



Report to: Audit & Governance Committee
Date: 20 March 2008
Subject: Corporate Plan Performance report quarter 3 2007/2008
Report of: Chief Executive
Contact officer: James Winterbottom 01942 827473

Purpose / summary: To report performance against our key PIs

Alternative options considered and reason for selecting the one recommended: No alternative

Recommendation / decision: Members are requested to accept this report.

Key Decision: This report does not involve a key decision. The decision made as a result of this report will be published within **48 hours** and cannot be actioned until **seven working days** have elapsed, i.e. before 24 January 2008

Risks / Implications:

Financial:
Staffing:
Policy:
Equal Opportunities - Has a Diversity Impact Assessment been conducted?

Wards affected:

Property Implications – Does the proposal involve a reduction, addition or change to the Council’s asset base or its occupation?

No

If yes, have the property implications been agreed with the Corporate Property Officer?

Does this proposal have significant implications for the Council and the local population?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Does this proposal involve a new policy or procedure or significant changes to an existing policy or procedure?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Has the Director of Legal and Property Services confirmed that the recommendations within this report are lawful and comply with the Council’s Constitution? **Yes / No ***

Has the Director of Finance and IT confirmed that any expenditure referred to within this report is consistent with the Council’s budget? **Yes / No ***

Are any of the recommendations within this report contrary to the Policy Framework of the Council? **Yes / No ***

* delete which applicable

For Cabinet reports only :

Categorisation of the report:	x
Discussion leading to a decision	
Monitoring	
Sharing for corporate understanding	

	x
Discussion	
Decision	
Information	

Tracking/Process:

	Consultation	Ward Members	Partners
Panel	Overview & Scrutiny	Cabinet	Council
		7 February 2008	

There are no Background Papers to this Report within the meaning of Section 100D of the Local Government Act 1972.

Proper Officer Joyce Redfearn

Date 24 January 2008

Background:

This report illustrates performance during quarter 3 (1 April to December 31) for the key performance indicators (PIs) in the corporate plan. Not all of the PIs in the corporate plan are capable of being monitored on a quarterly basis. There is also a progress report for the projects in the Corporate Improvement Programme.

SMT are currently evaluating and revising the set of high level PIs to ensure that we have a balanced set of indicators that provide the intelligence needed to make shared, strategic decisions. We are also making progress in integrating financial and non-financial performance in line with the proposals for a new integrated planning process. **We have included some key performance for indicators from this set in the revenue budget monitoring report.**

Proposals:

Alternative options considered and reason for the recommended option:

Conclusions:

Corporate Plan

Quarter 3 2007/08 Corporate Plan Performance Report

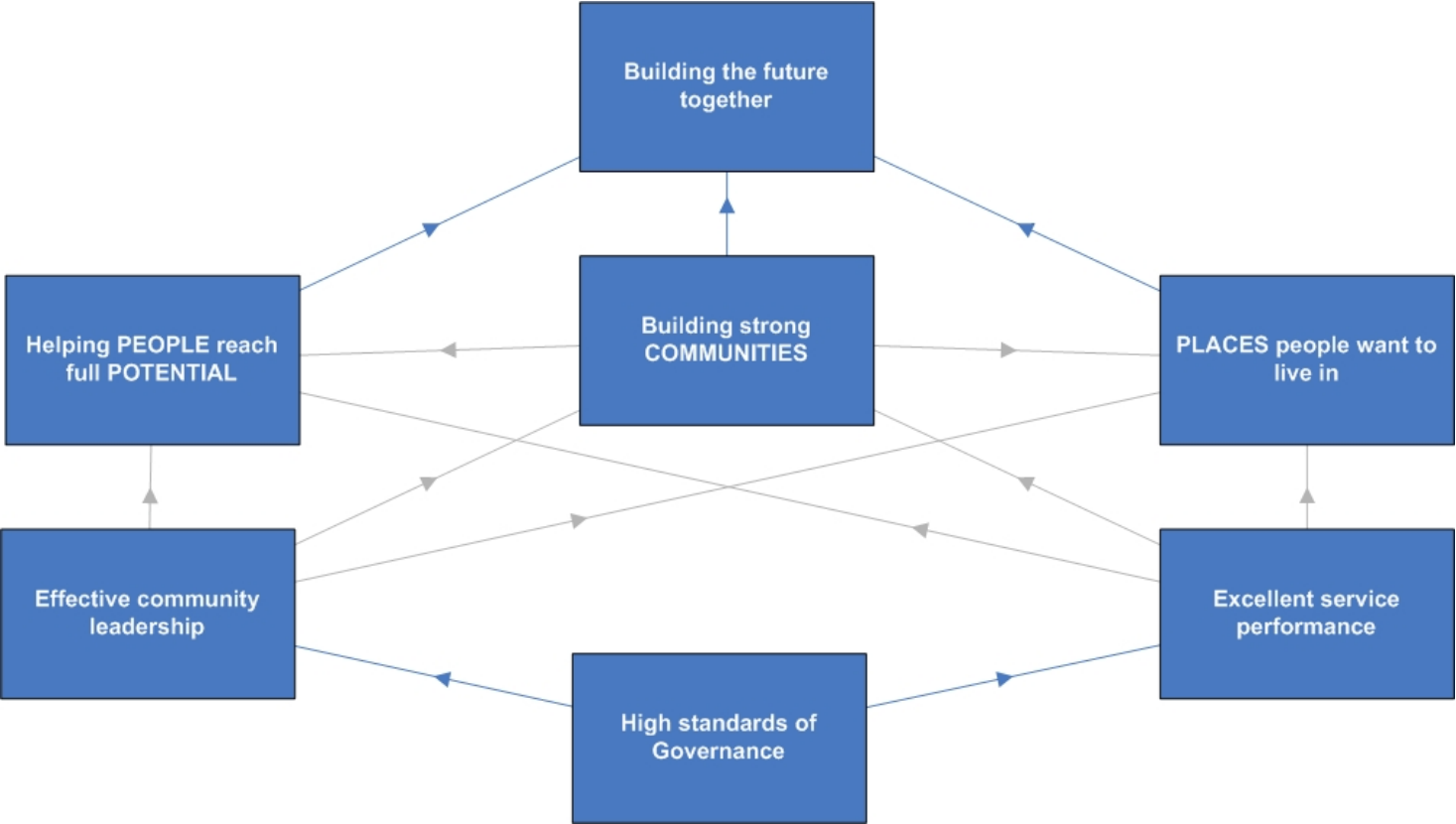
This report shows our performance against the performance indicators in our corporate plan. **Quarterly performance is cumulative throughout the year** (unless it has been specifically stated that performance is for one period in time only). So this report shows performance up to the end of quarter 3 (1 April - 31 December). Reporting cumulatively in this way allows us to report year end performance to you at the end of the final quarter.

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Our Golden Thread

Our Corporate Plan is structured around our vision. All of our departmental plans show how they contribute to achieving this. Our vision objectives are illustrated in the causal map below.



Summary of Performance with Commentary

Table 1 is a summary of our performance against our corporate PIs. It shows the proportion of our PIs that were better than target, on target or worse than target for quarter 3.

Table 1: Summary of Performance at quarter 3

Number of PIs	% better than target	% on target	% worse than target
	★	●	▲
36	36% (13)	31% (11)	33% (12)

67% (24 of 36) of the corporate PIs that we can monitor quarterly have met or exceeded target for the period. We are reviewing our high level measure set and objectives to link in with our planning process. As part of that we will ensure we meet our requirements under the new national indicator set that will replace existing frameworks such as BVPIs and PAF from 1 April 2008. For reference we have highlighted the indicators included in this report (10) that appear to be part of the new national set (either in their present state or using the same / similar base data).

Table 2 shows the rate of improvement from last year with performance against target. This shows that 44% have improved from the same period last year. **This is down from 48% at the end of quarter 2.**

Table 2: Direction of Travel from same time last year with performance against target

	Improved	Deteriorated	No change	No comparison	%
Better than target	8	3	1	1	36%
On Target	5	4	2	0	31%
Worse than Target	3	7	0	2	33%
%	44%	39%	8%	8%	

In summary for the key groupings of indicators

Many of our adult social care and Children's Services PIs from the corporate plan are not measured on a quarterly basis. Both **physical activity in sedentary adults** and **the take up of direct payments (LAA)** continue to rise and have **exceeded targets**. The number of schools with **healthy schools standard** is **on target**.

Incidents of **domestic burglary** have reduced and performance is better than target. The level of racial incidents reported and racial incidents with further action are also both on target. The **crime rate gap in levels of crime between the borough as a whole and 32 targeted areas** however is **worse than target**.

Recycling rates continue to show **improvement**. **Household waste recycled or composted** is **better than target** and **Kg Household waste collected** is **on target**.

The **benefits PIs are performing well** and **on target** for both accuracy and speed of processing. Planning application performance is also good. In particular, **major planning applications which were dealt with in 13 weeks**. **Performance here exceeded target**.

Sickness levels across the organisation continue to be a problem area. There are improvements in some departments but the overall the sickness rate has increased compared to quarter 2. There has also been a slight deterioration from this time last year; the overall target has also been missed.

Key Performance Indicators

This section of the report sets out the key performance measures we use to monitor and manage our performance. These have been developed through our planning process. It shows how we have performed this period against our target, shows past performance this year if applicable and shows our target for the next period.

The table of performance uses the following symbols to help interpret performance:

- | | |
|---|---|
| <ul style="list-style-type: none">  Our performance is better than target range  Our performance is within target range  Our performance is worse than target range | <ul style="list-style-type: none">  Improving performance from the same period last year  Deteriorating performance from the same period last year  No change in performance from the same period last year |
|---|---|

The following table shows you how to interpret the performance tables:

	Quarter 2 2007/08	Quarter 3 2007/08					Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target
This column shows the name of the particular performance indicator	Our performance up to the end of the last period	Our performance up to the end of this period	Our target for the end of this period	A symbol showing the variance between our performance and our target this period.	Change from Q2 last year	Comments on performance	Our target for the full year.

Table 2 shows how we have performed for all the quarterly PIs in our corporate plan.





Table 2: Performance against our key PIs at quarter 3

For indicators that have a significant time lag, performance is reported in arrears. These indicators are marked with a * and performance shown is for quarter 2 against quarter 2 target. The next period target that is shown is for quarter 3 in this instance.

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
People Reaching Full Potential								
VPV1 15 Physical activity - sedentary adult (LPSA2)	2015	2693	2062.5	★	➡	The high no of people represents the success of staff and projects contributing to this target.		2750
VPV1 32 % Total schools achieving Healthy Schools Standard Level 3 (LPSA2)	64	73	74	●	➡	At present we have 99 schools that have achieved National Healthy School Status. We also have one nursery that has achieved the standard but is not counted in the figures.		90
VPV1 14 Smoking quitters at 4 weeks* (LPSA2)	1162	1371	1260	▲	➡	The introduction of the smoking ban on 1 st July did not make an	1806	2730

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
						immediate impact. A larger number than usual number is expected in January and we are confident of reaching the year end target.		
VPV1 21 Unplanned bed days* (LPSA2)	27913	52856	45171	▲	■	It is anticipated that service improvement initiatives such as the introduction of Community Matrons and work being undertaken to improve the effectiveness of care in nursing homes is likely to impact on our performance. Although it is expected to be off target.	66985	91622

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
VPV1 23 Adults receiving direct payments (LAA)	103	132	80	★	➡	The number of people aged over 50 on Direct Payments has increased by 29 from the last quarter. There has been a considerable amount of work undertaken recently to improve the scope of Direct Payments. The improvements in these figures suggest that this work is already showing dividends.		80
Strong Communities								
VPV2 04 Racial incidents reported per	21.19	33.91	34.86	●	➡	The actual rate for Q3 is 12.72 per 100,000		46.53





	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
100,000 population (BVPI)						population (leading to a cumulative rate at Dec 07 of 33.91). 12.72 incidents per 100,000 population relates to 39 recorded incidents, 32 of which were recorded within educational settings		
VPV2 05 % racial incidents with further action (BVPI)	100	100	100			All incidents are investigated further / dealt with.		100
Places where People want to live								
VPV3 01 BSC 10 Number of BCS comparator crimes (LPSA2)	8798	12948	12217			Seasonally adjusted target for end December 2007 is 12217. We are currently +5% over target. Partnership is		16538







	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
						planning for final push on this indicator in the last three months on 07/08 to achieve target.		
VPV3 02 Domestic Burglary (LPSA2)	882	1309	1447	★	👇	Following a poor start at the beginning of the year, latest figures show a recovery (-16% reduction in December). Various initiatives are either still running or have recently been implemented, including dedicated GMP		1930









	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
						Burglary Car to follow up all incidents, Insecure Burglary letter to areas where these have occurred, the VIPs target hardening scheme, less bureaucratic process for installing Alleygates in hotspot areas means an increase in the volume and rate of installation.		
VPV3 04 % Planned discharges from structured drug treatments (LAA)	36.9	39.9	31	★	➡	We are currently exceeding our target for planned discharges for drug treatment.		31
VPV3 08 Crime rate gap on BCS 10 between 32 targeted areas and overall borough	76.78	83.8	33	▲	➡	The crime rate gap between the borough and the 10% super output area is +83.8% higher. This is the % difference between the borough rate per 1000		33







	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
						population and the top 10% super output area rate per 1000 population. Currently worse than target, Partnership is currently planning roll out of Neighbourhood teams which should impact on this target		
VPV3 10 Number of homeless people in priority need*	201	389	450	★	➡	This indicator is reported a quarter in arrears. The focus of work being undertaken is around the prevention of homelessness. Based on the half year performance this appears to be having an impact, but we recognise that numbers presenting as homeless during the 2 nd quarter of the year is usually less than numbers presenting during the 3 rd quarter.	675	900

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
VPV3 17 No. of unfit private sector homes made fit or demolished* (BVPI)	49	103	92	★	🔴	56% of annual target achieved.	138	184
VPV3 19 Number of empty homes returned to use or demolished by council action*	7	20	24	▲	🔴	42% of annual target achieved.	36	48
VPV3 22 % Benefit calculations correct (BVPI)	99.2	99.2	99	●	🟢	Improved Quality Assurance work and system training has improved performance consistently to an achievement of 99.2%, which equates to only one error in 125 cases tested.		99
VPV3 23 Average time for new claims (BVPI)	28.38	29.4	30	●	🟢	Performance has steadily improved further throughout the year and is within the DWP prescribed target. It is anticipated that improvement will increase even further		25

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
						during the fourth quarter.		
VPV3 24 Average time for changes (BVPI)	8.1	9.7	10			Performance has steadily improved further throughout the year and is within the DWP prescribed target. It is anticipated that improvement will increase even further during the fourth quarter.		10
VPV3 27 % major planning applications dealt with in 13 weeks (BVPI)	82.8	87.7	80			The figure is cumulative over the year. The third quarter at 95.4% has raised the cumulative figure to well above target.		80

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
VPV3 28 % Minor planning application dealt with in 8 weeks (BVPI)	89.9	91.2	93			The figure 91.2% is cumulative over the year. The target was achieved during the third quarter at 93.6% and has resulted in an improvement in the cumulative % achieved although this remains slightly below target.		93
VPV3 29 % Other planning applications dealt with in 8 weeks (BVPI)	96.8	96.3	98			The figure 96.3% is cumulative over the year. In the third quarter 95.2% was achieved which is below target and earlier quarters. This is possibly due to resources being used to achieve high performance.		98
VPV3 30 % Household waste recycled or composted*	27.75	28.77	26.4			This indicator is reported a quarter in arrears. This data	24.56	23.1

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
						relates to Q2.		
VPV3 31 Kg Household waste collected per head* (BVPI)	142.06	278.3	271.05			This indicator is reported a quarter in arrears. This data relates to Q2.	394.05	531.18
VPV3 40 High risk level of compliance	87	97	88			All significantly exceed our targets and constitute top quartile results nationally. We focus more attention on high risk businesses.		88
VPV3 41 Medium risk level of compliance	96	98	88			All significantly exceed our targets and constitute top quartile results nationally. We focus more attention on high risk businesses.		88
VPV3 42 Low risk level of compliance	100	100	88			All significantly exceed our targets and constitute top quartile results nationally. We focus more attention on high risk businesses.		88

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
VPV3 43 Visits to high risk premises	40	73	75			On track to achieve 100% inspection by the end of the year. Final inspections are planned for quarter 4.		100
High Standards of Governance								
VPV5.05 b % sickness absence	5.32	5.51	4.2			Overall sickness rate has increased slightly from the end of quarter 2 and this remains a significant issue for us.		4.2
VPV5 % sickness absence Adults Services	7.16	7.04	4.99			Sickness levels have decreased slightly from the end of quarter 2 and remain worse than target.		4.99

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
VPV5 % sickness absence Chief Execs	3.09	3.37	3.6	★	👎	Although a slight increase in sickness levels from the previous quarter still better than target and within the year end target.		3.6
VPV5 % sickness absence CYPs	4.74	4.77	2.75	▲	👎	A slight increase in the level of sickness absence from quarter 2 and significantly above the challenging year end target.		2.75
VPV5 % sickness absence Environmental Services	4.91	4.41	5	★	N/A	A reduction in sickness levels in quarter 3 across the department and within the year end target.		5
VPV5 % sickness absence Finance & IT	3.07	3.4	3.5	●	■	Slight increase from quarter 2 although still within the year end target.		3.5

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
VPV5 % sickness absence Legal & Property Services	3.34	5.03	3	▲	■	Increase in sickness levels from quarter 2. Still outside year end target.		3
VPV5 % sickness absence MCCC	4.85	6.2	4.42	▲	■	Significant increase in sickness levels from quarter 2.		4.42
BV016a Percentage of Employees with a Disability (BVPI)	1.79	1.67	2	▲	N/A	Slight reduction in percentage - due to low numbers of employees answering yes and change has a marked effect on the percentages There could be a major change to the next quarter's figures following the TUPE transfer of Home Care We currently have		2




	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
						information on 80% of the Central departments (excluding schools) Work is proceeding to do a complete survey to improve the level of data.		
BV017a Ethnic minority representation in the workforce – employees (BVPI)	0.95	1.11	1.24	▲	N/A	Improvement in the figures from last quarter - but any changes have an effect on the small numbers involved There could be a major change to the next quarter's figures following the TUPE transfer of Home Care Work is proceeding to do a complete survey to improve the level of data as We currently have information on 85% of the Central departments (excluding		1.24

	Q2 2007/08	Quarter 3 2007/08					Q3 2007/08	Full year 07/08
Performance Indicators	Wigan Actual	Wigan Actual	Target	Var Target	DoT	Comments	Target	Target
						schools) Work is proceeding to do a complete survey to improve the level of data		

Corporate Improvement Programme

There are 11 projects within our current corporate improvement programme. For each project there is an update on progress for each key task against project milestones.

Project: Reviewing our approach to Community Engagement / Leadership
Responsible Officer: Joyce Redfearn

Task	Progress	Comments
Launch		The work on this task has now merged into tasks 2 & 3.
Reviewing structure of the partnership framework		Proposals refined during the Autumn. Discussion and agreement on the way forward with Chief Executive and Leader as Chair of LSP late December. Proposals to be presented to a joint meeting of LSP Board and LSMG 9 January 2008.
Revised approach to township, locality and neighbourhood working		Work has continued on the key activities outlined in quarter 2. We are aiming to have the transfer concluded by the end of this financial year.

Project: Narrowing the Inequality Gap
Responsible Officer: Joyce Redfearn

Task	Progress	Comments
NRF Review	★	Review concluded and findings to be presented to joint LSMG and LSP Board meeting 8 January 2008. We have a meeting scheduled with Council's SMT in early January to discuss the implications of amongst other budget issues the Working Neighbourhoods fund. This will feed into the commissioning process for LAA findings and be reported into the LSMG and LSP Board during quarter 4.
LSMG established and revised terms of reference produced	★	Group continues to meet and good progress in being made on key tasks particularly high levels of ownership and participation in the LAA review.
SMART neighbourhoods work informing strategic planning	★	Continues to influence our debate on inequality. It has shaped the new LAA. Awareness levels raised amongst Elected members, key policy makers and MP's of the nature and dimensions of inequality in the Borough.
Service needs basements / join needs analysing	●	Development work continues. Partnership commitment to the use of single system for data capture and analysis - Instant Atlas (December 2007)
Reviewing LAA	●	Quarterly performance monitoring of 2005/08 LAA shows generally good progress across majority of indicators.
Establishing new LAA based on needs analysis	★	Successful meeting with GONW held. They are content with our approach. "Wigan story" submitted to GONW 21 December. Further work has been done to refine priorities and outcomes. Presentation of progress so far to joint LSP/LSMG meeting on 9 January 2008.

Project: Support Services Review
Responsible Officer: Sue Johnson

Task	Progress	Comments
Structures and models proposed	★	All posts at first and second tier now appointed to. Work has commenced on third tier
Implementation plan agreed	★	Agreed
Implementation summary: <ul style="list-style-type: none"> ▪ Unify services ▪ Employment BPR ▪ Establish reputation management strategy ▪ Establish OD Strategy and programme ▪ identify savings 2007/08 	★	Unification progressing. Employment BPR awaiting decision on single IT system. Reputation Management - Style Guide complete and ready for launch; good progress with Reputation Management Select Committee and signage; and unification of PR and marketing teams. OD and Strategic Commissioning limited progress. Very good progress in identifying the £1.6m savings.

Project: Environment Review
Responsible Officer: Martin Kimber

Task	Progress	Comments
Confirming the structure	★	Completed. This is an ongoing area of work. The divisions are established and refinements now comprise ongoing efficiency and business process re-engineering rather than strategic service redesign.
Refining work programmes and establishing new budgets	★	This work is ongoing. The Service Plan for 2008/09 is in preparation and is substantially complete.

Project: Waste Strategy
Responsible Officer: Martin Kimber

Task	Progress	Comments
Develop new services, consult and implement in line with waste strategy	★	The Waste Strategy continues to be rolled out in accordance with the approved timetable.

Project: Customer Relationship Management
Responsible Officer: Katherine Fairclough

Task	Progress	Comments
CR strategy deployed	★	We are making good progress on all four projects scheduled for the first three quarters of this year. Clear project briefs and plans are in place. I am particularly pleased to report high levels of energy and enthusiasm from colleagues across all service areas. We are currently updating the overall programme for discussion at the January Board meeting and this shows clear linkages across all four projects. We will also bring forward in the final quarter the draft programme for 2008/09. We successfully recruited to the Head of Customer Services post and she will take up her position mid February.
JSC delivered	●	During the last quarter we selected down to two bidders and had aimed to appoint the preferred bidder by 9 January 2008. However the Competitive Dialogue element of the procurement process is a new aspect and at a late stage we have been advised that we cannot close the dialogue and appoint the preferred bidder until a number of legal issues have been resolved. We therefore anticipate that the appointment will now take place in early February. We do not anticipate at this stage that this will have an averse affect on the overall delivery timetable for the project but we have updated the risk log in the light of this. The current Project Director retires at the end of January and we have transferred this responsibility to the Service Director Business Transformation from this date.

Project: Undertake and deal with the issues resulting from an Equal Pay Audit and to implement a new

pay and grading scheme

Responsible Officer: Linda Jackson

Task	Progress	Comments
Complete job evaluation interviews	★	Completed evaluations - mop ups will continue alongside pay modelling preparation
Undertake pay modelling to determine new pay grades	★	Systems testing complete - go live in January 2008
Determine new pay and grading scheme of pay policy including financial modelling	●	Unable to achieve trade union agreement to date
Propose new pay and grading scheme to workforce	-	To commence 2008. Dependant on above
Implement new pay and grading scheme	-	Aim to implement 2008. Dependant on above

Project: Equality and Diversity
Responsible Officer: Bernard Walker

Task	Progress	Comments
Attaining Level 3		
Implement mid validation process.	★	The validation process is currently being developed, and work is progressing well.
Development of Level 3 evidence files.	●	Work is progressing both with departments and corporately.
Final Validation		
Final Validation.	●	Work is on track and progressing within the project plan timeframe.
Council/ Cabinet to ratify level 3 attainment.	●	This will be completed in 09/11.
Action plan for external audit of levels 1-3.	●	The work is being supported by the AMGA E&D group, final recommendations and action plans will be determined by this partnership working.

Project: Effective alignment of performance and financial management
Responsible Officer: David Smith

Task	Progress	Comments
Implement new planning framework	★	Integrated planning process appears to be working well - get together planned in January to share learning / issues. We have made good progress with linking / integrating the Corporate Plan performance report with revenue budget monitoring report. Joint meetings have taken place with lead performance and finance officers from departments with relevant group accountants and PPI Team to agree improvements for quarter 3 reporting and 'road map' to 08/09 reporting.

Project: Procurement: Strategy/Practise
Responsible Officer: Jonathan Cliff

Task	Progress	Comments
Achieving National Procurement Strategy milestones	●	Key actions incorporated in Corporate Procurement Strategy 2007-2010 and being progressed.
Spikes Cavell purchase spend analysis	●	Key actions incorporated in Corporate Procurement Strategy 2007-2010 and being progressed.

Project: Procurement: Procurement:
 • Vehicles
 • Agency employees
 • Commissioning large contracts
Responsible Officer: Jonathan Cliff

Task	Progress	Comments
AGMA Chief Exec's Group commissioned further work to verify findings and recommendations from OBC.	★	Recommendations approved. Action transferred to AGMA Corporate Services Group to allocate Champion and Resources. Wigan action to date now complete.
Agency employees AGMA Project - Contract awarded to Commensura. Went live in Wigan 23 July 2007. Contract monitoring ongoing	★	Progress generally good.