

# PLEASE NOTE VENUE

## PERFORMANCE PORTFOLIO DECISION SCHEDULE



**Monday 29<sup>th</sup> October 2007**

**at 12 noon**

**in the Red Room, Avondale Centre,  
Dyke House, Hartlepool  
(Raby Road entrance)**

Councillor Hargreaves, Cabinet Member responsible for Performance will consider the following items.

**1. KEY DECISIONS**

No items

**2. OTHER ITEMS REQUIRING DECISION**

2.1 Local Government Association – Reputation Campaign – *Assistant Chief Executive*

**3. ITEMS FOR DISCUSSION / INFORMATION**

3.1 Corporate Performance Management Solution – *Assistant Chief Executive*

**4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

None.

**PERFORMANCE PORTFOLIO**  
Report to Portfolio Holder  
29th October 2007



**Report of:** Assistant Chief Executive

**Subject:** LOCAL GOVERNMENT ASSOCIATION – REPUTATION CAMPAIGN

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SUMMARY

**1. PURPOSE OF REPORT**

To seek approval to sign up to the Local Government Association’s Reputation Campaign.

**2. SUMMARY OF CONTENTS**

The report provides details of the campaign and what is expected of the Council.

**3. RELEVANCE TO PORTFOLIO HOLDER**

Corporate issue

**4. TYPE OF DECISION**

Non-key decision.

**5. DECISION MAKING ROUTE**

Performance Portfolio Holder only

**6. DECISION(S) REQUIRED**

To seek approval from the Portfolio Holder for Hartlepool Council to sign up to the Local Government Association’s Reputation Campaign.

**Report of:** Assistant Chief Executive

**Subject:** LOCAL GOVERNMENT ASSOCIATION - REPUTATION CAMPAIGN

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**1. PURPOSE OF REPORT**

1.1 To seek approval to sign up to the Local Government Association's Reputation Campaign.

**2. BACKGROUND**

2.1 Major research carried out by MORI has identified twelve key actions that, when delivered well, have a marked and positive impact on a council's reputation. The same survey also identified that local residents were not aware of the broad range of services provided by their local council.

2.2 This prompted the Local Government Association to launch its Reputation Campaign. Councils that sign up to the campaign are expected to deliver on twelve key actions within approximately twelve months.

**3. THE CAMPAIGN**

3.1 The twelve key actions fit into two broad categories as follows:-

**Cleaner, safer, greener**

- adopt a highly visible, strongly branded council cleaning operation.
- ensure no gaps or overlap in council cleaning and maintenance contracts.
- set up one phone number for the public to report local environmental problems.
- deal with 'grot spots'
- remove abandoned vehicles within 24 hours.
- win a Green Flag Award for at least one park.
- educate and enforce to protect the environment.

**Communications**

- manage the media effectively to promote and defend the council.
- provide an A-Z guide to council services.
- publish a regular council magazine or newspaper to inform residents.
- ensure the council brand is consistently linked to services.

- communicate well with staff so they become advocates for the council.
- 3.2 The Council is already delivering on some of the key actions such as a dedicated number to report environmental problems and the publication of a community magazine (Hartbeat). We also have a policy of adopting a pro-active approach towards media relations and have undertaken a range of effective PR and marketing campaigns. However, there are other actions which the Council does not currently meet including an A-Z guide to services and a Green Flag for a local park.
- 3.3 The scheme operates on a self-assessment basis. It is simply up to the council to determine whether it is delivering on the actions. The Local Government Association recommend that councils give themselves approximately twelve months to meet all the actions but this is flexible.

#### **4. FINANCIAL IMPLICATIONS**

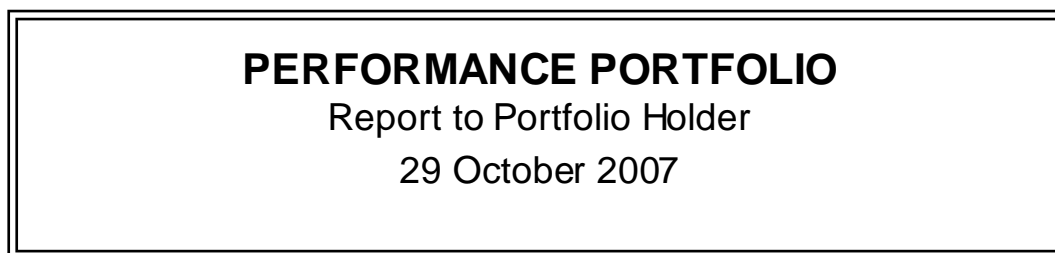
- 4.1 Costs will be met from existing budgets.

#### **5. RECOMMENDATION**

- 5.1 That the Portfolio Holder:
- a) approves signing up to the Local Government Association's Reputation Campaign.
  - b) receives a progress report within the next six months.

#### **6. CONTACT OFFICER**

Alastair Rae, Public Relations Officer, telephone 523510.



**Report of:** Assistant Chief Executive

**Subject:** Corporate Performance Management Solution

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## SUMMARY

### 1.0 PURPOSE OF REPORT

To inform Portfolio Holder of the decision to select a new Corporate Performance Management Solution to monitor and report on future Performance Management Issues.

### 2.0 SUMMARY OF CONTENTS

The report provides background to the procurement project and details how the chosen solution was selected.

### 3.0 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Performance Management.

### 4.0 TYPE OF DECISION

Non key.

### 5.0 DECISION MAKING ROUTE

Portfolio Holder only.

### 6.0 DECISION(S) REQUIRED

The Portfolio Holder is asked to note the decision to select Consilium Technologies Limited to deliver a new Corporate Performance Management Solution.

**Report of:** Assistant Chief Executive

**Subject:** Corporate Performance Management Solution

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## **1. PURPOSE OF REPORT**

- 1.1 To inform Portfolio Holder of the decision to select Consilium Technologies Limited to deliver a Corporate Performance Management Solution, that will enable to council to better monitor, and report on, future Performance Management issues.

## **2. BACKGROUND**

- 2.1 As part of the Corporate Assessment inspection (Dec 2006) the Audit Commission recognised that the Council had “good performance management” and there was a “strong performance management culture throughout the organisation”. However, it is acknowledged that the systems that facilitate the Council’s Performance Management arrangements are disjointed, with different systems used to monitor and report different aspects of performance management. For example, service planning documents, including the Councils’ Corporate Plan, are monitored using an in-house database administered by the Neighbourhood Services Department. The database was introduced council wide in 2004/05 and was identified at the time as a short to medium term solution.
- 2.2 Annual reporting of Performance Indicator information is conducted using a separate database, administered by Corporate Strategy, and information is collected using a paper based collection system. Further analysis of performance information is done manually using Excel spreadsheets, and another Access database.
- 2.3 In addition the Councils’ Risk Management arrangements are administered using a separate Access database, which is currently administered by Northgate.
- 2.4 It was agreed by Corporate Management Team in late 2006 that the time has now been reached when a new system should be introduced to bring together all of the Councils performance management requirements.

## **3. ASSESSMENT PROCEDURES**

- 3.1 Performance Management Portfolio Holder was advised on 23 April that an invitation for Expressions of Interest would be advertised in the

local press and a professional journal by the end of April. The Council received 12 expressions of interest and, following an evaluation, 9 organisations were formally invited to tender.

- 3.2 A total of 7 tender submissions were received by the deadline of 12noon on 29 June 2007 and were opened and recorded by Contract Scrutiny Panel at its meeting on 3 July (Minute No. 13).
- 3.3 As price and the quality of product are equally as important it was agreed, by the Performance Management Portfolio Holder at the meeting on 23 April 2007, to conduct the tender exercise using a Price/Performance ratio of 50:50.
- 3.4 After analysis of the full tender submissions three organisations, Aspiren Limited, Consilium Technologies Limited and Triangle Computer Services Limited, were short listed for the final stage of the assessment process.
- 3.5 The performance aspect of the assessment was split into 3 parts, whereby written references were obtained from existing clients, a site visit was undertaken to view each of the potential systems in operation and each organisation was invited to provide a demonstration to a panel of Council Employees. The panel consisted of 11 Council Officers who marked the demonstrations on how the system met the requirements as detailed in the tender specification.
- 3.6 The scores from each stage of the assessment were entered into a scoring matrix, along with a score based on the price quoted by each of the organisations. The highest score was obtained by Consilium Technologies Limited and it was agreed by all officers that they presented the best overall package, and they were invited to enter into a contract with the Council on 5 October 2007. The score matrix is attached for information as **Appendix A**.

#### **4. RECOMMENDATION**

- 4.1 Portfolio Holder is asked to note the decision to select Consilium Technologies Limited to deliver a new Corporate Performance Management Solution.

### 3.1 APPENDIX A

#### Final Scoring Matrix

The potential systems were evaluated using 4 different assessments. Each of these 4 assessments, and their total weightings are shown in the table below: -

Organisation	Price (50% - 200pts)	References (5% - 20 pts)			Site Visits (25% - 100 pts)			Presentation (20% - 80 pts)			Total
		Score	Weight	Adj Score	Score	Weight	Adj Score	Score	Weight	Adj Score	
<b>Triangle Computer Services Ltd</b>	<b>140</b>	259	0.071	<b>18</b>	513	0.1282	<b>65.5</b>	78.0	0.727	<b>56.5</b>	280.0
<b>Consilium Technologies Ltd</b>	<b>140</b>	254.5	0.071	<b>18</b>	654	0.1282	<b>83.5</b>	83.1	0.727	<b>60.0</b>	301.5
<b>Aspiren Ltd.</b>	<b>160</b>	250	0.071	<b>17.5</b>	342	0.1282	<b>43.8</b>	75.5	0.727	<b>54.5</b>	275.8

The above is calculated using the criteria shown below.

Price – Total points available 200.

References – Total points available from references 282. Total adjusted score available 20pts.

Site Visits – Total points available from Site Visits 780. Total adjusted score available 100.

Presentation – Total points available from Presentation 110. Total adjusted score available 80.

(Note: For each stage scores will be rounded down to nearest 0.5point)