Departmental Quarterly Monitoring Report

Directorate: Resources

Department: Policy & Performance

Period: Quarter 3 – 1st October to 31st December 2010

1.0   Introduction

This monitoring report covers the Policy and Performance Department third quarter up to period end 31st December 2010. It describes key developments and progress against all objectives and performance indicators for the service.

The way in which symbols have been used to reflect progress is explained within Appendix 6.

2.0   Key Developments

The Policy and Strategy Division continues to prepare the framework of statutory plans. The Sustainable Community Strategy 2011-26, Core Strategy, and Local Transport Plan 3 were placed on public consultation from 29th November – 24 January 2011. The Waste Development Plan Document will have a further round of consultation during 2011, including submission to Government. There are a multitude of other essential strategies under production including: new Children and Young People's Plan 2011, Digital Economy and Inclusion Strategy, Workforce Strategy, Equalities Scheme, Child Poverty, Community Engagement Strategy, Autism Strategy, Corporate Plan. Policy support continues to be provided to the Children in Care and Safeguarding Inspection Planning Group, a variety of adult social care initiatives, and the Halton Strategic Partnership.

On 13th October, the Secretary of State announced the ending of the National Indicator set and central control over LAA targets, and that Government would establish a single list of all the data that central government asks of local government. On the 20th December, DCLG published the first draft of a single list of data that central government asks local government to collect. A final list will be published in April 201.

The Coalition government has set out its intention to create greater transparency. It sees the central list of data key in this respect, in giving the public a clear idea of what central data the government collects and what should be made available to

them. Included in this list are fifteen new data returns proposed for local government, some of which have previously been collected by partner organisations. In the meantime, the Council is still required to report to government on all the existing data sets.

The Principal Internet/intranet Officer has temporarily transferred to IT, to progress the development of the council website and to integrate better the website with other ICT projects.

A new contract to provide Inside Halton has been awarded with new arrangements to take effect from March 2011.

The annual Internal Communications survey for 2010 was issued in November, the number of responses increased compared to the previous survey with a total of 574 completed responses received. Initial analysis of the results shows that 64.9% of staff are satisfied with internal communications in the Council, a rise from 63% at the previous survey. This increase is particularly positive given the difficult messages that have required communicating over the past year coupled with the current levels of change and uncertainty. Given the challenges that lie ahead, it is particularly important to note that 90.6% of staff believe that they can raise issues. It is also worth noting that 61.9% of staff felt that internal communications had improved. Detailed analysis of the survey results will be undertaken and an action plan developed to respond to issues.

The annual Inside Halton readers survey was included within the December Edition of Inside Halton with an incredible 98% satisfaction rate in keeping with the high levels of performance achieved in previous years. Inside Halton remains a highly effective tool for communicating with the public and will be an important channel for us to communicate the difficult budget savings that lie ahead. New features such as the focus on area forums have been welcomed, while long-standing items such as the what's on guide remain popular with readers. We will now be looking at customer comments on how the magazine can be improved in the future.

3.0   Emerging Issues

New policies and organisational arrangements continue to be announced by the government in a blizzard of bills and white papers. Much of the detail has yet to emerge.

The Localism Bill was presented in Parliament on the 13th December 2010. This legislation has been introduced to support the Coalition Government's Big Society agenda and contains a package of reforms that will "establish powerful new rights to communities, revolutionise the planning system and give communities control over housing decisions". The legislation links with the local authorities' new responsibilities for local health improvement from April 2013, which will have a ring-fenced public health budget which is set out in the Health Bill.

It was announced in October that there will be no further allocation of Working Neighbourhoods Fund after the 31st March 2011. The Halton Strategic Partnership has been supported to develop exit strategies and to agree the final allocation of uncommitted funds.

The Council will need to review its performance management framework to ensure that following the abolition of the national indicator set, it has sufficient information to track progress and make comparisons with other authorities.

The publication of revised Publicity Code is awaited. The main issues arising from the published draft are (1) a requirement that publicity should not be designed to influence public opinion about the policies of the authority (2) restricting the frequency of newsletters to four a year, and that they should not contain anything other than information about public services (3) no use of lobbyists.

Several aspects of scrutiny are up in the air at the moment, partly as a result of Government-initiated changes such as the new governance options available to Councils. Government seems to have back-tracked on removing health scrutiny powers, however. The situation in relation to scrutiny should clarify over the coming months. HBC will need to respond to any significant changes that emerge.

4.0 Service Objectives / milestones

4.1 Progress against 'key' objectives / milestones

Total	16	✔	16	?	0	✖	0

All "key" objectives and milestones are complete or on course for completion by the year end. Further details about "key" objectives/milestones can be found in appendix 1.

4.2 Progress against 'other' objectives / milestones

Total	4	✔	4	?	0	✖	0

All other objectives/milestones for the Department are on track to be achieved and are therefore not being reported by exception at this time.

5.0 Performance Indicators

5.1 Progress Against 'key' performance indicators

Total	**2**	✓	2	?	0	✗	0

All "key" performance indicators are due to reach goal by the year end. Further details about "key" performance indicators can be found in appendix 2.

5.2 Progress Against 'other' performance indicators

Total	**5**	✓	2	?	1	✗	**2**

There are fewer "other" performance indicators to report than envisaged in the original business plan because of the cancellation of the Place Survey. From the 5 remaining indicators, 2 ambitious targets relating to internal communications and In Touch have been missed. Whilst the targets were missed, performance has improved and in order to build on this further, plans have been developed to respond to issues raised through the annual internal communications survey. Further details about "other" performance indicators can be found in appendix 3.

6.0 Risk Control Measures

During the development of the 2010 -11 Service activity, the service was required to undertake a risk assessment of all Key Service Objectives.

No 'high' risk, treatment measures were identified.

7.0 Progress against high priority equality actions

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2010 – 2011

8.0 Data quality statement

The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of

data. Where data has been estimated, has been sourced directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

9.0   Appendices

Appendix 1   Progress against 'key' objectives / milestones

Appendix 2   Progress against 'key' performance indicators

Appendix 3   Progress against 'other' performance indicators

Appendix 4   Financial Statement

Appendix 5   Explanation of use of symbols

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
PPO1	**Deliver the framework of statutory plans and other key strategies to provide a clear corporate direction for Council services and external partners.**

Milestones	Progress Q3	Supporting Commentary
Review of the Children and Young People's Plan. **June 2010.**	✔	The CYP Plan review was completed on time. The document was approved by the Children's Trust Board and submitted to Ofsted (Office for Standards in Education, Children's Services and Skills) during July. Preparation of the new Children & Young People's Plan 2011 has commenced.
Joint consultation on Core Strategy Publication Document and draft Sustainable Community Strategy 2011 – 2026. **November / December 2010.**	✔	All documents have been placed on consultation 29 November to 24 January (8 weeks). The length of consultation relates to the statutory process requirements of the Core Strategy. The Local Transport Plan 3 is also being consulted on at the same time as the Core Strategy and Sustainable Community Strategy.
Submission of Core Strategy to Secretary of State. **February 2011.**	✔	This current consultation stage is known as the Publication stage and formal representations against the 'soundness' of the plan can be lodged. Representations will be processed during February and the final version of the Core Strategy will be sent to the Secretary of State towards the end of February 2011.
Support the implementation of the Telecare Strategy Action Plan that will ensure the continued use and development of Telecare. **March 2011**	✔	As reported last quarter, 3 sub groups of the Early Intervention/Prevention Group have been established. The Telecare Sub Group has been charged with taking forward the Telecare Strategy Action Plan with input from the Policy & Strategy Division.

Ref	Objective
PPO2	**Improve the effectiveness of the support intelligence and advice provided by the Council and Its partners to review policy, resource planning service delivery and performance.**

Milestones	Progress Q3	Supporting Commentary
Monitor performance against Community Strategy targets and review delivery plans **June 2010**	✔	This work is complete and was reported to the Halton Strategic Partnership in May along with Policy and Performance Boards in May and June.
Monitor and review progress in delivering Local Area Agreement targets with partners and agree refresh with government office **March 2011**	✔	The Local Area Agreement (LAA) is a subset of the targets in the Sustainable Community Strategy for Halton. Whilst the LAA no longer needs to be reported to government, progress against the Sustainable Community Strategy targets will continue to be monitored and reviewed at six monthly intervals. A mid year update report was presented to the January 2011 Policy & Performance Boards.
Monitor & review existing MAA and city regional development plan progress and negotiate new MAA with city region partners and GONW **March 2011**	Refer to Comment	The situation remains unchanged as reported last quarter - The structural reforms proposed by the new government place a great deal of uncertainty on the future of the MAA in its current format. Changes at the regional level mean that the City Region Development Plan may have to be revised as new Local Economic Partnerships take the place of the North West Development Agency and responsibility for European Regional Development Fund monies and a portfolio of other issues.
Following consultation and engagement, adopt new Sustainable Community strategy and new corporate plan for the period April 2011 on wards. **March 2011**	✔	Consultation and engagement on the new Sustainable Community Strategy is being undertaken and is running to time. A process to deliver a revised Corporate Plan has commenced.
HSPB to agree exit strategy for end of WNF funding **September 2010**	✔	Work to develop project exit strategies has reached an advanced stage.

Appendix 1: Progress Against 'key' objectives / milestones

Negotiate new Local Area Agreement 2011-2014 **March 2011**	Refer to Comment	The situation remains unchanged as reported last quarter. The current LAA will expire in March 2011 and will not be replaced. Locally established performance indicators will be selected to monitor progress in tackling local issues of greatest concern for the new Sustainable Community Strategy in conjunction with the development of a five year delivery plan. This will be done when the new national data reporting requirements are confirmed (expected by April 2011)

Appendix 1:   Progress Against 'key' objectives / milestones

Ref	Objective
PPO3	**Improve the quality and effectiveness of the Council's communications**

Milestones	Progress Q3	Supporting Commentary
Update corporate communications strategy and supporting directorate work programmes **September 2010**	✔	Milestone complete as previously reported. Work is currently being undertaken as part of the development of work programmes for 2011/12.
Issue new A-Z guide to services **August 2010**	✔	Milestone complete as previously reported, A-Z guides to be distributed via HDL's, libraries etc
Deliver targeted 'you said, we did' campaign **July 2010**	✔	Milestone complete as previously reported.
Review and reissue media guide **September 2010**	✔	New guide issued, revised guide will need to be issued should any changes be required as a result of awaited publicity code (due end Jan 2011)
Review use of corporate branding/audit of external publications **September 2011**	✔	New branding being used on adverts, which is already delivering savings as less space is required with new design.
Retender In Touch contract **December 2010**	✔	Contract has been extended for one year as allowed within current contract. Number of editions of InTouch will be reduced from 12 to 9 as cost saving measure.
Review and retender Inside Halton contract **March 2011**	✔	Contract awarded, first edition under new arrangements will be in March 2011. New controls, will reduce advertising spend from council departments – who will be offered free editorial space, instead of paid for advertising.

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
PP04	**To ensure continuing service delivery remains effective across the Council through the ongoing development of performance and improvement reporting systems through the implementation of new working arrangements in the Centre of Excellence and in response to central government initiatives.**

Milestones	Progress Q3	Supporting Commentary
Provide information to support Statutory Inspections in Children and Young Peoples **May 2010** and Adults and Community Directorate **September 2010** and ongoing meetings with Regulators.	✔	These inspections were fully supported and had favourable outcomes. Additionally, in this last quarter support was provided to Children's Services to support the Ofsted Annual Children's Services Assessment process and meetings with regulators, given the revised harder framework, again with a favourable outcome.

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
Corporate Health							
PPLI 1	% of LAA WNF Spend (%)	N/A	100	46	✔	N/A	Expenditure claims are submitted in arrears after quarter end. Spend is on course for year end.
Cost & Efficiency							
PPLI 8	% of departmental working days lost due to sickness absence.	2.17	3.7	2.7 (April-Dec)	✔	N/A	Percentage of time lost due to sickness is below target, but slightly higher than last year's outturn. NOTE; Last year's figures were based on the old departmental structure, and were taken from the Zeus time recording system rather than the absence recording system, so the calculation was different. Overall it is still a good performance and remains below target and below the average for the Council. Absence management procedures are followed in the Department.

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
Corporate Health							
See footnote [1]							

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
Fair Access							
PPLI 10 (PPLI 11)	Satisfaction with internal communications of the Council (%)	63	78	64.9	✖	⬆	Satisfaction as measured through internal communications survey shows an increase from the previous year, however, is still some way off the target of 78%. An action plan will now be developed and report to management team to address the main issues raised by the survey in an attempt to achieve this ambitious target.
PPLI 11 (PPLI 12)	% of people satisfied or more than satisfied with visit to Council website www.halton.gov.uk	79	93	74	?	⬇	Satisfaction with the website remains steady at around the 70-75% level. New features during Q4 are hoped to increase satisfaction levels – these features include a 'find my nearest' and enhanced search facilities.

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[1] As outlined in previous reports, following the scrapping of the Place Survey, a number of perception based indicators have now been deleted from the Quarterly Monitoring process. An alternative method of collection is currently being considered for the collection of a range of localised perception based indicators.

Appendix 3: Progress Against "other" performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
PPLI 12 (PPLI 13)	Satisfaction with In Touch magazine	74	90	81.6	✖	⬆	Satisfaction is again up on last years figures but won't achieve the very ambitious target of 90% - meeting this target may also be affected by the reduction in the number of editions produced, which will drop from 12 per year to 9 per year as a result of budget savings.

POLICY AND PERFORMANCE DEPARTMENT

Revenue Budget as at 31st December 2010

	Annual Budget £'000	Budget To Date £'000	Actual To Date £'000	**Variance** **To Date** (overspend) £'000	Actual Including Committed Item £'000
Expenditure					
Employees	3,177	2,393	2,395	(2)	2,395
Supplies & Services	393	332	337	(5)	455
Corporate Subscriptions	128	111	111	0	120
Agency & Contracted	0	0	0	0	0
Capital Financing	0	0	0	0	0
Total Expenditure	**3,698**	**2,836**	**2,843**	**(7)**	**2,970**
Income					
Sales	-2	-1	-3	2	-3
Grants	0	0	-2	2	-2
Reimbursements & Other Grants	0	0	-3	3	-3
Fee & Charges Income	-303	-227	-148	(79)	-148
Total Income	**-305**	**-228**	**-156**	**(72)**	**-156**
Net Controllable Expenditure	**3,393**	**2.608**	**2,687**	**(79)**	**2,814**
Recharges					
Premises	246	185	185	0	185
Transport	40	30	30	0	30
Central Support Services	1,924	1,442	1,442	0	1,442
Support Service Income	-4,124	-3,092	-3,092	0	-3,092
Net Total Recharges	**-1,914**	**-1,435**	**-1,435**	**0**	**-1,435**
Net Departmental Total	**1,479**	**1,173**	**1,252**	**(79)**	**1,379**

Comments on the above figures:

In overall terms spending is currently above the budget at the end of the third quarter.

Regarding income, internal charges for printing are currently below budget. This situation will be monitored closely over the coming months.

At this stage spending is likely to exceed the overall Departmental budget by year-end and therefore spending needs to continue to be closely monitored.

Appendix 4: Financial Statement

POLICY AND PERFORMANCE DEPARTMENT

Local Strategic Partnership expenditure as at 31st December 2010

	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£000	**£000**	**£000**	**£000**
Local Strategic Partnership				
LSP Team	221	166	67	99
Community Grid	11	8	9	(1)
Unallocated Grant	625	12	12	0
Net Expenditure	**857**	**186**	**88**	**98**

Regular monitoring reports are sent to the Local Strategic Partnership (LSP) in respect of all LSP projects and any areas of concern are dealt with throughout the year by the LSP support team and individual project managers. Some variances against the budget to date are expected, as the LSP have deliberately over-programmed in order to ensure that the full allocation of Neighbourhood Renewal Fund is spent during the year.

Symbols are used in the following manner:

Progress		**Objective**	**Performance Indicator**
Green	✔	Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	*Indicates that the annual target <u>is on course to be achieved</u>.*
Amber	?	Indicates that it is <u>uncertain or too early to say at this stage</u>, whether the milestone/objective will be achieved within the appropriate timeframe.	*Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.*
Red	✖	Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	*Indicates that the target <u>will not be achieved</u> unless there is an intervention or remedial action taken.*

Direction of Travel Indicator

Where possible <u>performance measures</u> will also identify a direction of travel using the following convention

Green	⬆	*Indicates that performance **is better** as compared to the same period last year.*
Amber	⬌	*Indicates that performance **is the same** as compared to the same period last year.*
Red	⬇	*Indicates that performance **is worse** as compared to the same period last year.*
N/A		*Indicates that the measure cannot be compared to the same period last year.*