

PERFORMANCE MANAGEMENT PORTFOLIO

DECISION SCHEDULE



Monday 21st August, 2006

at 9 a.m.

in Committee Room "C"

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

1. KEY DECISIONS

None

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Land to the rear of 71 Masefield Road, Hartlepool – *Head of Procurement and Property Services*
- 2.2 Procurement and Project Management Protocols – *Head of Procurement and Property Services*
- 2.3 Energy Management – Energy Saving Fund – *Head of Procurement and Property*
- 2.4 2 Lansdowne Road, Hartlepool – *Head of Procurement and Property Services*
- 2.5 Release of Covenant, St Columba's Church – *Head of Procurement and Property Services*
- 2.6 Land between 5 and 6 Northumberland Walk, Hartlepool – *Head of Procurement and Property Services*
- 2.7 Small and Medium Sized Enterprise Concordat – *Head of Procurement and Property Services*

3. ITEMS FOR INFORMATION / DISCUSSION

- 3.1 Chief Executive's Departmental Plan 2006/07 – 1st Quarter Monitoring Report – *Assistant Chief Executive and Chief Personnel Services Officer*
- 3.2 Corporate Complaints – April to June 2006 – *Assistant Chief Executive*
- 3.3 Neighbourhood Services Departmental Plan 2006/07 – 1st Quarter Monitoring Report – *Director of Neighbourhood Services*
- 3.4 Employee Attendance 2006/07 – 1st Quarter – *Chief Personnel Services Officer*

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

4. **KEY DECISION**

None

5. **OTHER ITEMS REQUIRING DECISION**

- 5.1 Wiltshire Way/Hart Lane Highway Improvement Scheme – *Head of Procurement and Property Services (Para 3)*
- 5.2 Burn Valley Pupil Referral Unit, Elwick Road, Hartlepool – *Head of Procurement and Property Services (para 3)*
- 5.3 36 Rydal Street, Hartlepool – *Head of Procurement and Property Services (para 3)*

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

21st August 2006



Report of: Head of Procurement and Property Services

Subject: LAND TO THE REAR OF 71 MASEFIELD ROAD, HARTLEPOOL

SUMMARY

1.0 PURPOSE OF REPORT

To consider a request to purchase land at the rear of 71 Masefield Road, Hartlepool

2.0 SUMMARY OF CONTENTS

The report considers the proposed disposal of land, outlining the situation in relation to the Council's land holdings and planning implications.

Proposed terms are outlined for both a restricted and unrestricted disposal.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Disposal of property assets is Portfolio Holder's responsibility

4.0 TYPE OF DECISION

Non key decision

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION (S) REQUIRED

Authority to complete disposal of land

Report of: Head of Procurement and Property Services

Subject: LAND TO THE REAR OF 71 MASEFIELD ROAD, HARTLEPOOL

1. PURPOSE OF REPORT

- 1.1 To consider a request to purchase land at the rear of 71 Masefield Road, Hartlepool.

2. BACKGROUND

- 2.1 This is one of the many undeveloped areas of garage land. When the council's housing stock was transferred to Housing Hartlepool in March 2004 these sites remained. Many of these sites are subject to fly tipping and cause the Council management problems in an area where it no longer has a significant land interest. The land at the rear of 71 Masefield Road is shown on the plan attached at Appendix 1.
- 2.2 An elderly resident occupies 71 Masefield Road, and the land at the back of her house is very uneven, with access to the front of the property prevented by steps. It is proposed that Housing Hartlepool undertake works on the land to the rear, in order to make the access to 71 Masefield Road possible for the resident. The freehold of this land would be transferred to them. Housing Hartlepool have stated that they will take the remainder of the land at the rear to ensure the sale does not create an anti social behaviour issue.

3. FINANCIAL IMPLICATIONS

- 3.1 The details of this transaction are as set out in the attached confidential **Appendix 2. This item contains exempt information under Schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, Information relating to the financial or business affairs of any particular person (including the authority holding that information).**

4. RECOMMENDATIONS

- 4.1 That the Portfolio Holder approves the disposal of the land to Housing Hartlepool subject to the terms agreed.



PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

21 August 2006



Report of: Head of Procurement & Property Services

Subject: PROCUREMENT & PROJECT MANAGEMENT
PROTOCOLS

SUMMARY

1. PURPOSE OF REPORT

To endorse procurement and project management requirements resulting from a scrutiny of the Headland Town Square Project.

2. SUMMARY OF CONTENTS

The report highlights the conclusions from a Scrutiny exercise which require actions in terms of improved procurement and project management protocols.

3. RELEVANCE TO PORTFOLIO MEMBER

Portfolio is the Procurement Champion.

4. TYPE OF DECISION

Non key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

The Portfolio Holder notes the report and endorses the Action Plan.

Report of: Head of Procurement & Property Services

Subject: PROCUREMENT & PROJECT MANAGEMENT
PROTOCOLS

1. PURPOSE OF REPORT

- 1.1 To endorse procurement and project management requirements resulting from a scrutiny of the Headland Town Square Project.

2. BACKGROUND

- 2.1 On 13 April 2006, Council considered the final report of the Scrutiny Co-ordinating Committee into the overspend on the Headland Town Square Development, as referred to Council on 27 October 2005 to the Overview and Scrutiny Function.

- 2.2 No evidence of mis-management or lack of control in the management of the Headland Town Square development was found, but the Council did recommend the following actions:

- 2.2.1 That the following issues should be approved for inclusion in future project and contract management:

- (i) When considering the type of contract to award and the appointment of a preferred contractor, all interested stakeholders should be given the opportunity to be included in this process;
- (ii) That an inclusive approach should be taken to consultation around the design of a scheme, including involving appropriate age groups; and
- (iii) That robust cost estimates and funding are established before a final consultation on any design or scheme proposal.

3. CONSIDERATIONS

- 3.1 An action plan to address these recommendations has been produced and was received by the Scrutiny Co-ordinating Committee on 4 August 2006 (see **Appendix A**).
- 3.2 The proposed actions have been disseminated across the Council via the Corporate Management Team and the Corporate Procurement Group.

- 3.3 Our procurement guidance and the Contract Procedure Rules should guide procurers in following the protocols outlined in the action plan

4. RECOMMENDATIONS

- 4.1 The Portfolio Holder notes the report and endorses the Action Plan.

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

APPENDIX A

NAME OF FORUM: Scrutiny Co-ordinating Committee (SCC)

NAME OF SCRUTINY ENQUIRY: Overspend on the Headland Town Square Development
Scrutiny Referral

DECISION MAKING DATE OF FINAL REPORT: Council on 13 April 2006

RECOMMENDATION		EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
(a)	That SCC can find no evidence of mismanagement or lack of control in the management of the Headland Town Square Development	No response/action required as this was the conclusion of the SCC	Not applicable	Not applicable
(b)	That the following issues should be approved for inclusion in future project and contract management:- (i) When considering the type of contract to award and the appointment of a preferred contractor all interested stakeholders should be given the opportunity to be included in this process;	The Corporate Procurement guidance includes a section relating to the requirement to consult stakeholders at key stages of a project. This includes considering the type of contract to be used, - which should be approved by the Executive. There will also be opportunities for relevant stakeholders to be included in the appointment of a contractor, this has previously taken place in projects such as Carnegie Building and Childrens Services	Graham Frankland and Departmental project leaders	July 2006

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

APPENDIX A

NAME OF FORUM: Scrutiny Co-ordinating Committee (SCC)

NAME OF SCRUTINY ENQUIRY: Overspend on the Headland Town Square Development
Scrutiny Referral

DECISION MAKING DATE OF FINAL REPORT: Council on 13 April 2006

RECOMMENDATION		EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
(b)	(ii) That an inclusive approach should be taken to consultation around the design of a scheme, including involving appropriate age groups; and	projects Guidance will be emphasised in respect of consultation in design and could involve for example groups of school children. Recognition of design expertise, complexity of project and timescales will contribute.	Graham Frankland and Departmental project leaders	July 2006
	(iii) That robust cost estimates and funding are established before a final consultation on any design or scheme proposal.	Final consultation should be carried out on fully costed and budgeted schemes. There are occasions where proposals may change subsequent to receipt of a tender and further consultation would be necessary within financial and operational parameters.	Graham Frankland and Departmental project leaders	
		The proposed actions have been presented to the Corporate	Graham Frankland	July / August 2006

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

APPENDIX A

NAME OF FORUM: Scrutiny Co-ordinating Committee (SCC)

NAME OF SCRUTINY ENQUIRY: Overspend on the Headland Town Square Development
Scrutiny Referral

DECISION MAKING DATE OF FINAL REPORT: Council on 13 April 2006

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
		Management Team and the Corporate Procurement Group and will be presented to the Performance Management Portfolio Holder at his meeting on 21 st August 2006.	

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

21st August 2006



Report of: Head of Procurement and Property

Subject: ENERGY MANAGEMENT
ENERGY SAVING FUND

SUMMARY

1.0 PURPOSE OF REPORT

To consider the implementation programme of Energy Savings Fund Projects.

2.0 SUMMARY OF CONTENTS

Outlines progress to date and identified potential energy saving schemes with recommendations for the programme of works for the year 2006/07.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Has responsibility for final project approval. Good asset management and use of resources with the objective of minimising energy use and so reducing costs and the effects of climate change.

4.0 TYPE OF DECISION

Non Key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

That approval be given to the two schemes as listed below for implementation in the year 2006/07:-

- Bryan Hanson House – Heating Controls

- Leadbitter Buildings – Internal local Lighting Replacement & Controls

The costs are to be augmented by contributions from the building operator to reduce the payback period.

Report of: Head of Procurement and Property Services

Subject: ENERGY MANAGEMENT
ENERGY SAVING FUND

1. PURPOSE OF REPORT

- 1.1 To outline the progress to date and to seek approval to a schedule of recommended schemes to be implemented in the current year from the Energy Saving Fund.

2. BACKGROUND

- 2.1 The Energy Saving Fund was established in 2001 in response to the Climate Change Levy which was also introduced in the same year as a levy on carbon fuel use.
- 2.2 The Climate Change Levy (CCL) was introduced on 1 April 2001. It adds a premium to the unit cost (kWh) of energy, increasing the cost of energy used by about 10 per cent. All UK businesses and public sector organisations pay the levy. The cost depends on the type of fuel bought.
- 2.3 Residential buildings not used for business purposes, and schools that are eligible for charitable status, are exempt.
- 2.4 The aim of the Energy Saving Fund is to save energy and reduce costs to the Authority and at the same time reduce Carbon emissions (CO₂).
- 2.5 The Fund is applicable to all Council Public Buildings excluding Educational Properties which have access to other funding and some of which have charitable status.
- 2.6 The Fund comprises a central account from which energy saving initiatives can be implemented.
- 2.7 It operates as a credit account from which advances are made towards approved schemes. Funds advanced are repaid in equal installments over not more than five years depending on the payback period of individual projects.
- 2.8 More projects are now becoming viable due to the heavy increase in fuel costs this in effect reduces the payback period allowing projects previously thought to be cost ineffective to be considered.

- 2.9 Since 2001 a total of £90,000 has been invested and 13 properties have benefited. The reduction in CO2 emissions is estimated at 1000 tonnes.
- 2.10 In the current year a total of £16,000 is available.
- 2.11 The Energy Manager acting as Lead Officer has identified schemes based on known energy problems within properties and has collated information and applied prioritisation criteria to determine the most viable ones that could be funded this year.
- 2.12 **Appendix A** summaries this information and identifies the following schemes which are to be recommended for implementation:
- **Bryan Hanson House (Scheme 4 in Appendix A)**– Providing additional Zone valves to heating system and using existing BMS (Building Management System) to control operation increasing the system efficiency and improving the comfort levels for the staff. This is achieved by eliminating overheating by giving each floor and each wing its own control. Payback is expected in 3 years.
 - **Leadbitter Buildings – Local Internal Low Energy Lighting. (Scheme 6 in Appendix A).** Installation low energy automatic lighting. This is to be a pilot scheme for future relighting schemes and controls. Payback is expected in 5 years.

3. FINANCIAL IMPLICATIONS

- 3.1 The fund is self financing and it brings a net financial benefit to property operating costs over time.
- 3.2 The estimated cost of implementing these projects is £21,000.
- 3.3 The annual saving is estimated at £ 3,500 representing a return on investment of 17% per annum.
- 3.4 After the payback period all future savings will be available to form a review of the relevant properties annual operating costs.

4. RECOMMENDATIONS

- 4.1 That approval be given to the two schemes as listed below for implementation in the year 2006/07:-
- Bryan Hanson House – Heating Controls
 - Leadbitter Buildings – Internal local Lighting Replacement & Controls
- The costs are to be augmented by contributions from the building operator to reduce the payback period.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	APPENDIX A				
			Prioritisation Factors																	
	Scheme	Directorate	Energy Management Objectives				Revenue Saving									Remarks				
	Available Funding £15,000		Reduction of CO2 (kg per m2)	Increase Energy Efficiency through better management and technical fix solutions	Support of Energy Efficient Technologies	Stimulation of cleaner Investment Technologies	Cost of Scheme £	Man-hour Savings	Approx saving per annum in £	Payback Period in Years	Occupation Hours	Energy Use	Self Funded Contributions	High visibility with clearly seen results	Long Term Ownership		AREA	co2/m2	cost	
1	Station Lane Lighting Controls	Adult and Community Services	4.24	yes			£ 650.00		£250.00	2.60	2550	med/low		Yes	Reducing costs by automatic control. Intruder deterrent. Delayed by Asbestos		633.5	4.242	£ 650.00	
2	Exmoor Grove Lighting Controls	Childrens Services	6.25	yes			£ 800.00		£250.00	3.20	8736	high		Yes	Reducing costs by automatic control. Intruder deterrent. Asbestos		430	6.250	£ 800.00	
3	Warren Road Lighting Controls	Adult and Community Services	3.41	yes			£2,000.00		£500.00	4.00	2550	high		Yes	Reducing costs by automatic control. Intruder deterrent. Asbestos		1576	3.411	£ 2,000.00	

4	Leadbitter Buildings Internal Lighting Replacement- Automatic controls.	Neighbourhood Services	6.2	yes			£15,000		£2,500.00	5	2550	high	Yes	Improving efficiency and comfort levels. Pilot scheme for other areas.	1460	6.2	£ 15,000
5	Leadbitter Buildings -	Neighbourhood Services	6.32	yes			£ 400.00		£250.00	1.60			yes	All water heaters to be timed controlled and linked to BMS	425	6.324	£ 400.00
6	Bryan Hanson Heating Zone Controls	Neighbourhood Services	4.5	yes			£6,000.00		£1,250.00	3	2550		Yes	Would need to be taken through Consultancy Group for design and costing	2343	9.176	£ 6,000.00
7	Anurin Bevan House Lighting	Neighbourhood Services	10.68	yes			£3,500.0		£875.00	4	2550		yes	Could be done with light switch controls	881	10.677	£ 3,500.00
8	Leadbitter Buildings - Entrance Lobby Signage -	Neighbourhood Services	1.26	yes			£ 200.00		£50.00	4.00	2550		yes	to be timed controlled by BMS	425	1.265	£ 200.00
9	Exmoor Grove roof insulation	Childrens Services	15.18	yes			£ 2,000.00		£600.00	3.33					425	15.176	£ 2,000.00

10	Leadbitter Buildings Lighting Control	Neighbourhood Services	1.81	yes			£ 400.00		£150.00	2.67	2550			yes	Infra red lighting controls in Ladies and Gents toilets	893	1.806	£ 400.00
11	Leadbitter Buildings Fan Control	Neighbourhood Services	1.90	yes			£ 400.00		£75.00	5.33	2550			yes	Gents toilets extract fan to be timed controlled by BMS	425	1.897	£ 400.00
	Available Funding £15,000		Reduction of CO2 (kg per m2)	Increase Energy Efficiency through better management and technical fix solutions	Support of Energy Efficient Technologies	Stimulation of cleaner Investment Technologies	Cost of Scheme £	Man-hour Savings	Approx saving per annum in £	Payback Period in Years	Occupation Hours	Energy Use	Self Funded Contributions	High visibility with clearly seen results	Long Term Ownership	AREA	co2/m2	cost
12	Leadbitter Buildings - Print Room -	Neighbourhood Services	2.53	yes			£ 400.00		£100.00	4.00	2550			yes	Replace, rewire fan with humidistat to operate separately from lights . Lights to be placed on infra-red	425	2.529	£ 400.00
13	Leadbitter Buildings - Entrance Lobby Signage -	Neighbourhood Services	1.26	yes			£ 200.00		£50.00	4.00	2550			yes	to be timed controlled by BMS	425	1.265	£ 200.00

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder
21st August 2006



Report of: Head of Procurement and Property Services

Subject: 2 LANSDOWNE ROAD, HARTLEPOOL

SUMMARY

1.0 PURPOSE OF REPORT

To obtain Portfolio Holder approval to commence marketing of 2 Lansdowne Road, Hartlepool.

2.0 SUMMARY OF CONTENTS

Background to the acquisition of the property by the Council and description of the proposed marketing process.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder is responsible for the Council's land and property assets.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

That should no operational need be identified, Portfolio Holder grant authority for the Estates Manager to market the property with a view to disposal of the Council's freehold interest.

Report of: Head of Procurement and Property Services

Subject: 2 LANSDOWNE ROAD, HARTLEPOOL

1. PURPOSE OF REPORT

- 1.1 To obtain Portfolio Holder approval to commence marketing of 2 Lansdowne Road, Hartlepool.

2. BACKGROUND

- 2.1 2 Lansdowne Road comprised accommodation, used by adult services to house people with learning disabilities, but the former residents have vacated, and the property is now surplus to requirements. The Council's Estates Manager has contacted other Service Departments to ascertain whether they have an operational requirement. Should any need be identified, this will be reported at the Portfolio meeting.
- 2.2 The property is empty and comprises a two/three bedroom mid terraced house, which would require some renovation works including remediation of structural cracking.
- 2.3 It is proposed that should no operational need be identified, the Council now sell this property on to it to be occupied. It is proposed that preference will be given to purchasers who are owner-occupiers, with a timescale stated for returning the property back to use.

3. FINANCIAL IMPLICATIONS

- 3.1 The disposal of the property will need to comply with the provisions of Section 123 of the Local Government Act 1972 which outlines a requirement '*not to dispose of land otherwise than at the best consideration reasonably obtainable*'.
- 3.2 Expressions of interest will be invited by advertising the site in the local press residential property section at regular stages throughout the marketing period. In addition, particulars describing the property and terms for disposal will also be prepared as part of a pack for the bidding process. These will be mailed out to those parties who have already expressed and interest as well as new enquirers. A 'for sale' board will be placed at the property. There is a small cost associated with the

marketing process but it is anticipated that this will be offset against the disposal price achieved.

- 3.3 It is intended that there will also be open days at the house which will allow interested parties to view the condition of the property prior to submitting an offer.
- 3.4 It is proposed that interested parties submit sealed bids outlining their proposals for the property along with an offer for the freehold interest. The bids submitted shall remain sealed until a fixed date when all will be opened and considered together. The Council reserves the right not to accept any offer which is submitted should none be considered to be in their best interests.
- 3.5 It should be noted that if there is a restriction placed on the property preventing use except for owner occupation for a specified time, this could restrict the values achieved for the land.

4. RECOMMENDATIONS

- 4.1 That should no operational need be identified, Portfolio Holder grant authority for the Estates Manager to market the property with a view to disposal of the Council's freehold interest.

PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

21st August 2006



Report of: Head of Procurement and Property Services

Subject: RELEASE OF COVENANT, ST. COLUMBA'S CHURCH

SUMMARY

1.0 PURPOSE OF REPORT

To obtain Portfolio Holder approval to the release of a restrictive covenant on this site.

2.0 SUMMARY OF CONTENTS

The background to the proposed housing development is explained with the Council's role in the supported living described. The options for dealing with the release of covenant are approached.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for the Council's land and property assets.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

That Portfolio Holder approved the release of covenant in the manner proposed to allow the supported living accommodation to be developed.

Report of: Head of Procurement and Property Services

Subject: RELEASE OF COVENANT, ST. COLUMBA'S CHURCH

1. PURPOSE OF REPORT

- 1.1 To obtain Portfolio Holder approval to the release of a restrictive covenant on this site.

2. BACKGROUND

- 2.1 Hartlepool Borough Council and its partner, Three River Housing Group (TRHG), have been successful in a bid to the Department of Health (DH) for funding to assist in the development of supported housing for people with Learning Disabilities.
- 2.2 The Council has developed a range of small scale residential and shared independent living schemes in Hartlepool since 2000. However, the independent living schemes are limited to rented accommodation.
- 2.3 This scheme would provide housing for part rent/part sale for people with learning disabilities. It is intended to give individuals an option to use money they may have to purchase 50% of the value of the property and pay a rent for the other portion.
- 2.4 The scheme is intended to be an attractive option for individuals who cannot raise a full mortgage because of their level of income, but could qualify for a small loan with the majority of their income coming as a gift from parents or family.
- 2.5 A site at the junction of Dryden Road and Marlowe Road has been identified as being suitable for the development. The site, which is shown on the plan attached to this report at **Appendix 1**, is currently within the ownership of St. Columba's Church, which is in a state of disrepair. Three Rivers have agreed to develop a new Parish Centre for use by the church in exchange for the land on which the supported housing will be built. It is hoped that work on site can commence in September 2006.

2.6 The Council originally sold this land to the church on 24th August 1964 and the conveyance contained a restricting prohibiting the use of the land for anything other than a church.

2.7 The development would of course be subject to planning approval.

3. FINANCIAL IMPLICATIONS

3.1 The financial implications of this report are enclosed in the attached confidential **Appendix 2. This item contains exempt information under Schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, Information relating to the financial or business affairs of any particular person (including the authority holding that information).**

4. RECOMMENDATIONS

4.1 That Portfolio Holder approve the release of covenant subject to the terms proposed.



PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

21st August 2006



Report of: Head of Procurement and Property Services

Subject: LAND BETWEEN 5 AND 6
NORTHUMBERLAND WALK, HARTLEPOOL

SUMMARY

1.0 PURPOSE OF REPORT

To obtain Portfolio Holder approval to the proposed disposal of the footpath between 5 and 6 Northumberland Walk, Hartlepool.

2.0 SUMMARY OF CONTENTS

The report outlines the rationale for the proposed closure of the footpath and looks at options for the disposal of the land.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for the Council's land and property assets.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

That Portfolio Holder approve the proposed disposal.

Report of: Head of Procurement and Property Services

Subject: LAND BETWEEN 5 AND 6
NORTHUMBERLAND WALK, HARTLEPOOL

1. PURPOSE OF REPORT

- 1.1 To obtain Portfolio Holder approval to the proposed disposal of the footpath between 5 and 6 Northumberland Walk, Hartlepool.

2. BACKGROUND

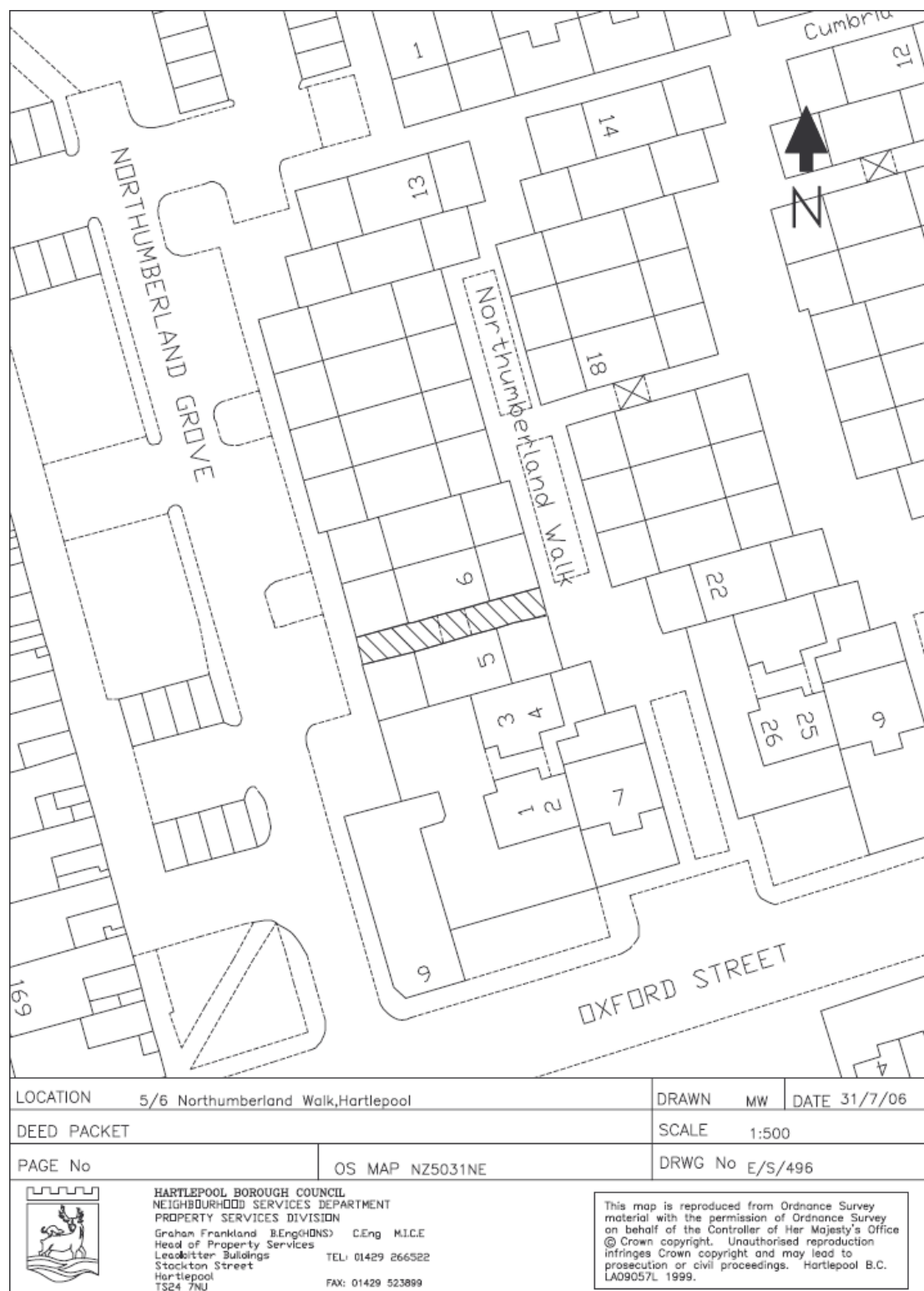
- 2.1 The footpath between 5 and 6 Northumberland Walk has been the site of recent anti social behaviour problems, with youths congregating in the alleyway caused by the flying bedroom above. The land is shown in the plan attached to this report at **Appendix 1**.
- 2.2 New Deal for Communities have identified funding as part of their ongoing environmental improvement work to have the footpath closed and they have proposed that it then be transferred to one of the adjacent residents.
- 2.3 The flying bedroom above the footpath is part of 6 Northumberland Walk, and therefore for management reasons it would be preferable if this resident had the footpath transferred into their property. The Council's Estates Manager has written to the owner of 6 Northumberland Walk but has not yet received a response. Should no positive response be received then it is understood that the owner of 5 Northumberland Walk would be agreeable to incorporating the land within their garden.
- 2.4 The Council's Senior Neighbourhood Services Officer has confirmed that there are no utilities running across the land other than household drainage, for which access would be provided under covenants in the proposed transfer.
- 2.5 The Council's Development Control Section have been consulted and have stated that they would have no objections to the change of use of the land to domestic garden.

3. FINANCIAL IMPLICATIONS

- 3.1 The financial implications of this report are enclosed in the attached confidential **Appendix 2. This item contains exempt information under Schedule 12A of the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely, Information relating to the financial or business affairs of any particular person (including the authority holding that information).**

4. RECOMMENDATIONS

- 4.1 That Portfolio Holder approve the proposed disposal.



PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

21st August 2006



Report of: Head of Procurement and Property Services

Subject: SMALL AND MEDIUM SIZED ENTERPRISE
CONCORDAT

SUMMARY

1.0 PURPOSE OF REPORT

To seek approval for the Council to declare its support for the Small and Medium Sized Enterprise (SME) Friendly Concordat.

2.0 SUMMARY OF CONTENTS

Background to potential SME concordat is outlined in the report.

3.0 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder is the Procurement Champion

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder Only

6.0 DECISION(S) REQUIRED

It is recommended that the Portfolio Holder as the Council's Procurement signs the declaration of support on behalf of the Council for the Small Business Friendly Concordat.

Report of: Head of Procurement and Property Services

Subject: SME CONCORDAT

1.0 PURPOSE OF REPORT

- 1.1 To seek approval for the Council to declare its support for the Small Business (SME) Friendly Concordat. The SME Friendly Concordat is a voluntary, non-statutory code of practice originally set up by the Office of the Deputy Prime Minister (ODPM), the Local Government Association (LGA) and the Small Business Service (SBS) to encourage effective trade between Local Authorities and Small Businesses
- 1.2 The “Declaration of Support” is attached as **Appendix 1**.

2.0 BACKGROUND

- 2.1 The SME Friendly Concordat is a voluntary, non-statutory code of practice originally set up by the Office of the Deputy Prime Minister (ODPM), the Local Government Association (LGA) and the Small Business Service (SBS) to set out what small firms and others supplying Local Government can expect when tendering for Local Authority contracts.
- 2.2 The Concordat is a statement of principles to encourage effective trade between local authorities and small businesses. The scheme particularly aims to achieve more effective trade with ethnic and minority owned businesses, local businesses, women owned businesses, social enterprises, as well as voluntary and community organisations. Although the principles should relate to all SMEs, the Concordat is particularly focused on small businesses of less than 50 employees. The Concordat is not intended to give SMEs a competitive advantage when tendering, but to make sure that steps are taken to ensure that suppliers of all kind are treated equally.
- 2.3 Under the Local Government Act 2000, Councils are required to prepare a ‘Community Strategy’ and have powers to promote the economic, social and environmental well-being of their communities, these ‘community benefits’ can be achieved by the Council working with suppliers through their procurement activities.
- 2.4. SMEs are often local businesses and members of the local community; therefore any assistance given to them can also bring benefits to the local community. These small firms can offer real benefits to the Local Authority such as responding quickly and

flexibly, create a source of innovation, offer improved quality of service, increase value for money and they often attach more importance on doing business with a Local Authority.

2.5. The Concordat and the Good Practice Guide pledge a range of voluntary commitments to make the Authority's contracts more accessible to SME's, through:

- A commitment to publish the procurement strategy, setting out how the Council will encourage a diverse and competitive supply market.
- A commitment to provide better access to contract opportunities.
- A commitment to fair tender processes, by ensuring that all tenderers have equal access to information.
- A commitment to offering meaningful feedback to suppliers following the procurement process.
- A commitment to treat suppliers openly and fairly.

2.6. The Council is already committed to making its contracts more accessible by publishing its Corporate Procurement Strategy on the website within its key documents. There is also a guide of how to do business with the Council located on the website which assists suppliers and contractors who wish to supply the Council with goods, works and services. This aims to help businesses advising them of the rules that the Council must follow when procuring, alerts of the opportunities to supply to the Council through a list of forthcoming tenders and explains how to bid for work. The Council encourages competition and welcomes bids from new and established suppliers, making use of fair, non-discriminatory honest and professional processes and always endeavours to offer tenderers feedback regarding their bids.

3.0 CONCLUSIONS

3.1 The National Procurement Strategy for Local Government has set key milestones for all Local Authorities one of which is adopting the Concordat. The Council confirmed its commitment in 2005 together with the other regional authorities via the North East Centre of Excellence.

3.2 The Concordat represents a commitment from Local Government to encourage a mixed range of suppliers in order to help develop and stimulate a varied and competitive marketplace.

3.3 The Government and the Council is committed to helping small and medium sized firms as they are a powerful engine for economic growth and are a crucial part of the UK and local economy.

- 3.4 By signing the concordat the Council will demonstrate a pledge to actively engage with small businesses and show the Authority's commitment to good procurement practices in general.
- 3.5 In a future report a similar concordat will be considered for the voluntary and community sector.

4.0 RECOMMENDATIONS

- 4.1 It is recommended that the Portfolio Holder as the Council's Procurement signs the declaration of support on behalf of the Council for the Small Business Friendly Concordat.

National Procurement Concordat for Small and Medium-sized Enterprises

A statement of principles to encourage effective trade between local authorities and small businesses.

Introduction

We are committed to delivering locally the National Procurement Strategy for Local Government. The strategy asks local authorities to adopt a small and medium sized enterprise (SME) friendly procurement concordat and to encourage a mixed range of suppliers in order to help develop and stimulate a varied and competitive marketplace. The concordat sets out the actions that local authorities will take to make their contracts more accessible to SMEs.

Although the principles should relate to all SMEs, the concordat is particularly focused on small businesses of less than 50 employees.

We recognise the important contribution that small businesses can make to the delivery of public services and the vital role these businesses play in the national and local economy. We are committed to making the most of the benefits offered by them.

Underlying Principles

Contracts are awarded in order to support the Best Value delivery of local government services. We will deliver value for money and take into account the whole life costs in contract decisions; this means considering quality, longer term cost and benefits as well as initial price.

We will make appropriate use of our legal powers including the power to promote the economic, social and environmental well being of our community.

All tender processes and contract awards will comply with EU Public Procurement Directives and the principles of non-discrimination, equal treatment and transparency and our duties under UK law.

Local Authority Commitments

Procurement strategy

We will publish a corporate procurement strategy. The strategy will include a commitment to:

- The role procurement plays in delivering the Council's objectives and its contribution to the community strategy, workforce issues, diversity and equality and sustainability.
- How we will encourage a diverse and competitive supply market, including small firms, social enterprises, ethnic minority businesses and voluntary and community sector suppliers.
- A commitment to ensure that our approach to individual contracts, including large contracts and framework agreements etc, is supported by a sound business case and options appraisal.

- A commitment that where we decide that the best value option is to aggregate supply or let a longer-term contract or framework agreement we will invite bidders to demonstrate their track record in achieving value for money through effective use of their supply chain.
- A commitment to consider the role of SME specialist suppliers in delivering elements of larger contracts and framework agreements.

Access to contract opportunities

- We will publish on our website;
 - Guidance for suppliers on how to do business with the council;
 - details of forthcoming bidding opportunities, and;
 - contact details for each contract, with appropriate links to any regional site and the national public sector opportunities portal

Details of our key suppliers.

- We will advertise contracts. We will use a range of publications and other means in order to encourage greater diversity and competition.
- We will give potential suppliers an opportunity to discuss the procurement in order to understand our requirements and assess their own suitability. Nothing will be done, however, which would give a particular business or provider an unfair advantage in competing for a specific contract.
- We will work with prime contractors – both at tender stage and during the life of a contract – to establish the contribution that small firms, ethnic minority businesses, social enterprises and voluntary and community sector suppliers can play in the supply chain. We will provide details of our prime contractors on our website.

Fair tender processes

- We will apply our own rules and policies fairly.
- At pre-tender stage and during the tender process we will ensure that all tenderers have equal access to relevant information.
- We will keep the tender process as simple as possible in order to help minimise the costs to suppliers.
- If a pre-qualification stage is used we will use a Council-wide pre-qualification questionnaire containing common core questions with limited bespoke additions for each contract. We will work with regional and national partners to ensure a consistent approach to pre-qualification.
- We will assess potential suppliers against published pre-qualification and tender evaluation criteria. These criteria will be proportionate to the risks of the individual contract process. In particular the criteria relating to financial standing will not to be set to unreasonably exclude newer businesses.

Feedback

We will offer meaningful feedback to suppliers following the procurement process in order that suppliers can improve for future tenders.

- We will seek feedback from suppliers, and their respective trade associations, on our tender processes and address where we can any problems that are brought to our attention.
- We will publish a complaints procedure.

Contract management

- *We will treat suppliers openly and fairly. Suppliers will:*

Be paid on time. No more than 30 days from receipt of an undisputed invoice.

Receive honest and constructive feedback on the supplier's performance of the contract.

Be given notice of any performance problems and an opportunity, if appropriate, to put matters right.

- All contracts will require our suppliers to pay their sub-contractors, throughout the supply chain, within 30 days from receipt of an undisputed invoice.

Supplier commitments

As customers we will make clear to our suppliers, and those wishing to do business with us, what is expected of them.

**DECLARATION OF SUPPORT FOR THE SMALL BUSINESS FRIENDLY
CONCORDAT**

The ODPM, the LGA and Small Business Service want to see all local authorities sign up to the Small Business Friendly Concordat. The Concordat is a voluntary, non-statutory document, and your signature will not only demonstrate a pledge to actively engage with small businesses, but it will also show your authority's commitment to good procurement practices in general. This in turn should help foster a professional approach to managing procurement in your authority and, in doing so, help you implement key strategic objectives and milestones in the National Procurement Strategy for Local Government.

Name of your Authority: _____

Signed by: _____ Date: _____

Position in Local authority: _____

Thank you for your support.

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

21st August 2006



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

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2006/07 – 1ST QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Chief Executive's Departmental Plan 2006/07 in the first quarter of the year.

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Chief Executive's Departmental Plan 2006/07 and the first quarter outturns of key performance indicators.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting 21 August 2006.

6. DECISION REQUIRED

Achievement on actions and indicators be noted.

Report of: Assistant Chief Executive and Chief Personnel Services Officer

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2006/07 – 1ST QUARTER MONITORING REPORT

PURPOSE OF REPORT

1. To inform the Portfolio Holder of the progress made against the key actions identified in the Chief Executive's Departmental Plan 2006/07 and the progress of key performance indicators for the period up to 30 June 2006.

BACKGROUND

2. The Performance Management Portfolio Holder agreed the Chief Executive's Departmental Plan in May 2006.
3. The Chief Executives Department is split into four divisions, with Corporate Strategy and Human Resources reporting to the Performance Management Portfolio Holder. Issues relating to the Finance and Legal Services Divisions are reported separately to the Finance Portfolio Holder.
4. The Chief Executive's Departmental Plan 2006/07 sets out the key tasks and issues within an Action Plan to show 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 2006/07 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.
5. The Council recently introduced an electronic Performance Management Database for collecting and analysing corporate performance. In 2006/07 the database will collect performance information detailed in the Corporate Plan and the five Departmental Plans. The aim is that the database will eventually collect performance information for all levels of the Council, including individual service/operational plans in each department.
6. Each Division has also produced a Divisional Plan, detailing the key tasks and issues facing each division in the coming year. Each plan contains an action plan, detailing how each individual division intends to contribute to the Organisational Development Priorities contained in

the Corporate Plan, as well as the key tasks and priorities contained in the Chief Executives Departmental Plan. Divisional Chief Officers will have the lead responsibility for managing performance of issues and tasks identified in their divisional plans. Where appropriate, issues can be escalated for consideration by CEMT.

FIRST QUARTER PERFORMANCE

7. This section looks in detail at how the Corporate Strategy Division and Human Resources Division have performed in relation to the key actions and performance indicators that were included in the Chief Executives Departmental Plan 2006/07.
8. On a quarterly basis officers from across the department are asked, via the Performance Management database, to provide an update on progress against every action contained in the Departmental Plan and, where appropriate, every Performance Indicator.
9. Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each action based on whether or not the action will be, or has been, completed by the target date set out in the Departmental Plan. The traffic light system has been slightly adjusted in 2006/07, following a review of the system used previously. The traffic light system is now: -

Red	- Action/PI not expected to meet target
Amber	- Action/PI expected to be meet target
Green	- Action/PI target achieved

10. Within the Corporate Strategy and Human Resources Divisions there were a total of 133 actions and 15 Performance Indicators identified in the 2006/07 Departmental Plan. Table 1, below, summarises the progress made, to the 30 June 2006, towards achieving these actions and PIs.

Table 1 – Corporate Strategy/Human Resources progress summary

	Corporate Strategy		Human Resources	
	Actions	PIs	Actions	PIs
Green	21	1	11	0
Amber	53	5	39	2
Red	3	0	6	1
Annual	n/a	0	n/a	6
Total	77	6	56	9

11. A total of 32 actions (24%) have already been completed, and a further 92 (69%) are on target to be completed by the target date. However, a total of 9 actions have been highlighted as not being on target. More

information on these actions can be found in the relevant sections below.

12. It can also be seen that 7 of the Performance Indicators have been highlighted as being expected to hit the target. There is only 1 indicator currently being highlighted as having achieved the target, as most indicators have annual targets ending in March 2007, and will be unable to be signed off until then. It can be seen that 1 indicator has been highlighted as not being expected to hit the year end target, and an explanation for this is given in the relevant sections below. There are 6 indicators that are only collected on an annual basis and therefore no updates are available for those indicators.

Corporate Strategy Division

13. The Plan contained 77 actions that were the responsibility of the Corporate Strategy Division. As at 30 June a total of 21 had been completed (27%), and 53 (69%) were on target to be completed by the target date stated in the plan. However, 3 actions had either not been completed by the due date, or are no longer on target to be completed on time. Table 2 below details these actions, together with a comment explaining why the deadline will not be met and any appropriate remedial action.

Table2: Corporate Strategy Actions not completed on target/not on target

Ref	Action	Milestone	Comment
CED100	Agree with Northgate standard processes for problem and change management	Apr 06	Being developed as part of the "Model Office" by Northgate. Slipped due to changes in Northgate personnel. Expected to be achieved by December 2006.
CED038	Implement phase 3 of information security plans	Dec 06	Training roll out process under review following internal audit report. Feedback from your business@risk survey will also be incorporated. Likely completion date slipped to 31 st March 07.
CED057	Implement Complaints Strategy action plan	Apr 06 and ongoing	Corporate Complaints redrafted. Introduction of electronic recording system through EDRMS going more slowly than anticipated.

14. The Plan also contained 6 Performance Indicators that were the responsibility of the Corporate Strategy Division. As at 30 June all 6 were either on target to meet the full year target or had already done so.
15. Within the first quarter the Corporate Strategy Division completed a number of actions, including: -

- Residents can now access online 'e-forms' to report refuse collection problems, street lighting issues and wheelie bin queries.
- Viewpoint members can now fill out their surveys on-line through the Council's e-consultation system.
- Public website for 'Your Town Your Say' was launched in May 2006.
- The Performance Management database has been updated and is now used for all Departmental Plan monitoring as well as Corporate Plan monitoring across the Council.

Human Resources Division

16. The Plan contained 56 actions that were the responsibility of the Human Resources Division. As at 30 June a total of 11 (20%) had been completed, and a further 39 (70%) were on target to be completed by the target date stated in the plan. However, 6 actions (11%) had either not been completed by the due date, or are no longer on target to be completed on time. Table 3 below details these actions, together with a comment explaining why the deadline will not be met and any appropriate remedial action.

Table3: Human Resources Actions not completed on target/not on target

Ref	Action	Milestone	Comment
CED501	Formal consultation with Trade Union completed	Jun 06	Trade Union comments requested by end of July 06
CED440	Evaluate year 1 of the Leadership and Management Development Programme and report to Guardian's Group	Sep 06	Evaluation and reporting timescale agreed by Guardians group. Preliminary report expected Oct 06. Final report due Jan 07.
CED442	Complete Personal Development Plans for each Elected Member including new members	Jun 06	4 carried out. All Members offered opportunity to complete a personal development plan.
CED448	Review and revise workforce development and associated action plans	Sep 06	Revised completion date of December agreed by CMT
CED449	Implement revised workforce development and associated action plans	Oct 06 and ongoing	Review group to be established July 06. Expected completion date Dec 06.
CED432	Implement HR Analyser	Jun 06	Training being undertaken and data mapping expected to be completed in July 06.

17. The Plan also contained 9 Performance Indicators that were the responsibility of the Human Resources Division. Two thirds (6) of these are reported on an annual basis and there is no update at this stage. However, as at 30 June 2 of the remaining 3 PIs were on target to meet the full year target. However 1 was not on target, and table 4 below details the indicators, together with a comment explaining why the indicator has been adjudged to be below target and a comment explaining any appropriate remedial action.

Table4: Human Resources PIs not on target

PI	Target	1 st Qtr Outturn	Comment
BVPI 12	10.18 days	12.79 days	Performance adversely affected by long term sickness cases which are being systematically addressed following a review of processes and procedures. Outturn up to the end of May 06.

18. Within the first quarter the Human Resources Division completed a number of actions, including: -

- Members' email accounts promoted across the Council and included on individual webpage
- Annual Race and Diversity Report has been presented to Portfolio Holder

Recommendations

19. It is recommended that achievement of key actions and first quarter outturns of performance indicators are noted.

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

21st August 2006



Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – April to June 2006

SUMMARY

1. PURPOSE OF REPORT

To report to the Portfolio Holder on corporate complaints performance for the first quarter of 2006/7.

2. SUMMARY OF CONTENTS

The report covers performance information on numbers of complaints, timescales for investigation and outcomes of investigations for formal complaints dealt with in the first quarter of 2006/07.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues.

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 21st August 2006

6. DECISION(S) REQUIRED

That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – April to June 2006

1. PURPOSE OF REPORT

To inform the Portfolio Holder of performance information on formal complaints to the authority for the first quarter of 2006/07.

2. FORMAL COMPLAINTS INFORMATION – April – June 2006

In the first quarter of 2006/07, a total of 11 formal complaints were recorded by departments. The Finance Division of the Chief Executive's Department received five complaints, the Adult and Community Services Department received three, the Neighbourhood Services Department had two and the Regeneration & Planning Services Department had one complaint in this period. (See Appendix 1 for detailed figures)

Meeting targets

The corporate complaints procedure has a target of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. Prompt investigation is always a priority but in some cases the complexity of a complaint and/or the number of people to be contacted during the investigation can mean that the target cannot be met. However in the first quarter of 2006/7, the target was achieved in 82 percent of cases. This is similar to the overall figure for 2005/06 of 88% of investigations completed within target times.

Outcomes of complaints investigations

When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether the authority has been at fault and hence the complaint is upheld, either fully or in part. In the first quarter of 2006/07, 3 complaints (27 percent) were fully upheld and 3 cases were partly upheld. This is very similar to the overall figures for 2005/06 of 28% fully upheld and 26% partly upheld.

Remedies for complaints

Departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. Where appropriate, apologies have been given and action taken to prevent the problem recurring.

Learning from complaints

Complaints can provide useful information on how a service is performing and what problems are being experienced by service users. Departments provide information on what lessons have been learnt from the complaints they have received and what actions have been taken to prevent their recurrence. In the first quarter of 2006/07, wherever possible, departments have taken action. For example, members of staff have been reminded of customer care standards and other staff have been given additional training.

4. RECOMMENDATIONS

That the report be noted.

5. BACKGROUND PAPERS

Corporate Complaints 2005/06 - Report to the Performance Management Portfolio Holder, 26th July 2006.

Hartlepool Borough Council Corporate Complaints Procedure.

6. CONTACT OFFICER

**Liz Crookston, Principal Strategy & Research Officer,
Chief Executive's Department, Corporate Strategy Division
Hartlepool Borough Council**

Tel No: (01429) 523041

Email: liz.crookston@hartlepool.gov.uk

COMPLAINTS MONITORING – April 1st 2006 to June 30th 2006

APPENDIX 1

	Total no. of complaints	Reported on within 15 working days	Reported on outside 15 day target	Not upheld	Partly upheld/partly not upheld	Upheld
CHIEF EXECUTIVES' DEPT						
Corporate Strategy	-	-	-	-	-	-
Finance	5	5	-	3	2	-
Legal	-	-	-	-	-	-
Personnel	-	-	-	-	-	-
TOTALS FOR CHIEF EXEC'S	5	5	-	3	2	-
ADULT & COMMUNITY SERVICES	3	2	1	1	1	1
CHILDREN'S SERVICES	-	-	-	-	-	-
REGENERATION & PLANNING SERVICES	1	-	1	1	-	-
NEIGHBOURHOOD SERVICES	2	2	-	-	-	2
TOTAL DEALT WITH UNDER CORPORATE COMPLAINTS PROCEDURE	11	9	2	5	3	3
(Figures in brackets are for 2005/06)		82% (88%)	18% (12%)	45% (45%)	27% (26%)	27% (28%)

N.B. Social care complaints for both adults and children are not included in these statistics. They are statutorily dealt with through separate complaints procedures with different targets and outcomes. Quarterly reports are made to the appropriate portfolio holders.

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

21st August 2006



Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2006/07 – 1ST
QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Neighbourhood Services Departmental Plan 2006/07 in the first quarter of the year.

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Neighbourhood Services Departmental Plan 2006/07 and the first quarter outturns of key performance indicators.

3. RELEVANCE TO PORTFOLIO HOLDER

The Portfolio Holder has responsibility for performance management issues.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Performance Management Portfolio Meeting on 21 August 2006.

6. DECISION REQUIRED

That achievement on actions and indicators be noted

Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2006/07 – 1ST
QUARTER MONITORING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the progress made against the key actions identified in the Neighbourhood Services Departmental Plan 2006/07 and the progress of key performance indicators for the period up to 30 June 2006.

2. BACKGROUND

- 2.1 The Portfolio Holder for Performance Management has responsibility for part of the Neighbourhood Services Departmental Plan which was agreed in July 2006.
- 2.2 The Neighbourhood Services Departmental Plan 2006/07 sets out the key tasks and issues along with an Action Plan to shows what is to be achieved by the department in the coming year.
- 2.3 The Council recently introduced an electronic performance management database for collecting and analysing performance. In 2006/07 the database will collect performance information detailed in the Corporate Plan, the five Departmental Plans and the Services Plans of the Neighbourhood Services Department.
- 2.4 Each section within the department produces a Service Plan, detailing the key tasks and issues facing them in the coming year. Each plan contains actions, detailing how each individual section contributes to the key tasks and priorities contained within the Neighbourhood Services Departmental plan and ultimately those of the Corporate plan.

3. FIRST QUARTER PERFORMANCE

- 3.1 This section looks in detail at how the Neighbourhood Services Department have performed in relation to the key actions and performance indicators that were included in the Neighbourhood Services Departmental Plan 2006/07 and which the Portfolio Holder for Performance Management has responsibility for.

- 3.2 On a quarterly basis officers from across the department are asked, via the Performance Management database, to provide an update on progress against every action contained in the performance plans and, where appropriate, every performance indicator.
- 3.3 Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each action based on whether or not the action will be, or has been, completed by the target date set out in the plans. The traffic light system has been slightly adjusted in 2006/07, following a review of the system used previously. The traffic light system is now: -

Red	- Action/PI not expected to meet target
Amber	- Action/PI expected to be meet target
Green	- Action/PI target achieved

- 3.4 Within the Neighbourhood Services Departmental Plan there are a total of 95 actions and 119 Performance Indicators identified. The Portfolio Holder for Performance Management has responsibility for 33 of these actions and 3 of these performance indicators. Table 1, below, summarises the progress made, to the 30 June 2006, towards achieving these actions and performance indicators.

Table1 – Neighbourhood Services progress summary

	Departmental Plan		Performance Management Portfolio	
	Actions	PIs	Actions	PIs
Green	16	15	6	-
Amber	74	63	26	-
Red	4	3	1	2
Annual	1	38	-	1
Total	95	119	33	3

- 3.5 Six of the actions for which the Portfolio Holders has responsibility have already been completed, and a further 26 are on target to be completed by the target date. However, 1 of the actions has been highlighted as not being on target. More information on these actions can be found in table 2 below.

Table2: Actions not completed on target/not on target

Ref	Action	Milestone	Comment
NS025	Produce an integrated asset management plan / capital strategy for Cabinet approval	June 2006	Asset Management Plan / Capital Strategy has been drafted and subsequently approved by Cabinet on the 31 st July 2006.

- 3.6 It can also be seen that two of the Performance Indicators have been highlighted as not expected to hit the target (detailed in Table 3 below) and one further indicator is collected on an annual basis and therefore no updates are available for those at present.

Table3: Performance Indicators not completed on target/not on target

Ref	Action	Target	Outturn	Comment
SS214	Percentage of audits carried out adhering to implemented ISO17799 standards	100%	50%	There have been four checks to date of which two users had left workstations logged in. The staff involved and their managers have been reminded of the standards
PL102	Complete 25% of asset valuations per quarter	20% of 5 year programme	12%	Loss of key member of staff and the unavoidable delay in appointing appropriate temporary staff has created capacity issues. All completed Capital Works valuations have been completed and it is anticipated that shortfalls will be made up by year end.

- 3.7 Within the first quarter the Neighbourhood Services Department completed a number of actions for which the Portfolio Holder has responsibility for, including:

- The successful implementation of the Integra financial management systems, which has resulted in the job costing module being brought forward.
- Risk management actions teams from each division have been created and report to Divisional Management Team on a quarterly basis.

4. RECOMMENDATION

- 4.1 That achievement of key actions and first quarter outturns of performance indicators are noted and any comments welcomed.

PERFORMANCE MANAGEMENT PORTFOLIO

21 AUGUST 2006



Report of: Chief Personnel Services Officer

Subject: EMPLOYEE ATTENDANCE 2006/7 – FIRST QUARTER

SUMMARY

1. PURPOSE OF REPORT

To update the portfolio holder on the Council's performance and action taken in the first quarter of 2006/7 and actions planned for the second quarter of 2006/7 in relation to employee absence.

2. SUMMARY OF CONTENTS

The report provides details of employee absence and action taken in the first quarter of 2005/6 and actions planned for the second quarter of 2006/7.

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 2006/7 – FIRST QUARTER

1. PURPOSE OF REPORT

- 1.1 To update the portfolio holder on the Council's performance and action taken in the first quarter of 2006/7 and actions planned for the second quarter of 2006/7 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 IN THE FIRST QUARTER OF 2006/7

- 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 2006/7 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 first quarter of 2006/7 (i.e. April - June), the average (annual equivalent) days absence per FTE employee was 11.62 days (unweighted) and 13.14 days (weighted) compared to
- an annual target of 10.18 days
 - performance of 10.01 days (unweighted) and 11.03 days (weighted) during the first quarter of 2004/5 respectively and.
 - performance of 11.23 days (unweighted) and 13.22 days (weighted) during the first quarter of 2005/6 respectively

A more detailed breakdown, by department, is attached at Appendices A and B.

- 3.3 The weighted performance for the quarter represents a slight improvement on 2005/6 but is still well over target and is, in part, attributable to the number of employees continuing to be on long term sickness leave. As reported to the portfolio holder at his last meeting a number of procedures and processes developed to deal with 'complex' sickness absence cases were finalised during the latter part of 2005/6 and expected to be implemented during 2006/7. There is often a significant 'lead-in' time before the application of revised procedures and processes begin to have a significant impact on sickness levels. It is therefore anticipated that the actions taken will start to be reflected in the sickness levels in the second quarter of 2006/7

4. ACTIONS UNDERTAKEN IN THE FIRST QUARTER OF 2006/7

- 4.1 A number of actions were undertaken during the first quarter of 2006/7 which are expected to help to reduce sickness absence including:-
- Implementation of revised procedures and processes to deal with 'complex' sickness absence cases
 - Some departmental Stress 'health checks' undertaken and departmental action plans developed
 - Further progress in declaring all Council buildings and premises as 'Smoke free' by 31 December 2006
 - Improved information to employees when on sickness absence started to be developed
 - Further development of processes in relation to long term sickness absence
 - Development of a Sickness related project as part of the Leadership and Management Development Programme, including reviewing the feedback from managers briefing sessions, developing a corporate approach to promote a culture of wellbeing, raising awareness of healthy living and encourage employee participation whilst making best use of internal and external resources, considering ways to prevent employee absence and improve the overall health of the workforce and providing solutions
 - Continuation of the work of the Sickness Champions group
 - Initial training in the use of a sophisticated reporting tool (HR Analyser) to provide improved sickness information to managers planned for early July

4.2 The following actions are planned or in progress for the second quarter of 2006/7 which are expected to help to reduce sickness absence including:-

- Implementation of interim Occupational Health arrangements pending implementation of tendered service in April 2007
- Completion of departmental Stress 'health checks' and development of departmental action plans
- Further progress in the programme for declaring all Council buildings and premises as 'Smoke free' by 31 December 2006
- Improved information provided to employees when on sickness absence being developed
- Further development of the 'wellness' scenarios to include stress issues
- Further development of processes in relation to long term sickness absence
- Recruitment to the Sickness related project as part of the Leadership and Management Development Programme, including reviewing the feedback from managers briefing sessions, considering ways to prevent employee absence and improve the overall health of the workforce and providing solutions
- Continuation of the work of the Sickness Champions group
- Initial training, implementation and use of a sophisticated reporting tool (HR Analyser) to provide improved sickness information to managers
- Implementation of a web based solution to enable schools to input sickness data into the Council's sickness database
- Comparing 'best practice' with other authorities

5. **RECOMMENDATION**

5.1 That the employee absence and actions taken in the first quarter of 2006/7, and actions planned for the second quarter of 2006/7, be noted.

Appendix A

1. Performance by Department

a. Previous Year's Performance (2004/5 - First Quarter)

2004/5	Chief Executive	Education		Regen. & Planning	Social Services	Com. Services	N'hood Services	Authority
		Education	Schools					
Unweighted annual equivalent performance	11.31	10.75	8.22	5.85	13.03	12.57	9.88	10.01 days
Weighted annual equivalent performance	12.52	11.90	8.95	6.48	14.44	13.92	10.94	11.03 days

b. Previous Year's Performance (2005/6 - First Quarter)

2005/6	Chief Executive	Childrens Services	Schools	Regen. & Planning	Adult and Community Services	N'hood Services	Authority
Unweighted annual equivalent performance	9.80	10.95	9.47	7.93	17.57	11.35	11.23 days
Weighted annual equivalent performance	11.49	12.85	9.97	9.29	20.60	13.31	13.22 days

c. Current Year's Performance (2006/7 - First Quarter)

2006/7	Chief Executive	Childrens Services	Schools	Regen. & Planning	Adult and Comm'y Services	N'hood Services	Authority
Unweighted annual equivalent performance	8.12	14.34	9.99	5.83	16.40	12.20	11.62 days
Weighted annual equivalent performance	9.26	16.35	9.85	6.65	18.70	13.91	13.14 days
Target	8.89	12.50	8.52	7.08	13.37	10.77	10.18 days

Appendix B

Annual Equivalent Performance During First Quarter - April - June 2006

