Department for Work and Pensions (DWP). This is a provisional out turn as the DWP national data has not yet been published.</i>	
TRDP23	Average number of days to accurately process change in circumstance Benefit claims	14	17	15	Dec-15	Green	15	↑ <i>Performance is now within target, demonstrating a significant improvement against the previous quarter. However, the overall cumulative performance for 2015/16 may just fall short of the year end target as the previously reported backlog position will influence the final outcomes. The cumulative performance for October - December 2015 is 15 days, in line with national data extracts published by the Department for Work and Pensions (DWP). This is a provisional out turn as the DWP national data has not yet been published.</i>	
TRDP24	% grant income achieved	99.99%	99.99%	99.69%	Apr 15 - Dec 15	Red	99.67%	↑ The total value of Local Authority overpayments is presently projected to fall below the thresholds which will incur a higher rate of subsidy loss, meaning that a 40%, as opposed to 0% subsidy award will be attracted. Claim activity during Q4 will further affect the position, which is continuing to improve as fewer older adjustments remain outstanding within the overall work to be processed. However it is not yet possible to anticipate whether or not the work required between now and year end will affect the operational position sufficiently to bring the level of Local Authority Error overpayments below baseline thresholds which means that full (100%) subsidy will be attracted against these amounts.	

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TRDP25	£ Identification of Fraud and Error (FERIS)	£768K	£576k	£661,289	Apr 15 - Dec 15	Green	£768K	↑	<i>The Department for Work and Pensions national data extracts for December 2015 have not yet been published, therefore the out turn is provisional.</i>
Direction of Travel (DoT) Key		↑	Performance Improving			↓	Performance Deteriorating	↔	Performance Sustained