

# WIRRAL COUNCIL

## FINANCE AND BEST VALUE OVERVIEW & SCRUTINY COMMITTEE

24 MARCH 2009

### REPORT OF THE DIRECTOR OF FINANCE

#### QUARTER THREE SCRUTINY PERFORMANCE MONITORING REPORT

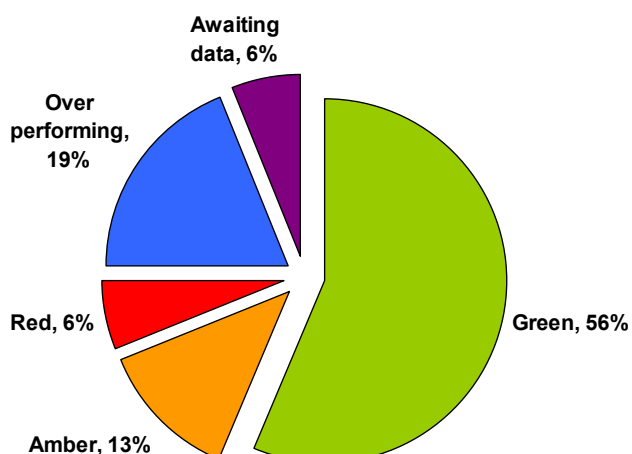
##### 1. EXECUTIVE SUMMARY

- 1.1. This report provides an overview of progress against performance indicators and key projects which are relevant to the Finance and Best Value overview and scrutiny committee.
- 1.2. Overview and scrutiny committees will receive a performance report for only the relevant performance indicators and key actions that are contained within the council's corporate plan and departmental plans. This will include any of 198 indicators featured within the national indicator set that are relevant to the committee.

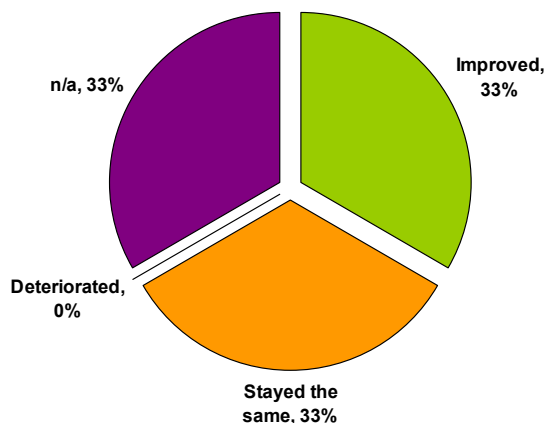
##### 2. PERFORMANCE SUMMARY

- 2.1 The following dashboard provides an overall picture at the third quarter stage. It shows the overall position for the performance indicators and key projects which are relevant to this scrutiny committee.

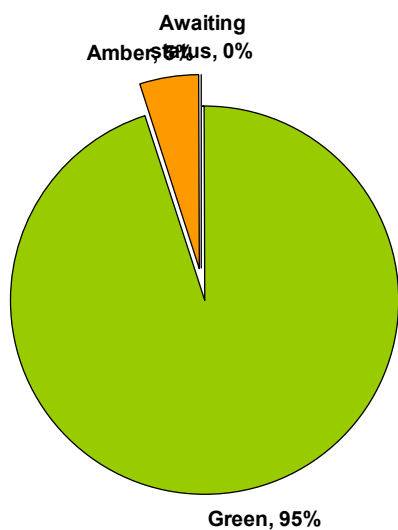
###### Have our indicators hit their targets?



###### Have our indicators improved on this point last year?



## Are our projects on target?



Status	Key actions
Green	21
Amber	1
Red	-
awaiting data	-

## 2.2

### Sick days lost per FTE

All employees	FTE	Days Lost	Sick Days lost per FTE-Dec 07 - Nov 08
Finance	777.76	8740.5	11.24

## 3. PERFORMANCE ANALYSIS

### 3.1 Progress of key actions

The table below shows the key actions within the Finance departmental plan that are either amber or red that can be reported to Finance and Best Value overview and scrutiny committee.

Key actions	Status	Corrective action	Priority for improvement 2008/09 (√)
Implement agreed change programme.	AMBER	Agile working has been introduced into a number of areas including CYPD (use of push email by school inspectors) and Technical Services (use of remote scheduling). All 15 highways inspectors have been 'home based' since October. Areas within the Environmental Health service (Regeneration department) have been selected for initial trials of flexible working with a view to the approach subsequently being applied more widely.  Cabinet resolved in July 2008 to procure an Oracle implementation	√

		<p>system. This has not taken place. A report for Cabinet is being prepared by the Director of Law, HR and Asset Management.</p> <p>The Change Programme, as agreed by Cabinet in December 2008, now focuses on four areas for improvement: the Customer Access Strategy, Common Administrative Processes, Strategic Asset Review and ICT Technological Developments.</p>	
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**Status key**

- Green** All milestones that should have been met at this point have been met
- Amber** Some non-critical milestones have been missed or there is a danger of non-critical slippage
- Red** Critical milestones have been missed or there is serious slippage

**3.2 Direction of travel and target summary**

The following tables provide the direction of travel and target summary the performance indicators that can be reported at the third quarter.

**Direction of Travel Summary**






% PIs	No. of PIs	
25.00%	4	Improved by more than 2.5% on previous year's performance
18.75%	3	Deteriorated by more than 2.5% on previous year's performance
25.00%	4	Stayed within +/-2.5% of previous year's performance
6.25%	1	Awaiting data
25.00%	4	Not applicable
<b>100.00%</b>	<b>16</b>	(Note: percentages rounded to 2 decimal places)

**Target Summary**

% PIs	No. of PIs	
56.25%	9	Green (within +/-5% of the target)
12.50%	2	Amber (missed or exceeded target by more than 5% but less than 10%)
6.25%	1	Red (missed target by more than 10%)
18.75%	3	Over-performing (more than 10% of the target)
6.25%	1	Awaiting data
0.00%	0	Target not set
0.00%	0	Not Applicable
<b>100.00%</b>	<b>16</b>	(Note: percentages rounded to 2 decimal places)

**3.3 Performance Indicator exceptions**

The details of the performance indicators that can be reported to scrutiny at the third quarter stage that have either deteriorated (compared with the same quarter last year), are not on target, are over performing or are awaiting data are shown below.

Corporate Objective: Create an excellent Council								
PI No.	Title	Yr End Target	Yr End Forecast	Quarter 3 Target	Quarter 3 Actual	On Target	Direction of Travel	Corrective Action
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	620	620	400	595.44	Over Performing	n/a	Reflects a higher percentage of changes identified by Wirral than originally anticipated in this new PI. Will continue to review during year but no service delivery issue.
DEPT 2020	Percentage of sundry debt arrears outstanding by year end	20% (Lower is Better)	20%	20%	17.59%	Over Performing		End of year forecast will be continually monitored
DEPT 2038	Notify preserved benefit details within 22 working days of receipt of all relevant information	96%	97%	96%	94.42%	Green		None required
LOCAL 2041	Investment performance as a movement from strategic benchmark	1.25%		0.936%				Awaiting external data.
DEPT 2060	Completion of all HIGH RISK systems identified in the Audit Plan	100%	100%	75%	92%	Over Performing		No Corrective action needed
DEPT 2074	The percentage of non-domestic rates due for the financial year which were received by the authority.	96.25%	95.5%	84.82%	84.13%	Green		The new business rates system went live in December and enforcement actions will recommence over the coming weeks
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.	90%	90%	88%	69.33%	Red		Performance severely reduced due to 59% figure in November. P2P have investigated and identified the problem area. Issues will be addressed as part of the Corporate Payments Plan.

### 3.4 Financial monitoring – position as at 31 December 2008 (Finance Department)

#### SUMMARY

Spend is anticipated to be contained within the overall budget allocated. Savings are essentially achieved and efforts continue to try and ascertain other areas of financial benefit.

## POLICY OPTIONS

Details	£000	Comments / progress
Council Tax discount	40	Increased number of applicants presently being assessed.

## SAVINGS TARGETS

Details	£000	Comments / progress
Corporate ICT staffing	100	Achieved. Staffing changes made.
Housing / Council Tax benefit subsidy	600	Achieved. Continuing improvements from improved service delivery and maximising grant opportunities.
Integrated IT system – staffing and contract	380	Achieved. Reduced staffing and revised contract effective 2008/09.
Cash collection at OSS	30	Achieved. Alternative facilities provided.
Call centre staffing	80	Achieved. Staffing numbers reduced.
IT Systems support	200	Achieved. New contractual arrangements in place for 2008/09.
Procurement	306	Addressing areas to identify savings including insurance tenders.

## CABINET DECISIONS

Date	Details	£000
09 July 2008	Agreed to fund the Voice Risk Analysis Tool in the Call Centre from the Efficiency Investment Budget in 2008/09.	249
6 Nov 2008	Agreed to fund the Procurement & Creditors (£1,022), the Change (£635) and the Customer Services Development (£183) Teams from the Efficiency Investment Budget in 2008/09.	1,840

## VOLATILE AREAS / POTENTIAL VARIATIONS

Details	£	Comments / progress
Housing and Council Tax Benefit	120million	The size and nature of the budget make this a key area within the departmental budget. Performance in this area is closely monitored. The financial climate has seen an increase in applicants.

## 4. FINANCIAL IMPLICATIONS

4.1 There are none arising from this report.

## 5. STAFFING IMPLICATIONS

5.1 There are none arising from this report.

## 6. EQUAL OPPORTUNITIES IMPLICATIONS

6.1 There no specific equal opportunity implications arising directly from this report.

## **7. COMMUNITY SAFETY IMPLICATIONS**

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

## **8. LOCAL AGENDA 21 IMPLICATIONS**

8.1 There are no specific implications arising directly from this report.

## **9. PLANNING IMPLICATIONS**

9.1 There are none arising from this report.

## **10. ANTI-POVERTY IMPLICATIONS**

10.1 There are no specific anti-poverty implications arising directly from this report. However a number of Key Projects and performance indicators inform our performance in relation to poverty.

## **11. SOCIAL INCLUSION IMPLICATIONS**

11.1 There are no specific social inclusion implications arising directly from this report. However a number of Key Projects and performance indicators inform our performance in relation to social inclusion.

## **12. LOCAL MEMBER SUPPORT IMPLICATIONS**

12.1 This report will be of interest to all Members of the Council.

## **13. BACKGROUND PAPERS**

The following background papers were used in the preparation of this report:

Wirral's Corporate Plan 2008-2011  
Finance Departmental Plan 2008/09 - 2010/11

## **14. RECOMMENDATION**

That members note the contents of the report

IAN COLEMAN  
DIRECTOR OF FINANCE

FNCE/78/09

This report was prepared by Stephen Rowley, who can be contacted on 0151 666 3525