

# **PERFORMANCE PORTFOLIO DECISION RECORD**

26th February 2009

The meeting commenced at 9.00 am in the Civic Centre, Hartlepool

**Present:**

Councillor Pamela Hargreaves (Performance Portfolio Holder)

Officers: Andrew Atkin, Assistant Chief Executive  
Joanne Machers, Chief Personnel Officer  
Stuart Langston, Health, Safety and Wellbeing Manager  
Alastair Rae, Public Relations Manager  
Jo Wilson, Democratic Services Officer

## **54. Chief Executive's Departmental Plan 2008/09 – 3<sup>rd</sup> Quarter Monitoring Report** *(Assistant Chief Executive and Chief Personnel Officer)*

**Type of decision**

Non-key.

**Purpose of report**

To inform the Portfolio Holder of the progress made against the Chief Executive's Departmental Plan 2008/09 for the first three quarters of the year.

**Issue(s) for consideration by Portfolio Holder**

The report detailed the progress against the actions contained in the Chief Executive's Departmental Plan 2008/09 and the third quarter outturns of key performance indicators. Of 82 actions within the Corporate Strategy and Human Resources divisions 74 had achieved or were expected to achieve their targets. However 8 had not achieved or were not expected to achieve their targets. Details of the reasons for this were outlined within the report.

The Portfolio Holder referred to the website development target not being achieved due to the website providers offering an upgrade to the new version, asking if this was a free upgrade. The Assistant Chief Executive advised that this upgrade was included in the package originally purchased. One of two possible upgrades had been offered and it had been decided to opt for the later upgrade. In terms of the failure to achieve the targets for determination

of post implementation pay and grading arrangements for single status due to an employee secondment the Chief Personnel Officer advised that the date had only been changed and this was done in agreement with the Trade Union representatives. With reference to the alteration of the due date for the maintenance of the Councillors Register of Interests the Assistant Chief Executive indicated that this was to reflect the need that the register be ready for audit inspection by a certain time. This change would have no fundamental effect.

All performance indicators had been achieved or were on target to be achieved.

### **Decision**

That the achievements of key actions be noted, the proposed new target dates be agreed and identified actions be removed.

## **55. Workforce Profile and Monitoring – Annual Report 2007/08** *(Chief Personnel Officer)*

### **Type of decision**

Non-key.

### **Purpose of report**

To update the Portfolio Holder on the Council's workforce profile performance in 2007/08, how it compares to the local population and applications for jobs in 2007/8, actions taken during the period and planned actions and targets.

### **Issue(s) for consideration by Portfolio Holder**

The Portfolio Holder considered a comprehensive report, together with accompanying appendices, which set out details of the Council's workforce profile performance in 2007/8, how it compared to the local population and applicants for jobs in 2007/08, actions taken during the period and planned future actions and targets

The Portfolio Holder referred to the need to invest in recruitment of 18-35 year olds. She commented that a number of positive actions had been taken in regards to the recruitment of ethnic minorities and the disabled but very little had been done to recruit the younger age ranges. She asked that a report be brought back to her giving details of specific actions which could be taken to address this problem.

### **Decision**

That the report be noted and the set targets endorsed.

## **56. Corporate Complaints – October to December 2009** (Assistant Chief Executive)

### **Type of decision**

Non-key.

### **Purpose of report**

To report to the Portfolio Holder on corporate complaints performance for the third quarter of 2008/9.

### **Issue(s) for consideration by Portfolio Holder**

The report covered performance information on numbers of complaints, timescales for investigation and outcomes of investigations for formal complaints dealt with in the third quarter of 2008/09. 19 formal complaints had been received, 68% of which were responded to within authority deadlines. 42% of the complaints were upheld fully or in part.

The Portfolio Holder requested further information regarding the reasons that two complaints made to Children's Services had not been responded to within authority deadlines. The Assistant Chief Executive would provide this information which he suspected could be due to the complexity of the complaints.

### **Decision**

.That the report be noted.

## **57. Corporate Branding Review / Reputation Campaign** (Assistant Chief Executive)

### **Type of decision**

Non-key.

### **Purpose of report**

To provide an update of progress in relation to the Corporate Branding Review and Local Government Association's Reputation Campaign.

### **Issue(s) for consideration by Portfolio Holder**

A series of reports had previously been presented to the Portfolio holder regarding corporate branding and the Reputation Campaign. In terms of corporate branding it had been agreed that minor changes would be made to

the Council logo, a new branding and style guide would be produced and an audit would be carried out to give a fuller picture of how the current brand was being applied. The Portfolio Holder was advised that the new branding and style guide had been completed and was available via the Council intranet. The audit results were appended to the report for the Portfolio Holder's attention. Staff were being encouraged to start using the new brand straightaway, using existing stock of stationery before reordering items with the new brand in an effort to avoid additional expense. In terms of vehicle livery the new brand would only be applied when a new vehicle was purchased or an existing vehicle resprayed.

In terms of the audit the Portfolio Holder queried whether the new branding could be applied to some of the more significant buildings sooner rather than later, specifically the Enterprise Centre. The Assistant Chief Executive advised that a lot of the more high profile facilities had already been branded but there could be cost implications in re-branding all Council buildings. The Portfolio Holder acknowledged this but felt that a metal sign was not required and stickers in windows could suffice. She also suggested that rebranding costs could be included in maintenance budgets for schools and libraries.

The Portfolio Holder also asked whether there were guidelines in terms of Council branding on new buildings funded or partly funded by the Council. There was a misconception that the Council provided limited services and this could be a way to alleviate this. The Public Relations Manager advised that there were guidelines relating to the positioning of such partnership branding. Details of these guidelines had been forwarded to all Council employees in a document – one Council, one logo, a copy of which was provided for the Portfolio Holder. The Portfolio Holder thanked the Public Relations Manager for this.

In relation to the Reputation Campaign the Portfolio holder had previously been informed that there were only two actions of the 12 which the Council were not delivering on fully namely adoption of a highly visible, strongly branded Council cleaning operation and ensuring that the Council brand was consistently linked to services. These failings had been subsequently addressed and officers now felt confident in their commitment to fulfilling all 12 actions fitting into the categories of Cleaner, Safer, Greener and Communications.

### **Decision**

That the report be noted

## **58. Employee Attendance 2008/9 – 3<sup>rd</sup> Quarter** (*Chief Personnel Officer*)

### **Type of decision**

Non-key.

### **Purpose of report**

To update the Portfolio Holder on performance up to the third quarter of 2008/9 and actions taken in relation to employee sickness absence.

### **Issue(s) for consideration by Portfolio Holder**

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 group of Corporate Health Performance Indicators.

The target figure for 2008/9 for the Council is 9.8 days absence per wte employee (whole time equivalent). The end of year prediction at the end of the 3<sup>rd</sup> quarter shows a slightly above target figure of 10.14 days per wte per employee per annum. This shows a steady improvement from previous years.

The Council continues to focus on sickness absence management to enable the Council to achieve, and improve on, its target of 9.8 wte average sickness per employee for the 2008/9 year. The actual performance for each Department and School as at 31 December 2008 was outlined and this identified an overall downward trend as compared with the last two years.

The Portfolio Holder commented on the above target projected outcome, asking if all was being done to combat this. The Chief Personnel Officer referred to a recently completed project on long term absence which had had a huge effect. Medium to short term absence was due to be considered.

### **Decision**

That the report be noted.

## **59. Single Status Agreement Appeals** *(Chief Personnel Officer)*

### **Type of Decision**

Non key.

### **Purpose of report**

To provide an update on progress on appeals received

### **Issues for consideration by Portfolio Holder**

The Single Status Appeals Procedure was agreed by the Portfolio Holder in June 2008. As part of the procedure officers would bring monthly updates of appeals received and progress in dealing with them. Details were given of the number of appeals submitted by individual departments, broken down into

headings including intention to appeal submitted, appeals received and appeals not received. Details were also given of the prioritisation of submitted appeals. The Portfolio Holder queried the high number of appeals which had not been submitted. The Chief Personnel Officer advised that this had been anticipated.

### **Decision**

That the progress on appeals received be noted.

The meeting concluded at 9.30am

**PETER DEVLIN**

**CHIEF SOLICITOR**

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