

# **PERFORMANCE PORTFOLIO DECISION RECORD**

21st May 2007

The meeting commenced at 9am at Belle Vue Community, Sports and Youth Centre, Hartlepool

**Present:**

Councillor Pam Hargreaves (Performance Portfolio Holder)

Officers: Joanne Machers, Chief Personnel Officer  
Peter Turner, Principal Strategy Development Officer  
Pat Watson, Democratic Services Officer

## **1. Chief Executive's Departmental Plan 2006-07 – 4th Quarter Monitoring Report** (*Chief Personnel Officer*)

**Type of decision**

Non-key

**Purpose of report**

To inform the Portfolio Holder of the progress made against the key actions identified in the Chief Executive's Departmental Plan 2006/07 and the progress of key performance indicators for the period up to 31<sup>st</sup> March 2007.

**Issue(s) considered by the Portfolio Holder**

The report contained background information and detailed how the Corporate Strategy Division, Human Resources Division and Procurement and Property Services Section within Neighbourhood Services (Procurement issues only) had performed in relation to the key actions and performance indicators that were included in the Chief Executive's Departmental Plan 2006/07. The Portfolio Holder accepted that, due to recent changes in the scope of Portfolios, the Procurement element would fall within the remit of the Finance and Efficiency Portfolio.

The following tables were included within the report.

Table 1 – Corporate Strategy/Human Resources progress summary;  
Table 2 – Corporate Strategy Actions not completed on target / not on target;  
Table 3 – Corporate strategy PIs not on target;  
Table 4 – Human Resources Actions not completed on target / not on target;

Tables 2, 3 and 4 detailed the Action, its reference number, milestone and comment on the target not being completed / not on target.

The Portfolio Holder was advised that the plan also contained 9 Performance Indicators that were the responsibility of the Human Resources Division. All of these indicators were collated on an annual basis and were currently being collected in line with the Corporate Plan 2007/08 process. Therefore no updates were available for those indicators at present.

Within 2006/07 the Corporate Strategy and Human Resources Divisions have completed a number of actions and these were listed in the report.

The Portfolio Holder asked for more detailed explanations on some of the targets not achieved and asked if everything possible had been done to try to achieve them. The Principal Strategy Development Officer provided explanations of CED100, CED102, CED121, CED 081 and CED082 and indicated that these would be carried forward. The Chief Personnel Officer advised that 13 of the items contained in Table 4 were as a direct result of the Job Evaluation / revised pay and grading exercise process not being completed. Also a number of the targets were reliant upon departments and /or technology and resources of other people. The CPO indicated that a number of things had been learnt throughout the year.

The Portfolio Holder asked, in terms on the impact of not meeting targets, would this have future effects. The CPO advised that this would have an effect internally and on how services could be improved in the future.

### **Decision**

The Portfolio Holder noted the achievement of the key actions and fourth quarter outturns of performance indicators.

## **2. Communicating with your Council – Monitoring Report 2006/07** (Assistant Chief Executive and *Chief Personnel Officer*)

### **Type of decision**

Non-key

### **Purpose of report**

To report on the progress of the Communicating with your Council suite of strategies during 2006/07.

### **Issue(s) considered by the Portfolio Holder**

The report indicated that, to ensure that the people of Hartlepool get the best in terms of services and support, Hartlepool Council had developed a framework to ensure that communication is open and effective. The framework addressed the following three themes:

- How the Council communicates internally with councillors and employees;
- How the Council communicates locally, regionally and nationally;
- How the Council communicates with partner organisations.

The Portfolio Holder was advised that, to help achieve this, the Council has a suite of strategies known as Communicating with your Council. The four strategies are Corporate Communications, Consultation, Customer Services and Complaints and Comments.

Progress during 2006/07 was detailed in Appendix “A” to the report and described the four action plans – one for each strategy. A total of 69 actions were outlined as well as a number of performance measures. A summary of some of the achievements and progress made during 2006/07 against the planned actions were described in the report under the following headings:

- Corporate Communications
- Customer Services
- Consultation
- Complaints and Comments

### **Decision**

The Portfolio Holder indicated that she was happy to note the report and hope that lessons had been learnt throughout the process.

## **3. Communicating with your Council – Action Plans for 2007/08** *(Assistant Chief Executive and Chief Personnel Officer)*

### **Type of decision**

Non-key

### **Purpose of report**

To report on the Action Plans of the Communication with your Council suite of strategies that had been developed for 2007/08.

### **Issue(s) considered by the Portfolio Holder**

The Portfolio Holder was advised that on 31<sup>st</sup> October 2005 the Performance Management Portfolio Holder had agreed a suite of strategies with the overall aim of presenting a coherent and complementary approach to the Council's dealings with the public and its partners – “To ensure that the people of Hartlepool get the best in terms of services and support, Hartlepool Council has developed a framework to ensure that communication is open and effective”. The four strategies of Corporate Communications; Customer Services; Consultation; and complaints and Comments had similarities and overlapping content and there had been presented as one suite. The

strategies each had an Action Plan for 2006/07 and progress on the plans had been reported separately to the Performance Portfolio Holder.

Action Plans for 2007/08 –It was anticipated that whilst the four basic strategies would remain basically unaltered in terms of their principles and overall objectives, the Action Plans would develop over time to reflect progress on objectives and developments in needs and priorities. Each of the Action Plans continued the work begun in 2006/07 and develops and extends that work. The report highlighted new developments in each of the Action Plans and an Appendix to the report set out the four Action Plans in detail.

The Portfolio Holder referred to the Appendix (10<sup>th</sup>/11<sup>th</sup> page) where it referred to Promote consultation with “hard to reach” groups and asked if the milestone date of March 2008 was the final date. The Chief Personnel Officer indicated that progress had already been made to establish consultancy arrangements and accepted that the wording could have been clearer and/or the date brought forward.

The Portfolio Holder referred to the Customer Services section of the Plan and asked how consultation would be undertaken. The Chief Personnel Officer advised that it would be through Hartlepool Voluntary Development Agency (HVDA) initially to examine how the Council can signpost services.

The Portfolio Holder referred to consultation with young people referred to in the Plan and commented that whilst this is about this department it should be linked with Children’s Services Department and be undertaken via the structures/mechanisms currently in place. The Portfolio Holder asked for a written reference to this to be made in the Plan.

The Portfolio Holder referred to the A to Z of Council Services and advised that, as this had been a recommendation of Regeneration Scrutiny Forum initially, information on progress should be referred back to the Forum.

The Portfolio Holder referred to consultation with the media and suggested that it would be beneficial to meet with the Council’s Press Officer and the Hartlepool Mail on a quarterly basis as one of the Portfolio Holder’s roles/responsibilities is to raise the profile of the Council.

The Principal Strategy Development Officer indicated why some issues/objectives are reported to the Portfolio Holder and some are not. The Portfolio Holder accepted the explanation and requested that progress on raising the profile of Hartlepool regionally, nationally and internationally should be reported in the Chief Executive Department’s quarterly monitoring reports to the Portfolio Holder.

## **Decision**

The Portfolio Holder approved the Actions Plans for 2007/08.

#### **4. Review of Strategic Risk Register** *(Assistant Chief Executive)*

**Type of decision**

Non-key

**Purpose of report**

To inform the Portfolio Holder of the current position with regard to the Council's Strategic Risk Register.

**Issue(s) considered by the Portfolio Holder**

The report described amendments to existing strategic risks and any additional strategic risks following a review by Corporate Risk Management Group (CRMG) and Corporate Management Team (CMT). The review primarily involved examining risk ratings in terms of impact and likelihood and effectiveness of control measures in place to mitigate the risk.

The Risk Register Ratings were detailed at Appendix 1 and detailed Risk Reports were attached as Appendix 2.

The Portfolio Holder was advised that the Strategic Risk Register is reviewed by the CRMG on a quarterly basis and the findings would then be reported again to CMT and to the Portfolio Holder.

**Decision**

The Portfolio Holder noted the review and amendments to the Council's Strategic Risk Register and the actions being taken.

#### **5. Annual Race and Diversity Report** *(Chief Personnel Officer)*

**Type of decision**

Non-key

**Purpose of report**

To obtain the Portfolio Holder endorsement of the Annual Race and Diversity report for 2006/07 and progress made towards the action plan for achieving Level 3 of the Equality Standard for Local Government (BVPI 1a) by 2007/08.

**Issue(s) considered by the Portfolio Holder**

The report to the Portfolio Holder advised that the Council's Corporate Race and Diversity Scheme 2005-2008 had been approved by Cabinet on 6<sup>th</sup> June 2005 and this had met the requirements of both the Race Relations (Amendment) Act 2000 and the BVPI2a - Equality Standard for Local

Government (the 'Equality Standard'). The 2000 Act also required Councils to publish an annual report detailing performance against the Race and Diversity Scheme.

During 2006/7, the Disability Equality Scheme had been agreed as an addendum to the Corporate Race and Diversity Scheme and details relating to the revised document were attached at Appendix A. Also during 2006/7, the Gender Equality Scheme was developed (formally agreed in April 2007) as an addendum to the Corporate Race and Diversity Scheme and details of the revised document were attached at Appendix A.

The Annual Race and Diversity Report 2006-07 was attached as Appendix B additional / updated performance information was circulated at the meeting. Key corporate achievements in 2006/7 were listed in the report.

Actions planned to achieve Level 3 of the Equality Standard by March 2008 were also detailed in the report.

The Portfolio Holder referred to the interesting figures contained in 1.3 (b) of the Workforce Profile and commented on the need, as a Council, to invest in young people and have suitable training schemes in place. The Chief Personnel Officer advised of the robust modern apprenticeship scheme and other steps being taken in this area. The Portfolio Holder requested a report on age profile for a future meeting.

### **Decision**

The Portfolio Holder;

- (a) endorsed the Annual Race and Diversity Report;
- (b) noted the progress made towards achieving Level 3 of the Equality Standard for Local Government (BVPI 2a);
- (c) endorsed the Diversity Steering Group Action Plan for 2007/08, and
- (d) agreed to receive a report on age profile at a future meeting.

**J A BROWN**

**CHIEF SOLICITOR**

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