

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 16 FEBRUARY 2010

**TITLE OF REPORT: 2009/10 THIRD QUARTER PERFORMANCE
MANAGEMENT REPORT**

Report of: Corporate Director

Cabinet member: Councillor Ken Crookes, Leader

I PURPOSE OF REPORT

I.1 To update Members on how the authority is currently performing in:

- I. Organisational Development – Business Process Reengineering, partnership working with other Local Authorities, and outsourcing
- II. Budget monitoring (Revenue and Capital) Quarterly report (see elsewhere on the agenda)
- III. Relevant National and Local Performance Indicators (NIs, Pls)
- IV. Complaints/Compliments
- V. Risk Management

2 OFFICER RECOMMENDATION

2.1 For all areas of concern highlighted in the report Members request either:

- (a) Recommend to Cabinet where it is considered action is needed and an update report presented by the Portfolio Holder at the next appropriate Cabinet, and/or Overview and Scrutiny Committee (OSC)
- (b) Recommend issue(s) which should be referred to the relevant Service Board and/or Performance Improvement Board (PIB) for action, and
- (c) Where an issue is of high importance, request that the issue is escalated by Management Team

2.2 Where performance data is not supplied when requested, Portfolio Holders are asked to ensure that data is supplied in future quarters.

2.3 That Members continue to feedback to the Performance Improvement Officer any amendments or new information they wish to see included in the Corporate Performance Reports.

3 BACKGROUND

3.1 The Corporate Performance Reports are designed to ensure that performance is managed more effectively within the Council.

4 CURRENT POSITION

- 4.1 The table below provides a summary of this quarter’s performance. The full reports are contained on the pages that follow.

Data	Headlines
Organisational Development	In January there were a total of 42 organisational development projects on the schedule. 20 of which have been completed, 21 are underway and 1 has been abandoned.
Budget Monitoring	See paper elsewhere on the agenda
National and Local performance Indicators	Majority of local indicators performing well with 50 on target indicators, 8 indicators within 10% of target and 13 not meeting target. Main areas of concern are minor planning applications turnaround and appeals, and delivery of affordable homes.
Complaints Management	During the third quarter 59% of recorded complaints were responded to within the 10 day target compared with 71% in quarter 2 and 56% in quarter 1. Areas of concern are Planning (2 out of 7) Housing (1 out of 3) and Environmental Maintenance (6 out of 14). Year to date performance is 64% compared with 68% in 2008/09.
Risk Management	Two high risk items from the strategic risk register and operational risk registers. The risk relating to the delivery of Affordable Housing is partly due to the impact of the Special Protection Area for Birds and partly to the current economic climate. There remains a high risk of not meeting this objective. The second risk relates to the delivery of housing generally. With some sites now underway and others the subject on active negotiation there is a reasonable prospect that this will be mitigated. During Quarter 4 it is likely that risks linked to the 2010/11 Budget will need to be considered and reported as part of the Risk Register Update.

5 FINANCIAL IMPLICATIONS

- 5.1 No further implications apart from those outlined elsewhere in the report

6 MANAGEMENT OF RISK

- 6.1 Areas of risk are addressed within the attached appendices

7 EQUALITY AND DIVERSITY

The areas which give rise to the greatest concern over equality and diversity relate to the lack of delivery of appropriate levels of affordable housing for the more vulnerable groups in the district.

8 LINKS TO CORPORATE PRIORITIES

The Corporate Performance Report is central to all the priorities of the Council and the LAA targets, as a mechanism for monitoring progress towards achieving them.

Contact Details: Emma Broom 4450
email: emma.broom@hart.gov.uk

APPENDICES

- Appendix 1 Organisational Development
- Appendix 2 National Indicators and Local Performance Indicators
- Appendix 3 Complaints Management
- Appendix 4 Risk Management

Hart Organisational Development

Scope and progress – January 2010

APPENDIX 1

Service	Internal reorganisation	Transfer to Parish Council	Partnership	Outsource	Not started Red	Underway Amber	Complete Green	Officer Lead
Revenues and Benefits				Capita				VE/DM
Client services Revs and Bens				Havant BC				DM
Payroll				HCC/Capita				EB
Human Resources				CAPITA				EB
IT				CAPITA				EB
Contact Centre				CAPITA				EB
Financial Services				CAPITA				EB
Legal			Basingstoke					GB
Health and Safety			Basingstoke					VE
Internal Audit			Basingstoke/ Rushmoor					GB
Environmental Health	Yes							EB
Environmental Health			Basingstoke					EB
Housing Service	Yes – Autumn 09							EB
Development Control	Yes							EB
Development Control Admin Support			No longer progressing					RJ
Harlington Centre	Yes							EB/CW
Harlington Centre Phase II		Yes						
Waste Collection				Yes in 2011				EB/JE
Grounds Maintenance				Review in 2010				EB/CW
Leisure Centres				Consultants Reports being considered				EB/CW
Street Cleaning	Internal review IESE			Yes in 2011				EB
Play Areas		Yes						CW
Public Conveniences		Yes						EB/JE
Community Toilets			Local businesses					EB
Property and Estate Services			Bracknell Forest					EB/JE
Building Control			Wokingham /Rushmoor/ Surrey Heath					EB
CCTV			Rushmoor					VE/LT
Hart Neighbourhood Centre Charity			HDC/Police/HVA					VE
Creation of new Parish and Town Councils		Yes						GB
Climate Change Officer			Sentinel					VE
European Bids			Basingstoke					VE
Business partnerships			Basingstoke					VE
Hart Business web pages			Basingstoke					VE
Inspire Business Awards			Basingstoke					VE
Policy Briefings			Basingstoke					VE
Healthy Workplace Award Scheme			Basingstoke					VE
Grant finding			HVA					VE
CAA								GB
Parking Review	Internal review IESE							EB
Street Cleansing Review	Internal review IESE							EB
Housing Benefit BPR	Internal review IESE							EB
Waste BPR	Joint Project with Capita							EB

Q3 2009/10 Quarterly Key Performance Indicator Report

Traffic Light: Red 13 Amber 8 Green 50 Unknown 1

Commercial Environmental Health												
KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of food safety inspection that should have been carried out that were carried out for high risk premises	EH1		High value is best	100%	100%	97.14%	98.90%	100%	100%	Green	Improving	Improving
% Unfit food complaints to be responded to within 1 working day.	EH3		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change
% of Health & safety inspections that should have been carried out that were carried out for 'high risk' premises	EH7		High value is best	100%	88%	62.70%	91.60%	100%	92%	Amber	Improving	Improving
% serious accidents responded to within 1 working day	EH9		High value is best	100%	100%	100%	75%	100%	100%	Green	Improving	Improving
% of infectious diseases complaints responded to within three working days	EH12		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change
% of public health complaints responded to within 3 working days.	EH13		High value is best	N/A	0%	50%	0%	100%	100%	Green	Improving	Improving
% of animal welfare inspections undertaken within the period which were due for inspection	EH16		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change

Communities & Partnerships; Community Safety												
KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of partner satisfaction in community safety events (by Survey)	CS3g	Partner agencies surveyed following the on curriculum day at Courtmoor gave a resounding thumbs up to the event organisation, location, timetable, theme etc and have all committed to future events at other schools around the district	High value is best			83%	96.50%	80%	100%	Green	Improving	Improving
% of specified work completed as part of Crime Reduction and Environment Week (CREW)	CS3h	Due to inclement weather and adverse risk assessments a number of partner agencies were unable to complete all of their proposed tasks	High value is best			92%	93%	90%	90%	Green	Getting Worse	Getting Worse
Assessment of successful youth interventions	CS8	3 - LIFE - 3 - ABC's	High value is best			491	521	1,000	527	Green	Improving	Improving
% of determined 'premises licence applications' issued within five working days	CSL17		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change
% of hackney carriage and private hire licences issued with 14 working days	CSL19		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	Improving

Corporate												
KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of High Risk Audit Recommendations Implemented (formerly AL11)	CP2	NC010210 2 recommendations partially implemented and 2 have agreed revised dates of completion (Feb 2010)	High value is best	100%	66%	60%	50%	100%	64%	Red	Improving	Getting Worse
% uptime of Hart DC website	CP6		High value is best	99.95%	99.90%	99.95%	99.95%	98%	99.87%	Green	Getting Worse	Improving
Percentage of Audit Plan completed during the year	PD1		High value is best	100%	88%	25.60%	50.60%	95%	78.60%	Green	Improving	Improving
Percentage of Audits carried out within time allocation	PD2		High value is best	83%	87%	100%	83%	100%	87%	Amber	Improving	Improving
% High risk audit recommendations not implemented, which are escalated	PD3		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	Improving
No. of Press Releases issued per month	PO1		High value is best	7.33	10.67	8.67	6.33	6	8	Green	Improving	Getting Worse

Customer Services (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of telephone calls answered by Contact Centre in 15 seconds (was CC3)	CS-KPI-3a	RM010210 Capita took over call centre operations in December. Some early technical problems with telephone lines have impaired performance at end of quarter.	High value is best	82.83%	85.23%	82.20%	81.40%	80%	78.93%	Amber	Getting Worse	Improving
% of calls to Contact Centre answered within 30 seconds (was CC4)	CS-KPI-3b	-- enter note --	High value is best	86.74%	89.37%	86.80%	86.10%	85%	84.80%	Amber	Getting Worse	Improving
% Garden Waste invoices sent out accurately and on time	CS-KPI-4	KH010210 Capita will provide this indicator once the Garden Waste invoices are fully within their control (Q4)	High value is best					99%	n/a	Unknown		

Democratic Services

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of Cabinet decisions produced within two working days of meetings	PD4		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change
% of meetings (other than Cabinet) for which a draft copy of the Minutes is produced within 3 working days of a meeting	PD5		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	Improving

Finance (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of invoices paid on time (old BVPI8)	FI-BV8		High value is best	89.19%	87.30%	89.88%	90.81%	97.00%	92.10%	Amber	Improving	Improving
% of undisputed invoices received by Capita and paid promptly	FI-KPI-5	NC120110 Invoices are sent by post. Adverse weather conditions during last week in December caused delivery delays	High value is best				100%	98%	82.50%	Red	Getting Worse	Getting Worse

Housing

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
Average time (in days) taken to decide whether to accept people as homeless	H1	NAP 16 Dec 09 Continues to be within target. Actual number of homeless decisions continue at low level, therefore monthly results vary considerably.	Low value is best	22	13	19	19	21	5	Green	Improving	Improving
No of new affordable shared ownership homes provided	H4a	No new build in last 18 months however work on 130 homes has started	High value is best	0	0	0	0	18	0	Red	No Change	No Change
No of new affordable rented homes provided	H4b	No new build in last 18 months however work on 130 homes has started	High value is best	0	0	0	0	8	0	Red	No Change	Getting Worse
The average length of stay for households in Heathlands Court (Weeks)	H5		Low value is best	28	27	22	26	30	28	Green	Getting Worse	Improving
Preventing Homelessness - raw number of households where homelessness prevented	H7	100126 AG - Updated quarterly figures in line with P1E verified data	High value is best	58	43	38	63	144	62	Green	Getting Worse	Improving
% of private sector housing grant budgets actually spent (DFG)	H8		High value is best	52%	107.50%	19%	30%	100%	60%	Green	Improving	Improving
No. of 'houses in multiple occupation' inspected	H11		High value is best	12	6	3	6	10	3	Green	Getting Worse	Getting Worse

Human Resources (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% contacts for basic HR enquiries and transactions resolved at first point of contact	HR-KPI-2a	Capita recently started monitoring these indicators. Christmas period has skewed Q3 figures	High value is best				99.20%	80%	63%	Red	Improving	Getting Worse
% First point of contact and payroll queries resolved within 3 working days	HR-KPI-3	Capita recently started monitoring these indicators. Christmas period has skewed Q3 figures	High value is best				100%	95%	73%	Red	Improving	Getting Worse
% Complex HR queries resolved within 10 working days	HR-KPI-4		High value is best				100%	95%	92.67%	Green	Improving	Improving

IT Services (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% registered controllable incidents resolved at first point of contact	IT-KPI-1	Capita recently started monitoring this indicator which is improving as helpdesk team gains experience with Hart.	High value is best				33.33%	60%	45.95%	Red	Improving	Improving
% Priority 1 incidents fixed within 4 working hours	IT-KPI-2		High value is best				100%	90%	93.33%	Green	No Change	Improving
% Priority 2 incidents fixed within 8 working hours	IT-KPI-3		High value is best				100%	90%	94.19%	Green	Getting Worse	Getting Worse
% Priority 3 incidents fixed within 5 working days	IT-KPI-4		High value is best				96.67%	85%	94.40%	Green	Improving	Improving
% uptime of key systems	IT-KPI-5		High value is best	99.70%	99.87%	99.88%	99.64%	99%	99.30%	Green	Getting Worse	Getting Worse

Leisure & Environmental Promotion

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
Utilisation of Community Centres as a % of availability	LE1		High value is best	37.98%	43.42%	48.95%	46.45%	27%	42.68%	Green	Getting Worse	Improving
Utilisation of leisure centres as a % of availability	LE3		High value is best	54.55%	54.85%	52.17%	51.34%	51.25%	54.93%	Green	Improving	Improving
Disabled under 60 age group visitors as a % of total visits	LE5	Target raised for 2009/10 but disabled visitor numbers not yet influenced by promotional effort.	High value is best	0.05%	0.06%	0.02%	0.05%	0.09%	0.05%	Red	No Change	Getting Worse
% good or better rating from opinion meters in Hart Leisure Centre	LE6a	RM031109 HLC 445 good or better ratings / / / / total ratings	High value is best	Reported Half-Yearly				68%	57.27% (H1)	Red		
% good or better rating from opinion meters in Frogmore Leisure Centre	LE6b	RM031109 FLC 453 good or better / 640 total ratings	High value is best	Reported Half yearly				68%	70.78% (H1)	Green	Improving	Improving
% of strategic countryside sites with accredited management plan	LE9	CW230409 Plans for Hazeley Heath and Fleet Pond are complete. Plan for Odiham Common is in active development.	High value is best	Reported Half Yearly				62.60%	53.15%	Green	Improving	Improving

Planning Services

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of Conservation Area applications (trees) determined within six weeks	PL1		High value is best	92%	97.20%	96%	96.40%	100%	95%	Amber	Getting Worse	Improving
Percentage of Tree Preservation applications determined within eight weeks	PL2		High value is best	96.60%	100%	100%	95.50%	85%	98.30%	Green	Improving	Improving
% of Planning enforcement cases dealt with in 8 weeks	PL5		High value is best	75%	70.80%	70.20%	77%	85%	68.10%	Red	Getting Worse	Getting Worse
% of Building Control plans checked within 21 days of receipt	PL7		High value is best			100%	88.30%	90%	98.50%	Green	Improving	Getting Worse
% Building Control site visits which take place on the day requested	PL8		High value is best			100%	100%	100%	100%	Green	No Change	No Change
% of standard searches carried out within 5 working days	PL9		High value is best			100%	92.38%	100%	100%	Green	Improving	Improving
% Planning appeals where the council were successful	PL10		High value is best			50	63	50	31	Red	Getting Worse	Getting Worse
Processing of planning applications: Minor applications	NI 157b (BV109b)		High value is best	63.60%	50.00%	60.70%	42.90%	65.00%	51.20%	Red	Improving	Getting Worse
Processing of planning applications: Other applications	NI 157c (BV109c)		High value is best	88.10%	81.80%	87.50%	90.70%	80.00%	88.30%	Green	Getting Worse	Improving
Processing of planning applications: Major applications	NI 157a (BV109a)		High value is best	66.60%	0.00%	78.60%	87.50%	60.00%	85.70%	Green	Getting Worse	Improving

Revenues and Benefits (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of Council Tax collected	RB-BV9	Cumulative Indicator	High value is best	79.75%	98.20%	30.72%	59.45%	98.00%	87.67%	Green	Improving	Improving
Percentage of Non-domestic Rates Collected	RB-BV10	Cumulative Indicator	High value is best	79.20%	98.30%	34.58%	61.25%	98.50%	85.45%	Green	Improving	Improving
% of benefit assessments calculated correctly (new and change in circumstances)	RB-F1		High value is best	88.37	95.36	92.96	98.03	95	94.08	Amber	Getting Worse	Improving
% of new benefit claims decided within 14 days	RB-F2		High value is best	88.06	84.1	76.5	81.91	90	91.33	Green	Improving	Improving
% of new claims outstanding after 50 days	RB-F3		Low value is best	4.56%	6.34%	0%	0%	0%	0%	Green	No Change	Improving
% of council tax collected electronically (DD + Internet)	RB-F11		High value is best	81.69%	81.30%	80.25%	81.42%	80%	81.21%	Green	Getting Worse	Improving
Time taken to process Housing Benefit/Council Tax Benefit new claims.	RB-F12		Low value is best			24.06	19.28	23	15.56	Green	Getting Worse	Getting Worse
Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances.	RB-F13		Low value is best			7.83	6.96	8	6.32	Green	Improving	Improving
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	NI 181	LM140110 New Claims Q3 = 15.56 days / Changes of Circumstances Q3 = 6.32 days	Low value is best	10	7	10.4	9.2	14	7.4	Green	Improving	Improving

Technical Services and Environmental Maintenance

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of Household Waste Composted	BV82b(l)		High value is best	6.42%	4.46%	7.66%	7.00%	6.00%	7.60%	Green	Improving	Improving
Cost of household waste collection per household	BV86	04/02/10 Awaiting calculation from Capita Finance (Robert Cozens)	Low value is best	£60.62	£55.14	£55.70	£54.13	£56.00	tba	Green	Improving	Getting Worse
No of traffic management schemes implemented	T8		High value is best	3	1	3	8	6	8	Green	No Change	Improving
Abandoned vehicles - % investigated within 24 hrs	T9 (BV218a)		High value is best	100.00%	100.00%	100.00%	100.00%	95.00%	100.00%	Green	No Change	No Change
Abandoned Vehicles - % removed within 24 hours of required time	T10 (BV218b)		High value is best	100.00%	100.00%	100.00%	100.00%	75.00%	100.00%	Green	No Change	No Change
Number of missed household waste collections per 100,000 collections	WL11	JE200110 - Q3 figures reflect disruption due to snow, Q2 figures represent more realistic assessment of service.	Low value is best	53	6344	185	33	200	6599	Red	Getting Worse	Getting Worse
Percentage of missed bins collected within one working day of nominated day of collection	WL12	JE200110 - Q3 figures reflect disruption due to snow, Q2 figures represent more realistic assessment of service.	High value is best	100.00%	1.08%	96.42%	100.00%	97.00%	91.88%	Amber	Getting Worse	Improving

COMPLAINTS - 2009/10 ANALYSIS

Q1 April to June 2009	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	0	12	29	10	2	5	1	1	0	2	2	64	
Number Acknowledged within 24 hours	0	8	18	9	1	5	0	1	0	2	1	45	70%
Number Responded to within 10 days	0	10	18	6	0	0	0	0	0	0	2	36	56%
Not due	0	0	0	0	0	0	0	0	0	0	0	0	

* Press Office

Q2 July to September 2009	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	1	22	45	14	1	4	1	0	0	7	6	101	
Number Acknowledged within 24 hours	1	16	23	11	1	4	1	0	0	7	5	69	68%
Number Responded to within 10 days	0	16	36	13	1	2	0	0	0	3	1	72	71%
Not due	0	0	0	0	0	0	0	0	0	0	0	0	

Q3 October to December 2009	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	1	7	14	6	3	7	3	0	0	3	2	46	
Number Acknowledged within 24 hours	1	7	10	6	2	6	1	0	0	1	1	35	76%
Number Responded to within 10 days	0	5	6	6	3	2	1	0	0	2	2	27	59%
Not due	0	0	0	0	0	0	0	0	0	0	0	0	

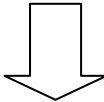
2009/10 Year to Date	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	2	41	88	30	6	16	5	1	0	12	10	211	
Number Acknowledged within 24 hours	2	31	51	26	4	15	2	1	0	10	7	149	71%
Number Responded to within 10 days	0	31	60	25	4	4	1	0	0	5	5	135	64%
Not due	0	0	0	0	0	0	0	0	0	0	0	0	

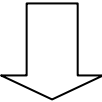
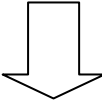
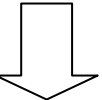
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2008/09 Year to Date	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	3	219	274	80	25	28	22	0	5	9	6	671	
Number Acknowledged within 24 hours	2	99	182	73	23	22	16	0	5	5	4	431	64%
Number Responded to within 10 days	1	158	202	59	8	10	11	0	4	4	1	458	68%
Not due	0	6	13	1	0	1	1	0	0	0	1	23	

RISK REGISTER UPDATE (October 2009 – December 2009)

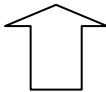
Strategic Risk Register

Risk	Potential Effect	Next Review Date	Internal Controls/ Mitigation	Alert Level	Movement
Provision of Affordable Homes	Unable to deliver target for the provision of affordable homes	March 2010	<ul style="list-style-type: none"> • Close liaison with Planning • Assess impact on Housing Register • Identify alternative means of supply • Hitches Lane Development now started • Working with Parish Councils to identify new sites • Work on Campbell Close now started 	Red Impact Significant Likelihood High	_____
Lack of Financial Resources and Impact of Recession on Budget	Impact on delivery of services	March 2010	<ul style="list-style-type: none"> • Corporate Plan to prioritise resources • Service Plans • Robust Budget Process for revenue and capital • MTFS linked to Corporate Plan • Budget Monitoring 	Amber Impact Significant Likelihood Significant	_____
Business Continuity	Service disruption Main issue now around interruption to provision of IT and the need for a Disaster Recovery Plan	March 2010	<ul style="list-style-type: none"> • Business Continuity Plan • Business Continuity Plan part tested • Monitoring of Swine Flu situation • Disaster Recovery Plan being prepared target date Dec 09 	Green Impact Critical Likelihood Low	

Local Development Framework	Inability to progress Local Development Framework	March 2010	<ul style="list-style-type: none"> • Local Development Steering Group • Local Development Scheme reported to Cabinet 5th March 09 • Planning Policy Team in place • Use of Planning Advisory Service • Liaison with GOSE • Local Development Scheme was adopted in March 	<p>Green</p> <p>Impact Significant</p> <p>Likelihood Low</p>	
Thames Basin Special Protection Area	Unable to resolve planning consent for Thames Basin Special Protection Area	March 2010	<ul style="list-style-type: none"> • Options paper prepared for Cabinet to agree strategy • Interim Avoidance Strategy adopted • Work on-going with Wokingham DC 	<p>Green</p> <p>Impact Significant</p> <p>Likelihood Very Low</p>	
Outsourcing of Support Services	Risk that Outsourcing arrangements with Capita fails	March 2010	<ul style="list-style-type: none"> • Due diligence process • Risk Assessment was considered as part of ongoing negotiations • Preparation of a robust contract • Clear roles and responsibilities agreed prior to contract being signed • Now in transition period. Monitoring of progress • Governance arrangements 	<p>Green</p> <p>Impact Significant</p> <p>Likelihood Low</p>	

Operational Risks (Red and High Amber Only)

Risk	Potential Effect	Next Review Date	Internal Controls/ Mitigation	Alert Level	Movement
Unable to meet increased housing needs	Failure to meet housing targets resulting from green field releases of land for housing.	March 2010	<ul style="list-style-type: none"> • Close liaison with Planning • Assess impact on Housing Register • Identify alternative means of supply • Hitches Lane Development now started • Campbell Close application due June 09 • Working with Parish Councils to identify new sites 	<p>Red</p> <p>Impact Significant</p> <p>Likelihood Very High</p>	_____
Not meeting development control targets	Unable to meet national performance indicator targets, without a full review of the current scheme of delegation	March 2010	<ul style="list-style-type: none"> • Monthly monitoring at Service Board • 	<p>Amber</p> <p>Impact Significant</p> <p>Likelihood High</p>	↑
Lack of staff due to sickness	Vacant post, sickness issues and	March 2010	<ul style="list-style-type: none"> • Shared Services being 	Amber	

and vacancies	one senior officer retiring will have an impact on service delivery.		considered for Property Services.	Impact Significant Likelihood High	New Risk
Funding and Sustainability for Community and Partnership projects.	Unable to deliver planned projects due to funding cuts from partners	March 2010	<ul style="list-style-type: none"> • Input into budgets • Discussions with partners • Potential sponsorship of projects 	Amber Impact Significant Likelihood High	
Closure of one of the Gypsy Sites due to lease running out.	Unable to identify an alternative site.	March 2010	<ul style="list-style-type: none"> • Working with HCC to resolve • Meeting with Elvetham Estate to discuss lease position arranged for 26.11.09. 	Amber Impact Significant Likelihood High	_____
Resource to perform payroll function	Employees not paid accurately Roles and responsibilities not clearly defined.	March 2010	<ul style="list-style-type: none"> • Resource from HDC now in place 	Amber Impact Marginal Likelihood High	_____

Workforce Planning	Use of Resources Score of below minimum requirements which has an impact on Value for Money.	March 2010	<ul style="list-style-type: none"> • Workforce Planning Strategy now in place • Action/Improvement Plan produced 	<p>Amber</p> <p>Impact Significant</p> <p>Likelihood High</p>	New Risk
Investment Income	Reduced interest rates during credit crunch. Potential adverse impact on investment income target Loss of investment due to bank collapse	March 2010	<ul style="list-style-type: none"> • Spread investments • Adhere to Treasury Management Policy • Interest rates outside of the council's control are likely to reduce • Daily monitoring of interest rates 	<p>Amber</p> <p>Impact Critical</p> <p>Likelihood Significant</p>	_____
Income targets not met	Budget implications	March 2010	<ul style="list-style-type: none"> • Revised budget agreed • Budget Monitoring 	<p>Amber</p> <p>Impact Significant</p> <p>Likelihood Significant</p>	_____