FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO DECISION SCHEDULE

HARTLEPOOL
BOROUGH COUNCIL

Monday 6th February 2006

at 4.30pm

in Committee Room "C"

Councillor Peter Jackson, Cabinet Member responsible for Finance and Performance Management will consider the following items.

1. **KEY DECISIONS**
   1.1   None

2. **OTHER ITEMS REQUIRING DECISION**
   2.1   Review of non Statutory Fees in the Registration Service – *Assistant Chief Executive*
   2.2   Registration Modernisation – *Assistant Chief Executive*

3. **ITEMS FOR INFORMATION**
   3.1   Review of Strategic Risk Register – *Assistant Chief Executive*
   3.2   Employee Attendance 2005/6 – Third Quarter – *Chief Personnel Services Officer*
   3.3   Chief Executive's Departmental Plan2005/06 – 3rd Quarter Review - *Assistant Chief Executive, Chief Personnel Services Officer, Chief Financial Officer and Chief Solicitor*

4. **ITEMS FOR DISCUSSION**
   4.1   None

5. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**
   5.1   None

EXEMPT ITEMS

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) Act 1985

6. **KEY DECISION**
    6.1   None

7. **OTHER ITEMS REQUIRING DECISION**
    7.1   None

8. **ITEMS FOR INFORMATION**
    8.1   None

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder

6th February 2006

Report of:　　　**Assistant Chief Executive**

Subject:　　　**Review of non statutory fees in the Registration Service**

SUMMARY

1.　PURPOSE OF REPORT

The purpose of the report is to request an increase in the locally set fees for non statutory services provided by the Register Office.

2.　SUMMARY OF CONTENTS

The report briefly describes the additional services introduced by the Hartlepool Registration Service since 1994, the current levels of fees and seeks approval for fee increases in all fees for 2006/7.

3.　RELEVANCE TO PORTFOLIO HOLDER

The Registration Services form part of this portfolio.

4.　TYPE OF DECISION

Non-key

5.　DECISION MAKING ROUTE

Decision for portfolio holder.

6.　DECISION(S) REQUIRED

The Portfolio Holder is recommended to approve that:-

Fees for additional non statutory fees be increased as outlined in Appendix A, from 1st April 2006.

Report of: **Assistant Chief Executive**

Subject: **Review of non statutory fees in the Registration Service**

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1. PURPOSE OF REPORT

1.1. The purpose of the report is to request an increase in the locally set fees for non statutory services provided by the Register Office

2. CURRENT SERVICE

2.1. The Council, in conjunction with central government, currently provides the statutory Registration Service based at the Register Office on Raby Road.

2.2. At present non statutory services are provided including naming and renewal of vows ceremonies which align with the statutory birth and marriage registration provision.

2.3. Statutory Citizenship Ceremonies were introduced in 2003 and Hartlepool Borough Council provides this service on behalf of the Home Office. Non statutory individual, or external, Citizenship Ceremonies are also offered.

2.4. With the introduction of Civil Partnership Registration in December 2005 additional non statutory ceremonies are also offered

2.5. Locally set fees may be set to recover the true cost of providing the service. Hartlepool's fees are amongst the lowest in the North East, while the service provided remains second to none. This fee income is a significant element of our business plan.

3. STATUTORY FEE CHANGES BY CENTRAL GOVERNMENT

3.1. With the introduction of Civil Partnership Registration on 5th December the Government set the fee for a basic registration and ceremony at £40.00. At the same time the statutory fee for a basic marriage ceremony was increased from £34.00 to £40.00. This is an increase of 17.6%.

4. PROPOSED INCREASES EFFECTIVE 1ST APRIL 2006

4.1. There are four distinct groups of fees; marriages and civil partnerships in Approved Premises; marriages and civil partnerships in The Willows (The Register Office ceremony suite); alternative civil ceremonies; and individual or bespoke Citizenship ceremonies.

4.2. It will be necessary to increase all non statutory fees associated with marriage or civil partnership by more than the rate of inflation to include the £6.00 increase made by Central Government to the base fee.

4.3. It is proposed that other fees are increased broadly in line with inflation, currently set at 3%.

4.4.   The proposed increases are contained in Appendix A

5.   RISKS

5.1.   There are no significant risks associated with the introduction of this increase.

6.   RECOMMENDATIONS

6.1.   The Portfolio Holder is recommended to approve that:-

Fees for additional non statutory fees be increased as outlined in Appendix A, from 1st April 2006.

Appendix A

N.B.   All fees exclude the statutory certificate fee of £3.50 per certificate.

	2005/6 Fee	**Proposed 2006/7 Fee**	% increase

Marriages in approved Premises

at + £6.00 +3%

	2005/6 Fee	**Proposed 2006/7 Fee**	% increase
Mid Week:	£225.50	**£238.50**	5.8%
Out of Office Hours Monday to Friday: and all day Saturday:	£259.50	**£273.50**	5.4%
Sundays and Bank Holidays:	£332.50	**£349.00**	5.0%

Basic Marriages and Civil Partnerships in The Willows (Register Office Marriage Suite)

at + £6.00   or + £6.00 +3%

	2005/6 Fee	**Proposed 2006/7 Fee**	% increase
Mid Week:	£34.00	**£40.00**	17.6%
Saturday mornings	£64.00	**£72.00**	12.5%
Saturday from 12.00 noon	£94.00	**£103.00**	9.6%

Alternative Civil Ceremonies (i.e. Naming, Renewal, Commitment)

at + c 3%

	2005/6 Fee	**Proposed 2006/7 Fee**	% increase
Mid Week:	£130.00	**£134.00**	3.1%
Out of Office Hours Monday to Friday: and all day Saturday:	£185.00	**£191.00**	3.2%
Sundays and Bank Holidays:	£215.00	**£222.00**	3.3%

Citizenship Ceremonies

at + c 3%

	2005/6 Fee	**Proposed 2006/7 Fee**	% increase
In the Willows or Register Office	£50.00	**£51.50**	3.0%
At an approved premise	£85.00	**£87.50**	2.9%

Civil Partnership Additional
Ceremonies in approved Premises

at + c 3%

This service is also subject to a statutory charge of £40.00 not included in this table.	2005/6 Fee	**Proposed 2006/7 Fee**	% increase
Mid Week:	£170.00	**£175.00**	2.9%
Out of Office Hours Monday to Friday: and all day Saturday:	£225.00	**£232.00**	3.1%
Sundays and Bank Holidays:	£255.00	**£263.00**	3.1%

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report To Portfolio Holder
6TH FEBRUARY 2006

HARTLEPOOL
BOROUGH COUNCIL

Report of: Assistant Chief Executive

Subject: REGISTRATION MODERNISATION

SUMMARY

1.   PURPOSE OF REPORT

The purpose of the report is to introduce the Government Position and Consultation Paper 'Registration Modernisation' and consider a response.

2.   SUMMARY OF CONTENTS

The report briefly describes the historical governance principles of the Registration Service and the Government proposals for the future.   It will also present the recommendations for responding to the consultation.

3.   RELEVANCE TO PORTFOLIO HOLDER

The Registration Services form part of this portfolio.

4.   TYPE OF DECISION

Non-key

5.   DECISION MAKING ROUTE

Decision for portfolio holder.

6.   DECISION(S) REQUIRED

The Portfolio Holder is recommended to approve that:-

the Council adopt a positive stance to this consultation and responds to the Government in the form at Appendix 3, and agrees in principle to adopt the new model output scheme for the registration service.

the Council would wish to introduce such a scheme no earlier than 1st April 2007..

Report of: Assistant Chief Executive

Subject: REGISTRATION MODERNISATION

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1.   PURPOSE OF REPORT

1.1.   The purpose of the report is to introduce the Government Position and Consultation Paper 'Registration Modernisation' and consider a response.

2.   CURRENT SERVICE

2.1.   The Council, in conjunction with central government, currently provides the statutory Registration Service based at the Register Office on Raby Road.

2.2.   The administration of the service remains broadly unchanged since it was introduced in 1837, with responsibility shared between the Registrar General, local government and registration officers. Registration officers are statutory post holders, appointed by the local authority, but not employed by them.

2.3.   Each local authority is required to prepare a local service delivery plan (known as a 'scheme') for approval by the Chancellor of the Exchequer. Under the current Hartlepool Scheme the Register Office is staffed by 4 statutory officers and 4 directly employed officers.

3.   PLANNED CHANGES BY CENTRAL GOVERNMENT

3.1.   In 2002 the Government published the White Paper 'Civil Registration: Vital Change'. This set out the agenda for a modern, effective and high quality registration service in keeping with Government's wider reform agenda.

3.2.   The four guiding principles outlined in that White Paper are:-

setting national standards within a framework of clear accountability, designed to ensure that citizens have the right to high quality services wherever they live

devolution and delegation to the front line, giving leaders responsibility and accountability for delivery, and the opportunity to design services around the needs of local people

more flexibility so that public service organisations and their staff are better able to provide modern public services

greater choice for the customer and the ability, if provision is poor, to have an alternative provider

3.3. The principles seek to improve customer service by giving the local authority as service provider responsibility and accountability for delivery with flexibility to design and provide a service to offer choices appropriate to, and meet the needs of, local people.

4. MANAGING CHANGE IN THE SERVICE LOCALLY

4.1. The registration service is going through its most significant change for 168 years.   Major blocks to progress include the need for new primary legislation and the restrictive governance arrangements.

4.2. The Consultation Paper 'Registration Modernisation' identifies the various elements of change and the how they may be introduced. It also addresses the issues of governance and offers a draft model 'output' scheme, to replace the current 'input' scheme, and a draft Code of Practice, which, pending legislative change to the employment status of registration officers, would ease the restrictive burden on local authorities allowing the service to be designed and delivered to meet the needs of the local community.

4.3. Following discussions with the staff and managers of the service it is proposed that the Council adopt a positive stance to this consultation and responds to the Government in the form at Appendix 3, and agrees in principle to adopt the new model output scheme for the registration service.   The Council would wish to introduce such a scheme no earlier than 1st April 2007.

4.4. The preparation of such a scheme would involve wider consultation with stakeholders, staff, Human Resources and Legal divisions and the trades union.

5. RISKS

5.1. There are no significant risks associated with the supporting the suggestions in this consultation paper.   There is no commitment.

5.2. Current staffing arrangements do not include the audit and inspection procedures carried out by HM Inspectorate of Registration, and we suggest that the General Register Office ensure the transfer of the necessary skills to the local authorities in readiness for implementation. It is also recommended that Hartlepool would not wish to introduce a new scheme under the Government's proposals any earlier that 1st April 2007.

6. RECOMMENDATIONS

6.1. The Portfolio Holder is recommended to approve that:-

the Council adopt a positive stance to this consultation and responds to the Government in the form at Appendix 1, and

the Council agrees in principle to adopt the new model output scheme for the registration service, and

the Council would wish to introduce such a scheme no earlier than 1st April 2007.

QUESTIONS FOR CONSULTATION

1. Do you agree that a new governance framework is needed for the delivery of the local registration service?

Yes

2. Do you agree with the proposed revised framework?

Yes

3. Do you have any comments on the draft model scheme or code of practice?

Draft model scheme: No

Draft Code of Practice: No

4. Do you have any other comments or views on this subject?

Yes

Comments

It would be essential that the General Register Office, possibly through the HM Inspectorate of Registration, works with Local Authority service providers to assist in the development of technical skills auditing under any new schemes.

5. Authorities who 'sign up' to the new model scheme (and code of practice) will benefit from the new governance arrangements. In principle, would your authority wish to do so?

Yes

If 'yes', please give an approximate date (no earlier than July 2006) when you would wish such a scheme change to take effect

1st **April 2007**

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report to Portfolio Holder
6th February 2006

HARTLEPOOL
BOROUGH COUNCIL

Report of: **Assistant Chief Executive**

Subject: **REVIEW OF STRATEGIC RISK REGISTER**

SUMMARY

1.0 PURPOSE OF REPORT

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

2.0 SUMMARY OF CONTENTS

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

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 The Portfolio Member has responsibility for risk management issues.

4.0 TYPE OF DECISION

4.1 Non- key.

5.0 DECISION MAKING ROUTE

5.1 Portfolio Holder meeting 6th February 2006.

6.0 DECISION (S) REQUIRED

6.1 To note the review of the Council's Strategic Risk Register and amendments to the strategic risk register.

Report of: **Assistant Chief Executive**

Subject: **REVIEW OF STRATEGIC RISK /**

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1.   PURPOSE OF REPORT

1.1   To review the Council's Strategic Risk Register.

2.   BACKGROUND

2.1   The Cabinet agreed the Council's Risk Management Strategy on 14 December 2004. The Strategy sets out the arrangements for managing risk across the Authority. In line with the Strategy, at its meeting on 21 February 2005, Cabinet agreed the Authority's new Strategic Risk Register.

2.2   The Risk Management strategy identifies specific accountabilities and responsibilities for the management of risk at Hartlepool Borough Council. In line with these, at its meeting on 29th November 2005, the Council's Corporate Risk Management Group (CRMG) considered the Strategic Risk Register. A number of recommendations were reported to Corporate Management Team (CMT) for their comments and input. As a result of this two new risks have been added, one has been deleted and a number have been amended.

2.3   The changes are reported to the Performance Management Portfolio Holder as the cabinet member with the overall responsibility for the Risk Management Strategy Framework.

3. STRATEGIC RISK REGISTER

3.1   The Council's Strategic Risk Register's format is designed to be clear in its design. It sets out the department, section and lead officer responsible for the identified risk, together with a date indicating when the risk will be reviewed.

3.2   For your information, and attached as Appendix 1, a brief overview as to how the Risks have been developed and how each of the risks have been rated.

4.   REVIEW OF STRATEGIC RISK REGISTER DECEMBER 2005

4.1   Following the review, there are now 26 strategic risks identified across the authority. The updated Strategic Risk Register is attached as Appendix 2.

4.2   The following table indicates the changes in the risk ratings. Two new risks have been added to the register, one has been deleted whilst one other has been amended. The amendments have occurred normally due to new control measures being put in place or the risk itself changing. The table below shows the changes since the last review in October 2005.

Strategic Risk Ratings without control measure implementation / Amended Rating with control measures implemented	October 2005	December 2005
Red / Red	5	7
Red / Amber	9	9
Amber / Amber	11	10
Total	**25**	**26**

Red/Red risks

4.3   The following seven risks continue to be identified as category red after control measures have been put in place. These are known as 'red/red' risks, and are of particular importance for the Council given that their impact/likelihood has not been sufficiently mitigated by the control measures in place to date:

Risk Description	Responsible Officer	Risk Ref
1. Increased demand for adult services	Ian McMillan	FIN5-1.2
2. Loss of key staff / insufficient numbers of staff to match service delivery	Joanne Machers	PER5-1.1
3. Sustainability of grant funded services / projects	Mike Ward	FIN5-1.4
4. Flu Pandemic	Ian Parker	PER5-1.3
5. Financial viability and capacity of Building Consultancy Services	Ian Parker	FIN5-1.8
6. Anhydrite Mine	Ian Parker	ENV5-1.3
7. Future Equal Pay Claims	Joanne Machers	FIN5-1.1

4.4   The Council is constantly striving to seek improvements in the control measures of these red/red risks with the control measures also being monitored and amended along with the risk ratings.

New Risks

4.5   Two new risks have been added to the Strategic Risk Register. These are laid out in the table below along with its current rating and existing and planned control measures.

Ref	Risk	Rating	Explanation of change
ENV5-1.3	Anhydrite Mine	Red/Red	**Existing** • Study carried out in 2001 which identified the need for further monitoring **Planned** • Seeking funding from the Council to monitor the condition
ASS5-1.2	Colder than average winter	Red/Amber	**Existing** • Risk Assessment of heating systems/mobile plant • Adult Services Alerted re care services • Winter services advised • Children's Services advised of buildings with highest risk • Reminder to CMT 30/11/05 **Planned** • Monitor

Amended Risks

4.6 Just one of the risks within the Strategic Risk Register was amended within this recent review and explanation of changes can be found in the following table.

Ref	Risk	Previous Rating	New Rating	Explanation of change
FIN5-1.8	Financial viability and capacity of Building Consultancy Services	Red/Amber	Red/Red	A decision on the partnership was due in Nov 05 but this was deferred to look at other options. This has meant increasing pressure on next years workload meaning the risk has been increased to red/red.

Next Review

4.7 The Strategic Risk Register is to be reviewed by the CRMG on a quarterly basis. The findings will then be reported to CMT and to this Portfolio.

5. RECOMMENDATION

5.1 To note the review of the Council's Strategic Risk Register and amendments to the strategic risk register.

Appendix 1 – Risk Register Ratings

In line with the risk management strategy, each risk is categorised to help ensure a systematic and comprehensive approach to risk management, the categories being:

- Political
- Financial
- Social
- Environmental
- Personnel

- Physical assets
- Information and technology
- Contractors/partners/suppliers
- Reputation

The risk rating is calculated on the basis of impact and likelihood – and the greater the degree of severity and probability, the higher the risk rating, in line with the following matrix:

	IMPACT			
LIKELIHOOD	Extreme	High	Medium	Low
Almost certain	RED	RED	RED	AMBER
Likely	RED	RED	AMBER	GREEN
Possible	RED	AMBER	AMBER	GREEN
Unlikely	AMBER	GREEN	GREEN	GREEN

IMPACT

Extreme	Total service disruption / very significant financial impact / Government intervention / sustained adverse national media coverage / multiple fatalities.
High	Significant service disruption/ significant financial impact / significant adverse Government, Audit Commission etc report / adverse national media coverage / fatalities or serious disabling injuries.
Medium	Service disruption / noticeable financial impact / service user complaints or adverse local media coverage / major injuries
Low	Minor service disruption / low level financial loss / isolated complaints / minor injuries

LIKELIHOOD

Expectation of occurrence *within the next 12 months* -
- o Almost certain
- o Likely
- o Possible
- o Unlikely

Appendix 2 – Strategic Risk Register December 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

Risk Description: Colder than average winter 2005/06

Resp Officer   IAN PARKER   **ASS5-1.2**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	MEDIUM
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: Poor condition of building stock

Resp Officer   IAN PARKER   **ASS5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: Controversy relating to contentious decisions

Resp Officer   PETER SCOTT   **ENV5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: Environmental sustainability including the reduction of CO2 emissions / energy consumption and costs not being met

Resp Officer   PETER SCOTT   **ENV5-1.2**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: Anhydrite Mine

Resp Officer   IAN PARKER   **ENV5-1.3**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	EXTREME
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**RED**

Report Run By   CECSKT   12 December 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

Risk Description: Contaminated Land

Resp Officer   IAN PARKER   **FIN5-1.9**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: Future Equal pay claims

Resp Officer   JOANNE MACHERS   **FIN5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Risk Description: Increased demand for adult services

Resp Officer   IAN McMILLAN   **FIN5-1.2**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	ALMOST CERTAIN	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Risk Description: Failure to implement National Procurement Strategy

Resp Officer   ANDREW ATKIN   **FIN5-1.3**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: Sustainability of grant funded services / projects

Resp Officer   MIKE WARD   **FIN5-1.4**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Report Run By   CECSKT   12 December 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

Risk Description: **Failure to achieve (or significant delay in meeting) capital receipt targets**

Resp Officer	MIKE WARD		**FIN5-1.5**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Impact upon the Council from outsourcing of significant service areas**

Resp Officer	MIKE WARD		**FIN5-1.6**

No Control Measures In Place		**Control Measures In Place**	
Impact	MEDIUM	Impact	MEDIUM
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: **Financial Viability and capacity of Building Consultancy services**

Resp Officer	IAN PARKER		**FIN5-1.8**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	ALMOST CERTAIN	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Risk Description: **Contradictory stance between NHS and HBC responsibilities**

Resp Officer	IAN McMILLAN		**FIN5-1.7**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Failure or lack of access to Critical ICT systems**

Resp Officer	ANDREW ATKIN		**ICT5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Report Run By   CECSKT   12 December 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

Risk Description: **Loss of key staff / Insufficient numbers of staff to match service delivery demands**

Resp Officer	JOANNE MACHERS		**PER5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Risk Description: **Failure to provide council services during emergency conditions**

Resp Officer	IAN PARKER		**PER5-1.2**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	EXTREME
Likelihood	POSSIBLE	Likelihood	UNLIKELY
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Flu pandemic**

Resp Officer	IAN PARKER		**PER5-1.3**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	HIGH
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**RED**	Current Rating	**RED**

Risk Description: **Failure to Implement the Information Sharing Agenda**

Resp Officer	ADRIENNE SIMCOCK		**POL5-1.1**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: **Failure to carry out a statutory process**

Resp Officer	TONY BROWN		**POL5-1.2**

No Control Measures In Place		**Control Measures In Place**	
Impact	EXTREME	Impact	EXTREME
Likelihood	POSSIBLE	Likelihood	UNLIKELY
Current Rating	**RED**	Current Rating	**AMBER**

Report Run By   CECSKT   12 December 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

Risk Description: **Loss of Council reputation due to both internal and external factors**

Resp Officer	ANDREW ATKIN		**REP5-1.7**
No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	MEDIUM
Likelihood	LIKELY	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Discretionary services cut or reduced**

Resp Officer	MIKE WARD		**REP5-1.1**
No Control Measures In Place		**Control Measures In Place**	
Impact	MEDIUM	Impact	MEDIUM
Likelihood	LIKELY	Likelihood	LIKELY
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: **CPA rating changes**

Resp Officer	PAUL WALKER		**REP5-1.2**
No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Risk Description: **Change programme / Restructuring of the Authority**

Resp Officer	PAUL WALKER		**REP5-1.3**
No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	MEDIUM
Likelihood	LIKELY	Likelihood	POSSIBLE
Current Rating	**RED**	Current Rating	**AMBER**

Risk Description: **Loss of focus on strategic direction and key priorities (political direction)**

Resp Officer	PAUL WALKER		**REP5-1.4**
No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Report Run By   CECSKT   12 December 2005

Hartlepool Borough Council
Summary of Risk Report

Department   STRATEGIC

Risk Description: **Failure to realise plans for Victoria Harbour regeneration scheme**

Resp Officer   PETER SCOTT   **REP5-1.5**

No Control Measures In Place		**Control Measures In Place**	
Impact	HIGH	Impact	HIGH
Likelihood	POSSIBLE	Likelihood	POSSIBLE
Current Rating	**AMBER**	Current Rating	**AMBER**

Department Total Risk Count   26

06.02.06 - Finance and Performance Man Portfolio - Review of Strategic Risk Register -Asst. Ch. Exec

> # FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
> ## Report to Portfolio Holder
> ## 6 February 2006

HARTLEPOOL
BOROUGH COUNCIL

Report of: Chief Personnel Services Officer

Subject: EMPLOYEE ATTENDANCE 2005/6 – THIRD QUARTER

SUMMARY

1.   PURPOSE OF REPORT

To update the portfolio holder on the Council's performance up to, and including, the third quarter of 2005/6 and action taken in the third quarter of 2005/6 in relation to employee absence.

2.   SUMMARY OF CONTENTS

The report provides details of employee absence up to, and including, the third quarter of 2005/6 and action taken in the third quarter of 2005/6.

3.   RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4.   TYPE OF DECISION

Non-key decision.

5.   DECISION MAKING ROUTE

Portfolio Holder only.

6.   DECISION(S) REQUIRED

Note the report

Report of: Chief Personnel Services Officer

Subject: EMPLOYEE ATTENDANCE 2005/6 – THIRD
                     QUARTER

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1. **PURPOSE OF REPORT**

1.1   To update the portfolio holder on the Council's performance up to, and
       including, the third quarter of 2005/6 and action taken in the third
       quarter of 2005/6 in relation to employee absence.

2. **BACKGROUND**

2.1   The extent to which employees are absent from work due to illness
       has a direct impact on the quality, level and cost of the provision of
       services.   As such the Government has included BVPI12 – The
       number of working days/shifts lost due to sickness absence in its
       basket of Corporate Health Performance Indicators.

3. **THE COUNCIL'S PERFORMANCE UP TO, AND INCLUDING, THE
   THIRD QUARTER OF 2005/6**

3.1   When considering performance and particularly projected out-turn
       figures it is important to recognise that experience indicates that
       sickness levels are generally higher during the winter months
       compared to the summer months. The performance data for 2005/6
       includes unweighted data (which does not reflect seasonal
       differences) and weighted data (which weights the current
       performance to reflect seasonal sickness patterns over the preceding
       two years).

3.2   During the third quarter of 2005/6 (i.e. October - December), the
       average (annual equivalent) days absence per FTE employee was
       12.79 days (unweighted) and 11.25 days (weighted) compared to

       ➢ an annual target of 10.29 days
       ➢ performance of 14.64 days (unweighted) during the third
         quarter of 2003/4 (weighted data is not available) and
       ➢ performance of 12.69 days (unweighted)   and 13.08 days
         (weighted) during the third quarter of 2004/5

       A more detailed breakdown, by department, is attached at
       Appendices A and B reflecting the new departmental structure. New
       departmental targets have been calculated (based on previous
       targets) in respect of those departments affected by the restructure.
       Comparisons with previous years are only meaningful where
       departments are relatively unchanged by the recent restructure.

3.3   In the first nine months of 2005/6 (i.e. April – December), the average (annual equivalent) days absence per FTE employee was 11.40 days (unweighted) and 11.81 days (weighted) compared to

> ➢ an annual target of 10.29 days
> ➢ performance of 12.80 days (unweighted) during the first nine months of 2003/4 (weighted data is not available) and
> ➢ performance of 11.08 days (unweighted) and 11.49 days (weighted) during the first nine months of 2004/5.

A more detailed breakdown, by department, is attached at Appendices C and D based on the new departmental structure.   Any sickness during April 2005 – June 2005 in respect of individuals transferring to new departments has been transferred to the new departments.

3.4   Performance in the third quarter tends to be worse than the average performance over the full year and therefore it is not surprising that the weighted average is lower than the unweighted average. Performance continues to be above target and is worse than at this stage last year.   There has, however, been a slight improvement in the expected outturn although it is unlikely that any significant improvements can be made in respect of the final outturn for 2005/6. The level of performance may be attributable, in part, to the impact of the corporate restructure

4.   ACTIONS UNDERTAKEN IN THE THIRD QUARTER OF 2005/6

4.1   A number of actions were undertaken during the third quarter of 2005/6 which are expected to help to achieve the target including

- Regular meetings of Sickness Champions group started
- Managing Stress At Work Policy agreed and being implemented
- Series of briefings by the Corporate Sickness Champion to all participants in the Leadership and Management Development Programme started
- Identification of web based solution to enable schools to provide more efficient and timely ways of recording sickness and making this available to HR
- Approach to Occupational Health contract renewal agreed
- Appointment of a new Employee Support Officer as an interim measure pending comprehensive review of the Employee Support (counselling) service
- New departments developing managing attendance action plans, including identifying 3-5 key actions to improve attendance levels

- Increased HR resources made available to deal with sickness issues, particularly those employees who are sick and have exhausted sick pay entitlement
- Draft procedures and processes developed to deal with 'complex' sickness absence cases
- Planning for the development of the 'Wellbeing' concept in the Council including agreement to participate in the Work Foundation 'Wellness Management Index' pilot arrangements
- Development of a series of common 'Wellness' scenarios designed to assist managers in preventing and addressing absence by the application of 'Wellness' arrangements including health and safety measures, early referral for support and treatment such as Employee Support, Counselling, Physiotherapy etc and applying the Attendance Management Procedure provisions.
- Development of improved 'phased return to work' arrangements
- Continued implementation of the Managing Attendance Review Improvement Plan

5.   ACTIONS PLANNED FOR THE FOURTH QUARTER OF 2005/6

5.1   A number of actions are planned during the fourth quarter of 2005/6 which are expected to help in achieving sickness targets in the future including

- Implementation of HR Analyser (sophisticated reporting tool) – previously delayed
- Implementation and communication of a series of common 'Wellness' scenarios designed to assist managers in preventing and addressing absence
- Finalising procedures and processes developed to deal with 'complex' sickness absence cases
- Implementation of improved 'phased return to work' arrangements
- Leadership and Management Development Programme Managing attendance project based on feedback from above briefings to supplement the work of the Sickness Champions Group
- Detailed discussions with the trade unions regarding draft sickness and leave conditions of service
- Improved procedures and processes agreed to deal with 'complex' sickness absence cases
- Implementation of the 'Wellbeing' concept commencing in the Council including participation in the Work Foundation 'Wellness Management Index' pilot arrangements
- Various 'Wellbeing' related contract arrangements (Occupational Health, Physiotherapy, Eye and eye sight tests etc) renewed

- Implementation of the Managing Attendance Review Improvement Plan ends as all identified actions have been implemented, found to be inappropriate or superseded by subsequent actions.

6   RECOMMENDATIONS

6.1   That the employee absence in relation to absence in the third quarter and after nine months of 2005/6, actions taken in the third quarter of 2005/6 and planned future actions be noted.

<div align="right">**Appendix A**</div>

1. Annual Equivalent Performance During Third Quarter

a. Previous Year's Annual Equivalent Performance during third quarter (2003/4 and 2004/5)

	Chief Executive	Education Dept	Schools	Regen. & Planning Services	Social Services	Com. Services	N'hood Services	Authority
2003/4 (third quarter)	12.88	14.98	11.43	8.48	20.57	13.99	17.90	**14.64 days**
2004/5 (unweighted) (third quarter)	12.43	12.91	10.01	14.13	15.09	12.53	15.31	**12.69 days**
2004/5 (weighted) (third quarter)	11.26	11.69	8.58	12.80	13.67	11.35	13.87	**13.08 days**

b. Current Year's Annual Equivalent Performance during third quarter (2005/6)

		Chief Executive	Children's Services	Schools	Regen. & Planning Services	Adult & Community Services	N'hood Services	Authority
2005/6	Unweighted Performance in third quarter	9.45	17.31	9.12	5.54	20.61	14.56	**12.79 days**
	Weighted Performance in third quarter	8.38	15.35	7.64	4.92	18.27	12.91	**11.25 days**
	Target	9.33	12.87	8.52	8.52	13.37	10.77	**10.29 days**

Appendix B

Annual Equivalent Performance During Third Quarter - October to December 2005
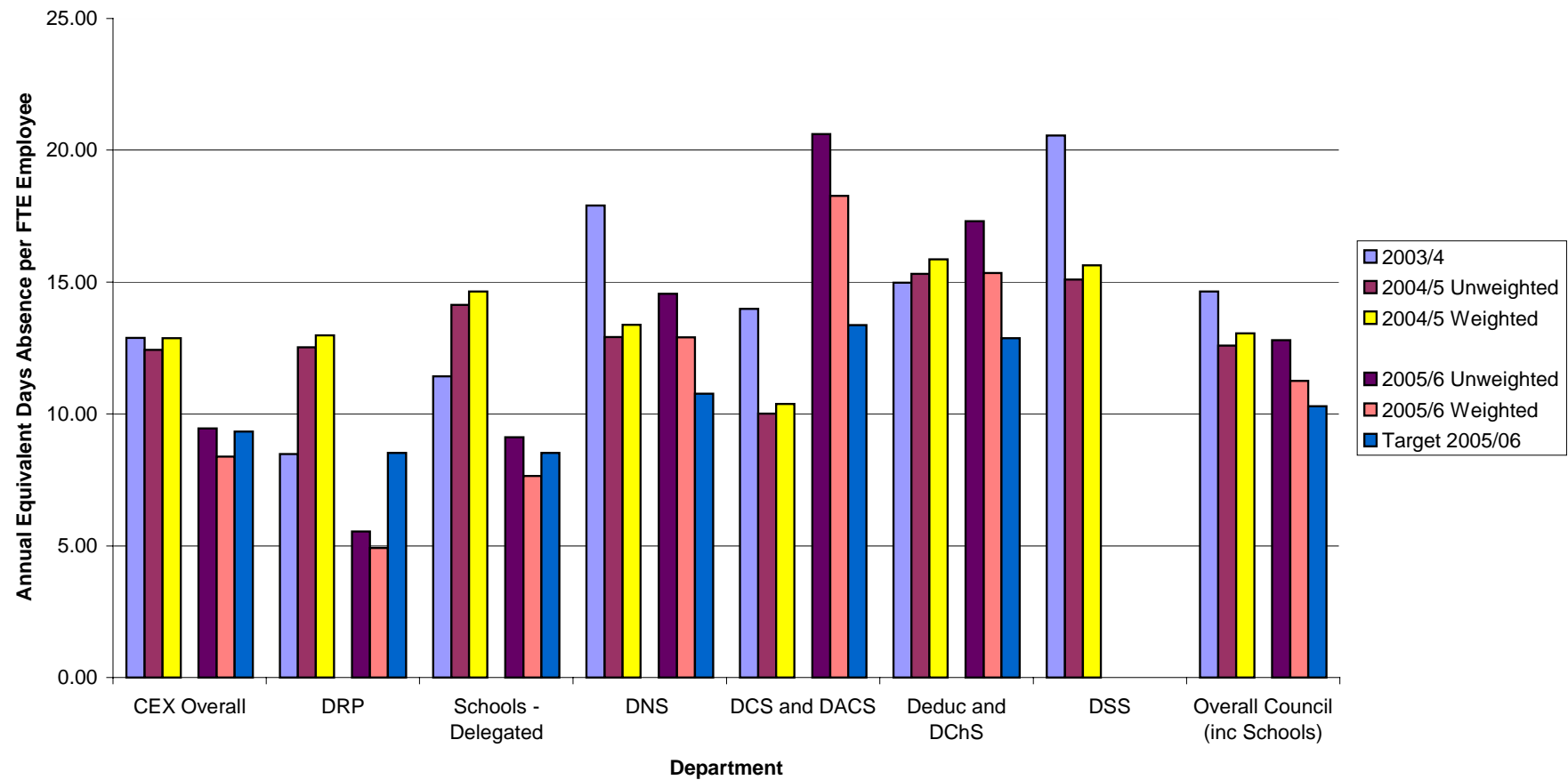
Appendix C

2. Annual Equivalent Performance after Nine Months

a. Previous Year's Annual Equivalent Performance after nine months (2003/4 and 2004/5)

	Chief Executive's	Education Dept	Schools	Regen. & Planning Services	Social Services	Com. Services	N'hood Services	Authority
2003/4	12.84	9.57	10.16	6.71	18.99	12.26	15.30	**12.80 days**
2004/5 (unweighted)	12.76	11.89	8.66	9.52	13.87	12.61	12.39	**11.08days**
2004/5 (weighted)	12.85	11.97	9.58	9.58	13.97	12.70	12.48	**11.49 days**

b. Current Year's Annual Equivalent Performance after nine months (2005/6)

2005/6		Chief Executive's	Children's Services	Schools	Regen. & Planning Services	Adult & Community Services	N'hood Services	Authority
	Unweighted Performance in third quarter	9.09	13.61	8.70	6.39	18.65	12.13	**11.40 days**
	Weighted Performance in third quarter	9.19	13.77	9.53	6.47	18.86	12.27	**11.81 days**
	Target	9.33	12.87	8.52	8.52	13.37	10.77	**10.29 days**

Appendix D

Annual Equivalent Performance after Nine Months - April to December 2005
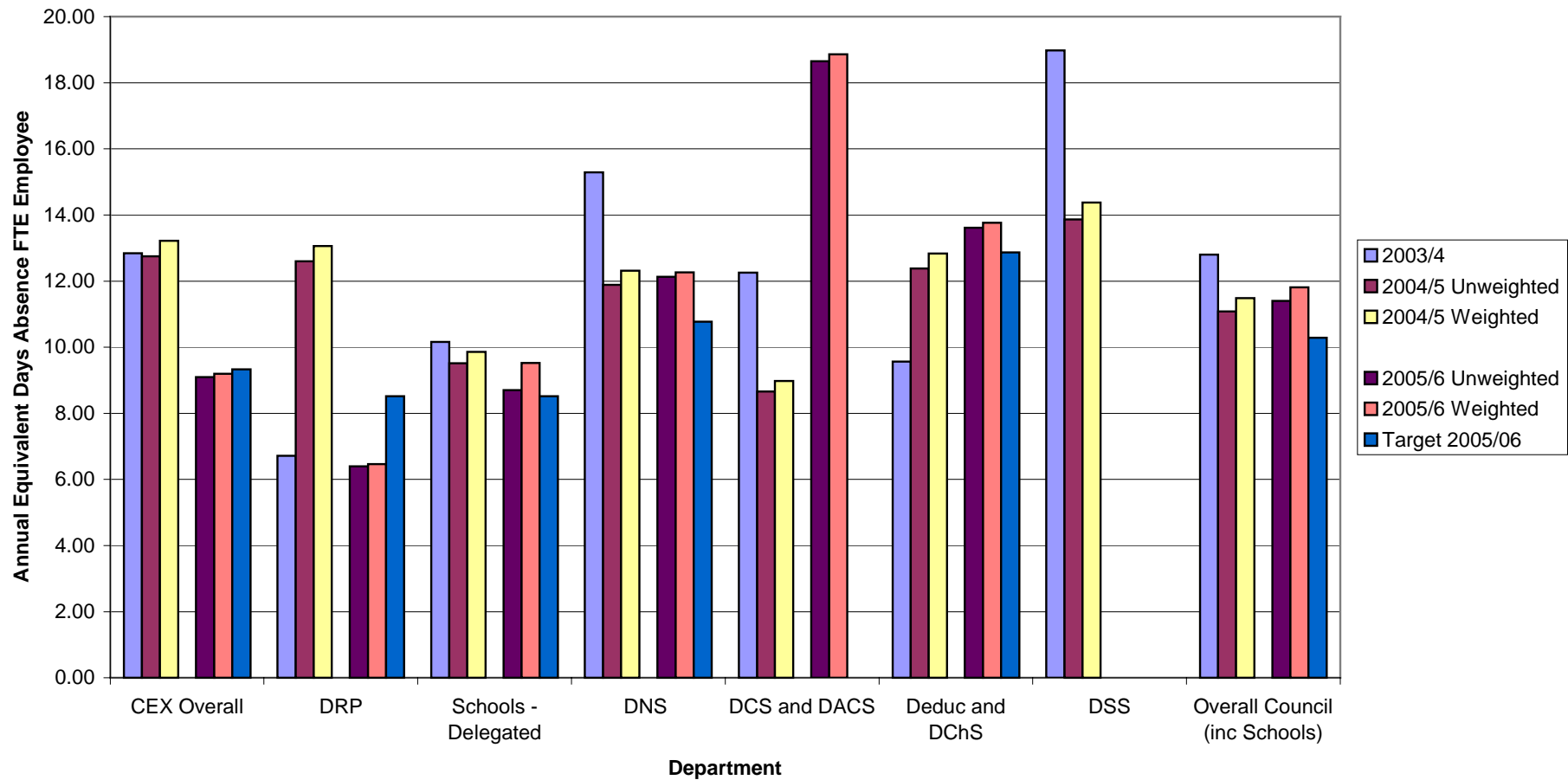
FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO
Report to Portfolio Holder
6ᵗʰ February 2006

Report of: Assistant Chief Executive, Chief Personnel Services Officer, Chief Financial Officer and Chief Solicitor

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2005/06 – 3ᴿᴰ QUARTER REVIEW

SUMMARY

1.0   PURPOSE OF REPORT

1.1.   To inform the Portfolio Holder of the progress made against the Chief Executive's Departmental Plan 2005/06 in the third quarter of the year.

2.0   SUMMARY OF CONTENTS

2.1   The progress against the Chief Executive's Departmental Plan 2005/06 and the third quarter outturns of key performance indicators.

3.0   RELEVANCE TO PORTFOLIO MEMBER

3.1   The Portfolio Member has responsibility for performance management issues.

4.0   TYPE OF DECISION

4.1   Non-key.

5.0   DECISION MAKING ROUTE

5.1   Portfolio Holder meeting 6ᵗʰ February 2006.

6.0   DECISION (S) REQUIRED

6.1   Achievement on task and indicators be noted

Report of: Assistant Chief Executive, Chief Personnel Services Officer, Chief Financial Officer and Chief Solicitor

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2005/06 – 3RD QUARTER MONITORING REPORT

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1. PURPOSE OF REPORT

1.1   To inform the Portfolio Holder of the progress made against the key issues identified in the Chief Executive's Departmental Plan 2005/06 and the progress of key performance indicators through out the year.

2. BACKGROUND

2.1.   The Performance Management Portfolio Holder agreed the Chief Executive's Departmental Plan in April 2005.

2.2   The Chief Executive's Departmental Plan 2005/06 sets out the key tasks and issues within an Action Plan to shows what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development Improvement Priorities as laid out in the 2005/06 Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department and monitoring progress against overall Council aims.

2.3   The Council has recently introduced an electronic Performance Management Database for collecting and analysing corporate performance. The aim is that the database will eventually collected performance information for all levels of the Council, from Corporate Plan level through to individual service/operational plan in each department. This is a phased project and for the second time the database was used to update the Chief Executive's Departmental Plan as well as the Corporate Plan.

2.4   The reports attached are the 3rd quarter monitoring report of the Chief Executive's Departmental Plan for 2005/06.

2.5   Each Division has also produced a divisional service plan which details the coming year's action plan and how each individual division intends to contribute to the Organisational Development Improvement Priorities. Divisional Chief Officers will have the lead responsibility for managing performance of issues and tasks identifies in their divisional

plans. Where appropriate, issues can be escalated for consideration by CEMT.

3.   THIRD QUARTER REVIEW OF KEY ISSUES IN THE CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2005/06

3.1.   The information contained within the Chief Executive's Departmental Plan includes:
   - Key issues
   - Individual key task to aid completion of the key issue
   - The timescale in which the task will be completed
   - Commentary on current performance and recommended action to ensure target performance is achieved. This column also contains a traffic light signal with the following definition:

Red	- Target/milestone not met
Amber	- Unsure
Green	- Target/milestone met

3.2.   The table below briefly summarises how many of the key tasks each Division has met or failed to meet

	Corporate Strategy	Human Resources	Finance	Legal
Red	4 (5%)	1 (4%)	0	2 (17%)
Amber	2 (2%)	2 (8%)	1 (4%)	0
Green	80 (93%)	23 (88%)	26 (96%)	10 (83%)
Total	86	26	27	12

3.4   The table shows that the completion of key tasks is well under way with only a small number not being rated as red. There are a number of task across all divisions that although were not completed within the initial timetable set the tasks have now been completed and so are marked as green. A full list of all tasks is attached as Appendix 1.

3.5   Within Corporate Strategy there has been a marked improvement in the number of key tasks that are on or above target across the current year. Within the first quarter 25% of the key tasks of were below target and within the second 9% were below. However the table above shows that just four out of 86 key tasks are below target which equates to just under 5%.

3.6   The production of a Communications Strategy included within the suite of policies 'Communicating with your Council' was approved by Portfolio Holder in October 2005. Although this was after the initial

milestone date the task has now been completed and so rated as green. However as the approval of these strategies has been delayed the quarterly monitoring reports have also been delayed with the task of completing the 1st and 2nd quarter reports receiving a red traffic lights. The first monitoring report is now due in February 2006.

3.7   Another red rated task is a review of the Complaints Procedure and again this is linked to suite of policies 'Communicating with Your Council' as well as the re-structure of the Council. The re-drafting of the Complaints procedure is now in hand and should be completed by the end of the financial year.

3.8   With regards to the key task e-bookings at theatres this task is currently below target. This has mainly been due to prohibitive costs and so it was agreed to go ahead with e-bookings for leisure only. Consideration is now being given to carrying out a joint project with One North East under the 'Destine' title. This is due to be implemented across the whole region.

3.9   Just two tasks with Corporate Strategy were amber and both fall under the implementing of priority ICT projects Strategic Improvement Priority. The first task is in reference to e-bookings going live for corporate booking. As with the theatre e-booking costs were prohibitive. However this is an area which could be considered as a service to be included on the new portal as a post implementation development.

3.10   The second amber task involves e-procurement where the project has been agreed with NECE to produce a business case for e-marketplace. The purchase card expansion is due to start within the Chief Executives department from January 2006 and e-auctioning for stationary and e-tendering are due to be developed in the last quarter of this financial year.

3.11   As in quarter 2 Human Resources has just one key task that is below target and two tasks that are an amber rating. The task below target is the review of recruitment and retention and it was due to be completed in December of last year. This has fallen behind schedule but a meeting has been timetabled for January 06 where the scoping will take place.

3.12   The review of the Workforce Development Plan has a revised proposed date of June 06 (originally Sept 05). HR is currently awaiting departmental workforce plans and subsequent development plans to contribute to corporate requirements.

3.13   Within Finance division there were no tasks that have been rated with a red traffic light. This is an improvement on the last quarter where 6 of the task were rated as below target (red). One task is rated amber - Coda Financial Management System. The decision to replace the

CODA FMS was delayed owing to the complexity of the project. Following the selection of a new system a detailed project implementation plan has been developed, which will enable the new system to be implemented from 1st April 2006.

3.14　Within the last quarter, the Division went live with a number of on line services allowing the public to register to access details of their Council Tax or Business Rates Account, make electronic payments and receive future Council Tax or Business Rates bills via the internet. This implementation improves accessibility to information and services, links to ongoing developments in the Division's Customer Standards arrangements and has ensured a number of e government priority targets have been delivered.

3.15　Looking at the Legal Division just two of their key tasks were rated as red compared to four at the end of the second quarter. The first below target key task is the preparation of record retention and disposal procedure with regards to Freedom of Information and this was due for completion last June. The final draft has now been competed and roll out is still expected in the first half of 2006.

3.16　The second is with regards to the implementation of CPO procedures for HDC and NCH which was due for completion by August 2005. Although all of the CPO's had been made by November 2005, objections have been received and therefore there will have to be a public inquiry. This is expected to take place in April 2006 although it is in the hands of the Secretary of State. However in the meantime the acquisition of properties is continuing.

4.　3RD QUARTER REVIEW OF PERFORMANCE INDICATORS IN THE CHIEF EXECUTIVE'S SERVICE PLAN 2005/06

4.1　The attached report (Appendix 2) also sets out the department's current performance against each of the key performance indicators. These indicators include statutory performance indicators that are considered core to the department's work and are sensitive to year on year comparisons.

4.2　The information in the table includes:
- Performance for the third quarter of 2005/06, as on 31st December 2005
- Commentary on current performance and recommended action to ensure target performance is achieved including traffic light symbol indicating level of performance so far

	Corporate Strategy	Human Resources	Finance	Legal
Red	1	2	2	0
Amber	0	0	1	0
Green	3	6*	6	0
Annual	2	1	0	0
Total	6	9	9	0

this figure includes the annual update of IIP retention PI as described in para 4.7

4.3   Generally most BVPI's are likely to achieve their targets by the end of the year however the performance of some key indicators is still an area of concern. The key points are summarised below.

4.4   Within Corporate Strategy there are six performance indicators, two of which are only reported on annually. With regards to the remaining four the first comment is in relation to BVPI 157 - electronic interactions is on line to achieve its target of 100% by the end of the year. Also in the last quarter the Council received notification that it would be maintaining its 4 star rating (the highest possible score) and so is rated green for this PI.

4.5   The two remaining indicators concern the distribution of draft minutes and written statements after decisions have been made. The distribution of draft minutes for council and non-executive meetings within 10 working days of the meeting was above target with this happening for 91% of the meetings that have taken place.

4.6   Publishing a written statement of each executive decision not later than four working days after it had been made was below the target of 85% with an outturn of 69%.   Although this is a slight improvement only the last quarter revised arrangements have been introduced to improve performance in this area.

4.7   Human Resources have nine performance indicators within the Chief Executive's Departmental Plan. There are two PI's that are reported annually with one of this being reported in this quarter. This PI relates to IIP status being retained by the Chief Executive Department and was given a green rating.

4.8   BVPI 12 – number of working days/shifts lost due to sickness absence is below target. However the performance of 11.68 days is better than the same time last year and is moving towards the target of 10.29 days. With regards to the Chief Executive's departments sickness PI this is above target (9.33 days) with a Quarter 3 outturn of 8.69 days.

4.9   The Finance Division has two PI's which are currently red rated both of which are related to the payment of invoices within 30 days. The first is payment of invoices across the Council where although performance should improve further after internal quality checks, it is still unlikely that the end of year target will be achieved.

4.10   The second red rated risk relates to percentage of invoices paid within 30 days of receipt across the Chief Executives Department and although it is below target now there is likely to be further improvement to year end.

5.0   Recommendations

It is recommended that achievement of key tasks and outturns of performance indicators are noted.

Departmental Plan - Quarterly Update Report

December 2005

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**	
CS1.1.1	Restructuring the authority to meet national and local needs	Further key milestones to be identified	TBC	The programme has been agreed but is subject to ongoing review and management through the Change Management Board		G
CS1.1.2	Restructuring the authority to meet national and local needs	Way Forward progress report to Cabinet	TBC	The programme has been agreed but is subject to ongoing review and management through the Change Management Board		G
CS1.1.3	Restructuring the authority to meet national and local needs	Change management programme plan agreed and monitored	TBC	The programme has been agreed but is subject to ongoing review and management through the Change Management Board		G
CS1.1.4	Restructuring the authority to meet national and local needs	Restructuring implementation plan identified and agreed	TBC	The programme has been agreed but is subject to ongoing review and management through the Change Management Board		G

Portfolio: PM

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**
CS1.10.1.2	Produce a Corporate Communications Strategy	1st Quarter monitoring reports	Sep-05	Late going to PH therefore for first monitoring will take place in Feb 06	**R**
CS1.10.1.3.1	Produce a Corporate Communications Strategy	2nd Quarter monitoring reports	Dec-05	Due to shift in timetable new mile stone is May 2006	**R**
CS1.10.1.3.2	Produce a Corporate Communications Strategy	Report to portfolio holder	Jun-05	Late going to PH (End of 2006 therefore for first monitoring will take place in Feb 06	**G**
CS1.10.1.4	Produce a Corporate Communications Strategy	3rd Quarter monitoring reports	Mar-06	Shift in timetable new milestone Aug 2006	**G**

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	December 2005
CS1.10.4.1	Change Management Board communications	Internal and external communication 1st quarter update	Jun-05	Two circulars have been issued to officers and members prior to the first phase of the Corporate Restructure. The first phase of communications is now complete and phase 2 discussions commenced in Dec 2005.	G
CS1.10.4.2	Change Management Board communications	Internal and external communication 2nd quarter update	Sep-05	Phase 2 discussions began in Dec 05. Mapped out keymiles stones for next phase. Regular meetings to take place throughout the year	G
CS1.10.4.3	Change Management Board communications	Internal and external communication 3rd quarter update	Dec-05	Phase 2 discussions began in Dec 05. Mapped out keymiles stones for next phase. Regular meetings to take place throughout the year	G
CS1.10.4.4	Change Management Board communications	Internal and external communication 4th quarter update	Mar-06	In work plan to be completed	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of **December 2005**
CS1.12	Staff Communication	Production of 11 editions of Newsline and circulation with payslips	Mar-06	Seven editiond have been produced so far with Jan, Feb and March editions planned **G**
CS1.14.1	Introduction of Civil Ceremonies - Policy	Draft policy on wider venues for non statutory civil ceremonies and report to PH	Jun-05	Reported completed **G**
CS1.2.1.1	Development and implementation of Corporate Performance Management database system	PI collection module testing/sign off	Apr-05	In house system developed and used to produce quarter 3 Corporate Plan performance report for Cabinet. System being developed further for 2006/7 to provide departmental plan progress reports by portfolio holder, scrutiny forum and community strategy aim. **G**
CS1.2.1.2	Development and implementation of Corporate Performance Management database system	Pilot PI arrangements with Dept reps	Jun-05	Again database being used by all departments to produce Corporate Plan report and CE Service Plan Report. **G**

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**
CS1.2.1.3	Development and implementation of Corporate Performance Management database system	Corporate Plan monitoring	Sep-05	In house system developed and used to produce quarter 3 Corporate Plan performance report for Cabinet. System being developed further for 2006/7 to provide departmental plan progress reports by portfolio holder, scrutiny forum and community strategy aim.	G
CS1.2.1.4	Development and implementation of Corporate Performance Management database system	Service planning module sign off	Dec-05	In house system developed and used to produce quarter 3 Chief Executive's Plan performance report for Cabinet. System being developed further for 2006/7 for use by all departments.	G
CS1.2.1.5	Development and implementation of Corporate Performance Management database system	Rollout to depts	Dec-05	Version 1 of the database up and running and version 2 is being developed for implementation in 2006/07. All Departments are currently developing 2006/7 service plans using the approach approved by CMT.	G
CS1.2.10	LPSA 1	- Report 2004/5 outturns to CMT and Cabinet	Jun-05	Submission to Government for Reward Grant was completed and submitted to ODPM in December 2005. A response is expected by March 2006.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	December 2005	
CS1.2.11.1	CPA	- Complete self assessment	Apr-05	The results of the CPA refresh for 2005 have recently been announced. The Council has retained its excellent (4*) rating		G
CS1.2.11.2	CPA	- Complete Auditor Scored Judgements re Audit Code of Practice	Jul-05	This has been completed and forms part of the CPA refresh. The Council has scored 3 out of 4 for Use of resources		G
CS1.2.11.3	CPA	- Prepare and complete program of CPA preparations	Apr-05	On going, this will be reassessed now the authority has received the window for it's full cpa reinspection in 2006		G
CS1.2.2.1	Integration of performance and financial reporting and budget/policy/service planning frameworks	Complete review	Jul-05	Discussions with Finance completed and way forward agreed for Q3 Corporare Plan progress report. Further discussion required for Finance to identify potential improvements for 2006/7.		G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**	
CS1.2.2.2	Integration of performance and financial reporting and budget/policy/service planning frameworks	Report proposal to Cabinet	Sep-05	Cabinet considered and approved as part of Q1 Corporate Plan report		**G**
CS1.2.3.1	Council framework for corporate performance reporting (content, frequency, audience)and publication of regular	CMTreport agreeing framework for 2005/6	Apr-05	Was not completed by April but agreed October 2005.		**G**
CS1.2.3.2	Council framework for corporate performance reporting (content, frequency, audience)and publication of regular	Six monthly Corporate Plan/Budget performance reports to Cabinet and Hartlepool Partnership Board	Nov-05	Corporate Plan/Budget performance reports to Cabinet are now being done on a quarterly basis with the next one going to Cabinet in Feb 2006. Discussions underway to integrate corporate plan and local area agreement reporting for the LSP.		**G**
CS1.2.3.3	Council framework for corporate performance reporting (content, frequency, audience)and publication of regular	Six monthly Dept performance reports to Cabinet members	Oct-05	Corporate Plan/Budget performance reports to Cabinet are now being done on a quarterly basis with the next one going to Cabinet in Feb 2006.		**G**

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**
CS1.2.3.4	Council framework for corporate performance reporting (content, frequency, audience)and publication of regular	PI outturns 2004/5 report to CMG/PMPH	Jul-05	PI outturns report considered by CMT on and Performance Management Portfolio Holder.	**G**
CS1.2.3.5	Council framework for corporate performance reporting (content, frequency, audience)and publication of regular	PI outturns 2004/5 national comparisons	Jan-06	Awaiting national data. Audit Commission have recently published the Hartlepool - Context and Performance Information profile (to be used in CPA 2005 update) and this gives a positive view of Hartlepool's performance with 51% of PIs in the top quartile.	**G**
CS1.2.6	Complete corporate plan/ BVPP 2005/6	Publish corporate plan/bvpp (include commitment to translate into appropriate language/ format (INRA))	Jun-05	Corporate plan published by statutory deadline and included commitment to translate	**G**
CS1.2.9	LPSA 2	Target date to be agreed for LPSA II	Sep-05	The timescale for this work changed following Hartlepool's successful submission to be a Local Area Agreement authority. The revised milestone in March 2006. An initial submission was provided in December 2005.	**G**

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
CS1.3.1	Risk Strategy	Review operation of Risk Management Strategy	Nov-05	Included in CRMG work programme	G
CS1.3.2	Risk Strategy	Member Training Programme/ input to strategic risk register see also CS3.2.1	May-05	May deadline missed but Member training completed August 2005 for Cabinet and three sessions for other members. Further training being planned for 2006/7.	G
CS1.3.3	Risk Strategy	Incorporating Risk Management in Decision Making	May-05	Approach reviewed by CRMG	G
CS1.3.6	Strategic Risk	Strategic risk register reviewed quarterly by CRMG (Red Red Risks) – See F1.1		Included in CRMG work programme. Outcome of Q3 review reported to Performamce Management Portfolio Holder on Feb 06.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
CS1.3.7.1	Operational Risk	- 1st Quarter monitoring of Departmental Risk Register by CEMT	Mar-05	Completed	G
CS1.3.7.2	Operational Risk	- 2nd Quarter monitoring of Departmental Risk Register by CEMT	Jun-05	Completed	G
CS1.3.7.3	Operational Risk	- 3rd Quarter monitoring of Departmental Risk Register by CEMT	Sep-05	Completed	G
CS1.3.7.4	Operational Risk	- 4th Quarter monitoring of Departmental Risk Register by CEMT	Dec-05	Included in CRMG work programme.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
CS1.6	Becoming ISO7799 Compliant – Implementation of Information Group Workplan/Policy Development	Ensure that the policies and procedures developed by the Information Security Group are implemented correctly. That these policies are reviewed on a regular basis	Dec-05	First four policies rolled out. Consultation with unions taking place. Next four policies to be rolled out early in 2006.	G
CS1.7.1	Establish the Council's 2005/06 diary:	production of template	Apr-05	Completed	G
CS1.7.2	Establish the Council's 2005/06 diary:	Refinement of dates to be consistent with the constitution and statutory requirements	Apr-05	Completed	G
CS1.7.3	Establish the Council's 2005/06 diary:	Consultation with Mayor and Portfolio Holders on executive meeting dates	May-05	Completed	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**	
CS1.7.4	Establish the Council's 2005/06 diary:	Submission of Council meeting dates to Annual Council	May-05	Completed		G
CS1.7.5	Establish the Council's 2005/06 diary:	Publication and circulation of the Council's 2005/06 diary	May-05	Completed		G
CS1.8.1.1	Identification of venues for meetings in the event of Civic Centre being out of use	Identify viable alternative venues for meetings and/or administrative base	Aug-05	A list of alternative venues, together with contact details, is now available.		G
CS1.8.1.2	Identification of venues for meetings in the event of Civic Centre being out of use	Formulation of list of venues that are viable for meetings		A list of alternative venues, together with contact details, is now available.		G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
CS1.8.2	Establishment of a process for essential key decisions to be taken/made via alternative means	Consider options including telephone/computer conferencing	Dec-05	Enquiries have been made of this process and other alternative processes - investigations are ongoing in terms of business continuity and Members ICT. Legal implications are also under consideration.	G
CS2.3.1	Revision of Consultation Strategy (INRA)	Implement developments following agreement of corporate consultation strategy	Nov-05	Strategy approved by members in Oct 2005. Development of consultation guidelines in hand.	G
CS2.3.2	E-consultation/Consultation Database/ Information Exchange	Commission and implement on-line consultation system	Jun-05	First e-survey carried out with Council employees. Initial test launch o public access to system due at end of Dec 05. Full public launch due March 06.	G
CS2.3.5.1	Viewpoint	Undertake 3 phases of the Viewpoint Citizens Panel survey - data collection 1	May-05	Special edition reported to Portfolio Holder. September phase (17) completed.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	December 2005
CS2.3.5.2	Viewpoint	Undertake 3 phases of the Viewpoint Citizens Panel survey - data collection 2	Oct-05	December phase (18) curently in the field.	G
CS2.3.5.3	Viewpoint	Undertake 3 phases of the Viewpoint Citizens Panel survey - data collection 3	Mar-06	Phase 19 (for March 2006) being planned	G
CS2.3.6	Budget Consultation	Plan and enable consultation with local people and other stakeholders when forming budget for 2006/07	Dec-05	Decision by Chief Financial Officer and Assistant Chief Executive that data collected in 2004 could be used in 2005 in conjunction with statutory consultation with stakeholders.	G
CS2.3.7	Survey of Employees - 2005	Plan and enable staff survey - data collection	Nov-05	Survey undertaken in Nov 05 - by e-consultation system to all staff using Lotus Notes and paper version to other staff.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
CS2.3.7.1	Survey of Employees - 2005	Plan and enable staff survey - data analysis	Jan-06)	Data preparation completed and analysis about to start.	G
CS2.4.1	Review of Complaints Procedure	Complaints - interim review completed	Mar-05	Completed	G
CS2.4.1.1	Review of Complaints Procedure	Complaints - finalise review after re-structure	May-05	Corporate strategy, "Communicating with your Council", approved in Oct 2005. Redrafting of Complaints Procedure in hand.	R
CS2.4.1.10	Edition 2 – Sept 05	Publication of Hartbeat	Sep-05	Completed	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**
CS2.4.1.11	Edition 3 – Dec 05	Publication of Hartbeat	Dec-05	Edition 3 went out in Dec 05. Preparing measures to go out to tender for design, print elements of Hartbeat in a bid to save money. Also looking at increasing the size of Hartbeat so that supplements can be incorporated, again as an efficiency measure.	G
CS2.4.1.12	Edition 4 – March 05	Publication of Hartbeat	Mar-05	Design tender will be determined by end Jan 06 to allow successful company to be on board for March 06 Edition. Looking to have completed print tender by approx Sept 06. Hope to incorporate supplements from the June 06 edition	G
CS2.4.1.2	Complaints	Bi-annual complaints reporting to PfH - 1st quarter	Jun-05	Report went to PH in July	G
CS2.4.1.3	Complaints	Bi-annual complaints reporting to PfH - 2nd quarter	Dec-05	Report to portfolio holder in October 2005	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of **December 2005**	
CS2.4.1.4	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by elected members:	Jun-05	This is being lead by ICT and so is ongoing	G
CS2.4.1.5	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by elected members:	Sep-05	Continues to be a on going project with long term aim of 100%. In short term constantly reviewing and attempting to reduce number of paper copies circulated.	G
CS2.4.1.6	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by elected members:	Dec-05	This continues to be an ongoing project with a long term target of 100%. Electronic take up continues with paper copies being sent to outside bodies beening reduced by 85%.	G
CS2.4.1.7	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by elected members:	Mar-05	Electronic take up is continuing to increase.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
CS2.4.1.8	Development of e-democracy services in line with Govt. initiatives	Further develop the electronic take up of committee papers by officer members:	May-05	On going project	G
CS2.4.1.9	Edition 1 – June 05	Publication of Hartbeat	Jun-05	Completed	G
CS4.1	Procurement Strategy, Policies and Procedures (See also links with workplan from Corporate Procurement Group)	Procurement 5 year plan identified (Precess for agreement to be determined)	May-05	Finance and Performance Management Portfolio Holder has approved the 5 year procurement plan which will be part of the Councils efficiency strategy	G
CS4.2.1	Delivery of e-government	Achieve 100% in relation to BVPI 157.	Dec-05	Achieved 100%. IEG 5 submitted to the ODPM in mid December.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	December 2005	
CS4.2.1.1	Delivery of e-government	Deliver on all ODPM priority outcomes	Mar-06	IEG 5 submitted to ODPM in mid December. Achieved on all ODPM priority services to the level required by the IEG statement.		G
CS4.2.2	Implement programme of priority projects	E-booking lead	Dec-05	E-bookings for leisure go-live December.		G
CS4.2.2.1	Implement programme of priority projects	E-bookings go live – theatres	Apr-05	Costs for this were prohibitive and so it has been agreed to go with e-bookings for Leisure only. Consideration is being given to carrying out a joint project under One North East to implement "Destine" across the region.	R	
CS4.2.2.2	Implement programme of priority projects	E-bookings go live – corporate bookings (phased rollout)	Jun-05	Costs for this were prohibitive and so it has been agreed to go with e-bookings for Leisure only. This is an area which could be considered as one of the Portal post implementation developments as there is an e-bookings facility within Jadu.	A	

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**	
CS4.2.2.3	Implement programme of priority projects	2) Workflow/Doc Mgmt:	See F4.3	Currently being rolled out across Council. Planning Dept done with Adult and Community Services next in line.		G
CS4.2.2.4	Implement programme of priority projects	3) Contact Centre:	See HR2.2	This project is on going and due to be completed March 07		G
CS4.2.2.5	Implement programme of priority projects	4) E-Procurement:		Project agreed with NECE to produce business case for e marketplace. Purchase card expansion to start in Chief Executives Dept from January 06. E Auction for stationery and e tendering being developed for action is last quarter.		A
CS4.2.2.6	Implement programme of priority projects	5) E-Consultation:	See CS2.3.2	First e-survey carried out with Council employees. Initial test launch o public access to system due at end of Dec 05. Full public launch due March 06.		G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**
CS4.2.2.7	Implement programme of priority projects	6) E-forms:		Officers have been trained on E-forms and departments are looking how to use them. However e-forms are being reviewed within the review of the community portal as a whole.	G
CS4.2.3	Provision of ICT Service via Partnership with Sx3	Complete Contract Review	May-05	The revised contract and sla have been considered by December Partnership board	G
CS4.2.5	Improve the Council's Capacity to Deliver Services through the use of ICT	Lead on the ICT/BPR workstream under the change management programme (refer to Way Forward documents)	To be confirmed	Project plan prepared. Progress is measured through the other target in this area. Key milestones for the major projects established as part of the Way Forward Workplan. BPR Manager appointed - due to star in the new year.	G
CS5.2	Completion of IEG Returns	Complete mid-year assessment	Jul-05	IEG 4.5 completed on time - no adverse comments received from ODPM.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
CS5.2.1	Completion of IEG Returns	Complete IEG5	Dec-05	IEG 5 completed on time - agreed by Cabinet on 9th December 2005 and submitted to ODPM via the esd-toolkit.	G
F4.4.1	LOCAL LAND AND PROPERTY GAZETTEER	Cleanse of authority wide data sets	Mar-07	In work programme to be completed by milestone date.	G
F4.4.2	LOCAL LAND AND PROPERTY GAZETTEER	Implement address toolkit	Dec-05	Following software problems target date reviewed to March 2006. Software problems now resolved and programme will be completed by milestone date.	G
HR1.1	Corporate Issues	Support the Executive and project teams as they implement the corporate restructure - Establish Change Teams	Apr-05	Completed	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
HR1.1.1	Corporate Issues	Support the Executive and project teams as they implement the corporate restructure - Implement Phase 1	Jul-05	Completed	G
HR1.1.2	Corporate Issues	Support the Executive and project teams as they implement the corporate restructure - Implement Phase 2	TBC	Targets now determined	A
HR1.2.1.1	Employee Well Being: Provide a supportive, safe and healthy working environment that reduce sickness absence and	Undertake Health and Safety Review	Mar-06	In work programme to be completed by milestone date	G
HR1.2.2.1	Pay and Rewards: Recognising and rewarding work performance and achievements. Improve the links between pay	Pay & Grading: complete job evaluation, pay and grading structure and progress Part 3 working arrangements	Mar-07	On target for completion in March 2007. However there has been some slippage in job evaluation interviews.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**	
HR1.2.3.1	Becoming an Employer of Choice: Recruiting and retaining the staff and skills we need to remain an excellent	Review Recruitment and Retention	Dec-05	Scoping and timetabling meeting scheduled for January 2006		**R**
HR1.2.3.2	Pay and Rewards: Recognising and rewarding work performance and achievements. Improve the links between pay	Equal pay: undertake audits, defend Employment Tribunal claims and progress 'bridging the gap'.	Dec-05	In work programme to be completed by milestone date.		**G**
HR1.2.3.3	Becoming an Employer of Choice: Recruiting and retaining the staff and skills we need to remain an excellent	Review, agree and implement Recruitment and Retention Strategy	Jul-05	Completed		**G**
HR1.2.4	Employee Relations: Communication, consultation and involvement of all.	Communication Strategy	Jun-05	Agreed by Portfolio Holder and being implemented		**G**

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
HR1.2.5	Diversity and Equality: Providing a work environment that is free from harassment and discrimination and ensuring	Diversity and Equality Scheme 2005 - 2008	May-05	Completed	G
HR1.2.6	Corporate Health Staffing Performance Indicators Improving the Council's Corporate Health Staffing	Develop action plan to improve Staffing BVPI performance	Apr-06	Completed	G
HR2.2	CONTACT CENTRE DEVELOPMENT	Extend the service	Mar-07	The work being undertaken on workflow and business process re-engineering will help to identify services for transfer to the Contact Centre. Quarterly meetings are taking place with DMTs to identify further services.	G
HR2.2.1	CONTACT CENTRE DEVELOPMENT	Prepare rollout programme	Dec-05	In work programme to be completed by revised milestone date - Marc 2006.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	December 2005	
HR2.2.2	CONTACT CENTRE DEVELOPMENT	Improve telephony	May-05	Completed		G
HR2.2.3	CONTACT CENTRE DEVELOPMENT	Transfer priority services	Mar-06	In work programme to be completed by milestone date		G
HR2.2.4	CONTACT CENTRE DEVELOPMENT	Quarterly evaluation of the impact of the change	Jun-05	Completed		G
HR2.2.5	CONTACT CENTRE DEVELOPMENT	Quarterly evaluation of the impact of the change	Sep-05	Completed		G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	December 2005	
HR2.2.6	CONTACT CENTRE DEVELOPMENT	Quarterly evaluation of the impact of the change	Dec-05	Completed		G
HR2.2.7	CONTACT CENTRE DEVELOPMENT	Quarterly evaluation of the impact of the change	Mar-06	Completed		G
HR3.1.1	CORPORATE PEOPLE DEVELOPMENT: Investing in staff and members through training and development	Review the Workforce Development Plan	Sep-05	Revised date for review of workforce development plan June 2006. Awaiting departmental workforce plans and subsequent development plans to contribute to corporate requirements		A
HR3.1.2	CORPORATE PEOPLE DEVELOPMENT: Investing in staff and members through training and development	Publish/Implement the Workforce Development Plan	Mar-05	Completed		G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
HR4.2.1	REDUCE SICKNESS ABSENCE	Review sickness improvement plan and reduce sickness	Jul-05	On target	G
HR4.2.2	REDUCE SICKNESS ABSENCE	Implement sickness improvement plan and reduce sickness	Mar-06	As above	G
HR4.4	REMOTE ACCESS	Review and implement remote access to create the conditions for remote working. Seek efficiencies.	Sept-06	In work programme to be completed by milestone date.	G

Departmental Plan - Quarterly Update Report

December 2005

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	December 2005	
F1.1	RISK MANAGEMENT	Strategic risk register reviewed 1st quarter by CRMG	Jul-05	Completed		G
F1.1.1	RISK MANAGEMENT	Strategic risk register reviewed 2nd quarter by CRMG	Oct-05	Reported to portfolio holder		G
F1.1.2	RISK MANAGEMENT	Strategic risk register reviewed 3rd quarter by CRMG	Jan-06	In work programme to carry out review		G
F1.1.3	RISK MANAGEMENT	Departmental risk registers reviewed by CRMG	Jul-05	Review carried out		G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of December 2005	
F1.1.4	RISK MANAGEMENT	Departmental risk registers reviewed by CRMG	Oct-05	Completed at CRMG meeting on 22nd Dec	G
F1.1.5	RISK MANAGEMENT	Departmental risk registers reviewed by CRMG	Jan-06	In work programme to be reviewed	G
F1.1.6	RISK MANAGEMENT	Risk registers reviewed as part of 2006/7 service planning arrangements	Dec-05	In work programme	G
F1.2	STATEMENT OF INTERNAL CONTROL	Review existing arrangements for demonstrating that the Council has effective Internal Control Procedures in place to ensure the appropriate statement can be included in the 2004/05 Statutory Accounts. Key tasks are:	May-05	Completed	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**
F1.2.1	STATEMENT OF INTERNAL CONTROL	Training of CMG and Members on requirements	Apr-05	Completed	G
F1.2.2	STATEMENT OF INTERNAL CONTROL	Completion of Statement of Internal Control	May-05	Completed as part of process of production of draft Statement of Accounts (June 05 update)	G
F2.1	WIRELESS REVENUES AND BENEFITS	Develop implementation strategy covering the further roll out of new claims, interventions and revenue court recovery activities	Jun-05	Draft Strategy completed and staff resources identified / training programme being implemented for further roll out.	G
F2.2	E BILLING	Live implementation of service	Sep-05	Service operational from December 2005 and e govt priority target me	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	December 2005	
F2.3	E STATEMENTS	Live implementation of hosted solution	Aug-05	Service operational from December 2005 and e govt priority target me		G
F4.1	MOBILE BENEFITS ROLLOUT STRATEGY	Develop strategy and implement second stage rollout	Jun-05	Some technical issues surrounding remote data processing speeds being addressed but further roll out is in progress.		G
F4.2	HBC: HOUSING HARTLEPOOL JOINT REVIEW OF CASHIERING ARRANGEMENTS	Determine future strategy for cash payments processes	Jan-06	Joint discussions in December 05. Housing Hartlepool Board to consider a strategic report early 2006.		G
F4.4	UPGRADE OF CODA FINANCIAL MANAGEMENT SYSTEM	System Go live	Aug-05	Project Implementation Plan in progress.	A	

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**	
F5.1	ADDRESSING AUDIT CODE OF PRACTICE WEAKNESSES	Develop & expand the role of the Audit Committee.	Apr-05	Completed. Creation of formal Audit Committee agreed by Council June 2005. Schedule of meeting agreed and second meeting wll take place on 17/01/06		**G**
F5.1.1	ADDRESSING AUDIT CODE OF PRACTICE WEAKNESSES	Provide training and guidance to the general purposes and audit committees in the scope and purpose of the statement of internal financial control and their role within the internal control framework	Apr-05	Presentation on SIC to Audit Committee 25/10/05. Ongoing work of Audit Committee will providie further guidance and training on their rol within the internal control framework		**G**
F5.1.2	ADDRESSING AUDIT CODE OF PRACTICE WEAKNESSES	Review & develop IT audit skills, planned audits, and programs	Apr-05	Training completed		**G**
F5.2	ZERO BASED BUDGET REVIEW	Provide Mayor and Cabinet with an overview of Councils financial position, including budget forecasts for 2006/07 and 2007/08 (scope of briefings will be determined after Mayoral election)	Jun-05	Completed		**G**

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**
F5.2.1	ZERO BASED BUDGET REVIEW	Continue prioritisation of services to identify those services that the Council will no longer be able to provide at the existing level in 2006/07, owing to budget constraints. This exercise will reflect prioritisation work completed during 2004 and also	Sep-05	Work in hand as part of 2006/7 budget process.	G
F5.2.2	ZERO BASED BUDGET REVIEW	Finalise draft 2006/07 Budget and Policy Framework Proposals	Nov-05	Work in hand as part of 2006/7 budget process.	G
F5.2.3	ZERO BASED BUDGET REVIEW	Consider consultation feedback and finalise 2006/07 Budget proposals	Feb-06	Work in hand as part of 2006/7 budget process.	G
F5.3	FUNDAMENTAL REVIEW OF RESERVES AND BALANCES	Position Statement review by Cabinet	Jan-06	Work in hand as part of 2006/7 budget process.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of **December 2005**	
F5.4	DWP PERFORMANCE STANDARDS	Benchmark Benefits Service against new Performance standards	Jun-05	Completed	G
F5.4.1	DWP PERFORMANCE STANDARDS	Develop Management Information arrangements to allow effective monitoring of new PI's that will carry highest weighting in the new scoring methodology	Apr-05	Completed	G
F5.4.2	DWP PERFORMANCE STANDARDS	Develop action plans to address arrangements where the Council is not at Standard	Jul-05	Action plans monitored regularly	G
L1.1	ETHICAL STANDARDS	Local Investigation and Determination of Complaints – 1st quarter	Jun-05	Amended Evidence on the Code of Conduct awaited from the Standards Board for England.	G

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	**December 2005**	
L1.1.1	ETHICAL STANDARDS	Local Investigation and Determination of Complaints – 2nd quarter	Sep-05	Member training programme in the course of preparation. Amended Evidence on the Code of Conduct awaited from the Standards Board for England.		**G**
L1.1.2	ETHICAL STANDARDS	Local Investigation and Determination of Complaints – 3rd quarter	Dec-05	Report pending to Standards Committee on the ODPM's response to the consultation on Revisions to the Code of Conduct and the introduction of an Officers Code of Conduct. Training on the Ethical Conduct is ongoing		**G**
L1.1.3	ETHICAL STANDARDS	Local Investigation and Determination of Complaints – 4th quarter	Mar-05	In work programme to provide information at the end of the year		**G**
L1.1.4	ETHICAL STANDARDS	Officers' Code of Conduct – awaiting resolutions - 1st quarter update	Jun-05	Regulations not yet published (June 05 update)		**G**

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of **December 2005**	
L1.1.5	ETHICAL STANDARDS	Officers' Code of Conduct – awaiting resolutions - 2nd quarter update	Sep-05	Regulation and supplmentary guidance yet to be published	**G**
L1.1.6	ETHICAL STANDARDS	Officers' Code of Conduct – awaiting resolutions - 3rd quarter update	Dec-05	Report pending to Standards Committee on the ODPM's response to the consultation on Revisions to the Code of Conduct and the introduction of an Officers Code of Conduct. Training on the Ethical Conduct is ongoing	**G**
L1.1.7	ETHICAL STANDARDS	Officers' Code of Conduct – awaiting resolutions - 4th quarter update	Mar-06	In work programme and due to be done at the end of year	**G**
L1.2	Freedom of Information	Prepare records retention and disposal procedures	Jun-05	Final draft has been completed and roll out stil expected first half 2006	**R**

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of **December 2005**	
L1.3	CIVIL LIBERTIES COMPLIANCE	Review Data Protection Human Rights – Regulation of Investigatory Powers	Dec-05	Amendments to the Council's Surveillance Policy completed. Officer training undertaken. Review of training and procedures ongoing.	G
L1.4	DIVISIONAL PRACTICE AND STANDARDS	Divisional Structure	Jun-05	CEMT to consider divisional structure in 2006.	G
L2.1	CONVEYANCING	Implement CPO procedures for NDC & NCH	Aug-05	CPO's made in Nov 05, objections have been received and therefore there will have to be an inquiry. This is expected to take place approx April 2006 (in hands of Sec State). Meanwhile aquistion of properties i continuing.	R

Update Date: **December 2005**

                 PM

Performance Indicator Progress Summary

17 January 2006

	Reported Annually	**3**	**20.0%**
	Below Target	**3**	**20.0%**
	On or Above Target	**9**	**60.0%**

Total Number of Performance Indicators   **15**

AIM					

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 12	The number of working days/shifts lost due to sickness absence.	10.29	11.29 days	11.68 days	Performance up to the end of October 2005 and is comparable with performance at the same time last year
BVPI 157	The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.	100	85%	100%	Achieved target.
BVPI 2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	Level 2			Diversity Steering Group monitoring progress towards level 2 supported by departmental working groups
LPI CE 12	Number of working days/shifts lost due to sickness absence (CE)	9.33	9.38 days	8.69 days	Performance up to end of October 2005
LPI CE 13	Distibution of draft minutes for council and non-executive meetings within 10 working days of the meeting	80%	89%	91%	
LPI CE 14	Publish a written statement of each executive decision not later than four working days after the decision has been made	85%	67%	69%	Has improved slight but revised arrangements have been introduced to improve performance in this area.
LPI CE 7	CPA Corporate Assessment Rating	Excellent		4 star	Audit Commission announces Hartlepool's CPA rating as 4 stars, the top rating possible.

AIM	

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
LPI CE 8	IIP status retained by all departments	Yes			CEX department retained IiP status October 2005

AIM G	Empower individuals, groups and communities, and increase the involvement of citizens in all decisions that affect their lives.

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 3	% satisfied with Council overall	Not set survey repeated every 3 years			Survey due to be repeated in 2006. Consultation from ODPM on questionnaire and methodology currently underway
LPI CE 5	% residents satisfied with their local area	Not set, survey repeated every 3 years			Survey due to be repeated in 2006. Consultation from ODPM on questionnaire and methodology currently underway

AIM	
H	

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	0.8	0.54%	0.54%	Performance expected to worsen during remainder of year
BVPI 15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.21	0.06%	0.04%	
BVPI 16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	2.84	2.61%	2.51%	No of existing DDA employees leaving and new DDA employees starting both exceeding whole year assumptions made when setting the target and improvement on last year. Survey of existing employees planned for the new year is expected to improve performance
BVPI 179	The percentage of standard searches carried out in 10 working days.	97.5	98.45%	99.03%	Existing performance levels are expected to continue resulting in above target performance.
BVPI 17a	The percentage of local authority employees from minority ethnic communities .	0.7	0.7%	0.7%	

Update Date: **December 2005**

F

Performance Indicator Progress Summary

17 January 2006

🟥	**Below Target**	**2**	**22.2%**
🟨	**Unsure**	**1**	**11.1%**
🟩	**On or Above Target**	**6**	**66.7%**

Total Number of Performance Indicators **9**

AIM	

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
CDBV 8	Percentage of invoices paid within 30 days of receipt (CE)	97.50%	94.2%	92.6%	Position forecast to show further improvement to year end.

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Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 10	The percentage of non-domestic rates due for the financial year which were received by the authority.		62.98%	88.3%	Performance is on line to achieve year end target of 98.8%.
BVPI 76a	The number of Housing Benefit claimants visited per 1000 caseload		250	218	Performance levels on line to achieve target of 200. Performance affected in quarter 3 by staff resource commitments to new Interventions Training Programme.
BVPI 76c	The number of fraud investigation, per 1000 caseload		45	48	Performance on line to achieve target.
BVPI 78a	Speed of processing: a) Average time in days for processing new claims.		23.3 days	22.5 days	Performance continues to be in top quartile and exceeds target
BVPI 78b	Speed of processing: b) Average time in days for processing notifications of changes of circumstance.		9.5days	9.8 days	On line to achieve national standard target
BVPI 79a	Accuracy of processing: a) Percentage of cases for which the calculation of benefit due was correct on the basis of the information available on determination for a sample of cases checked post-determination.		97.6%	98.4%	Accuracy levels improving towards target of 99%.
BVPI 8	The percentage of undisputed invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.		95.1%	94.5%	Performance should improve after internal quality checks of data but target (97.5%) is still unlikely to be achieved

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Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 9	Percentage of Council Tax collected.		55.3%	82.4%	Performance is 0.47% higher than at the equivalent time in 2005/6 and is on line to exceed target.