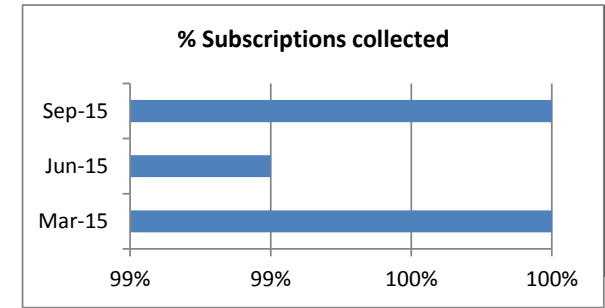


# LGA Corporate Health Indicators

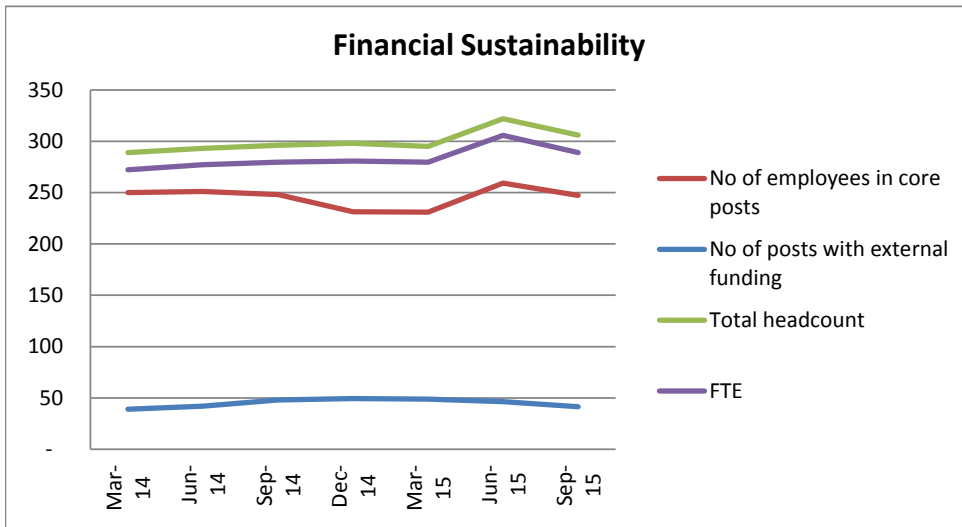
## Membership

	Mar-15	Jun-15	Sep-15
Total membership	415	414	414
No of councils out of membership	2	3	3
No of councils on notice to withdraw	12	9	9

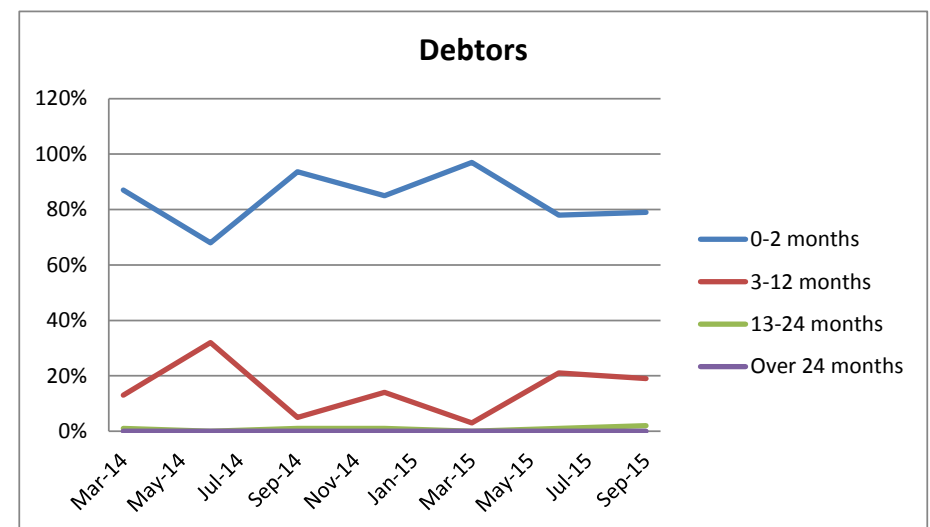
Our reputation	Nov-13	Mar-15	Target 15/16
Member authority satisfaction	70%	75%	>75%
Member authority informed	77%	79%	>79%
Member authority advocacy rating	77%	82%	>82%
Value for money	53%	53%	>53%



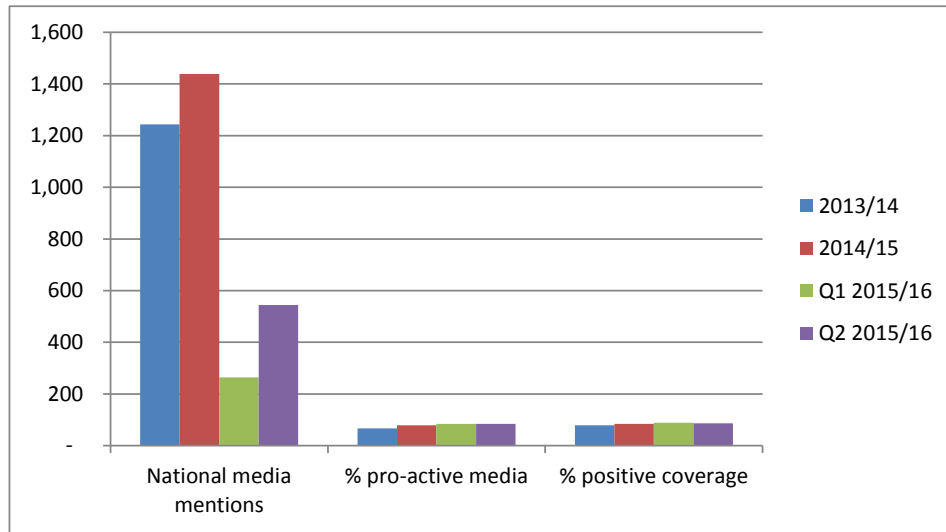
## Financial Sustainability



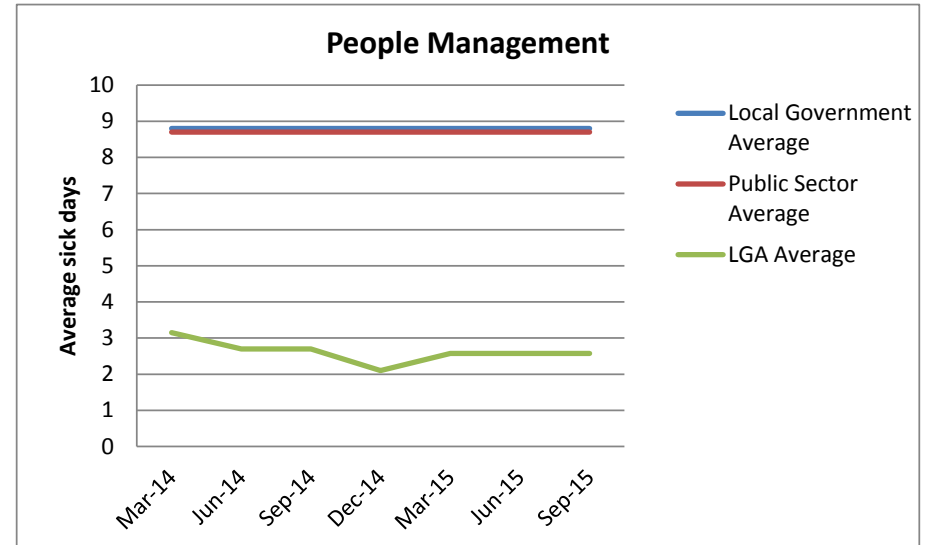
## Debtors



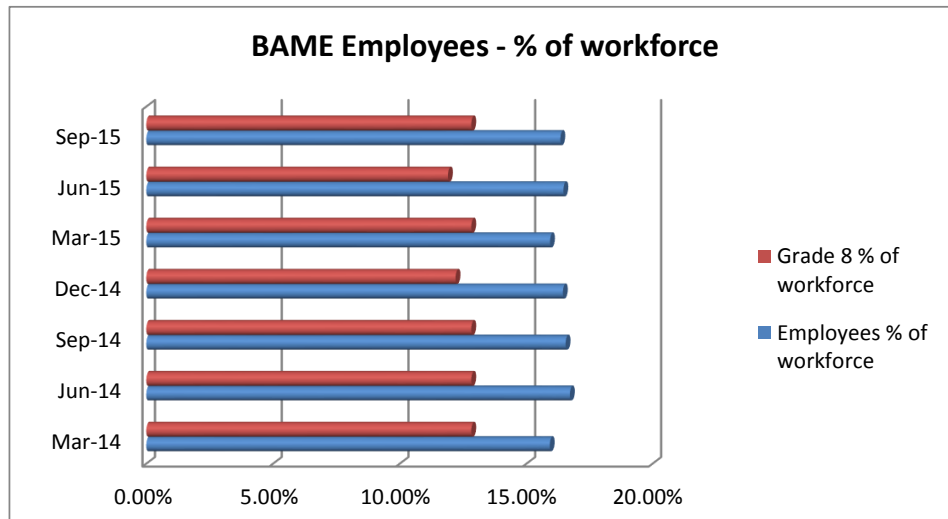
## Media Coverage



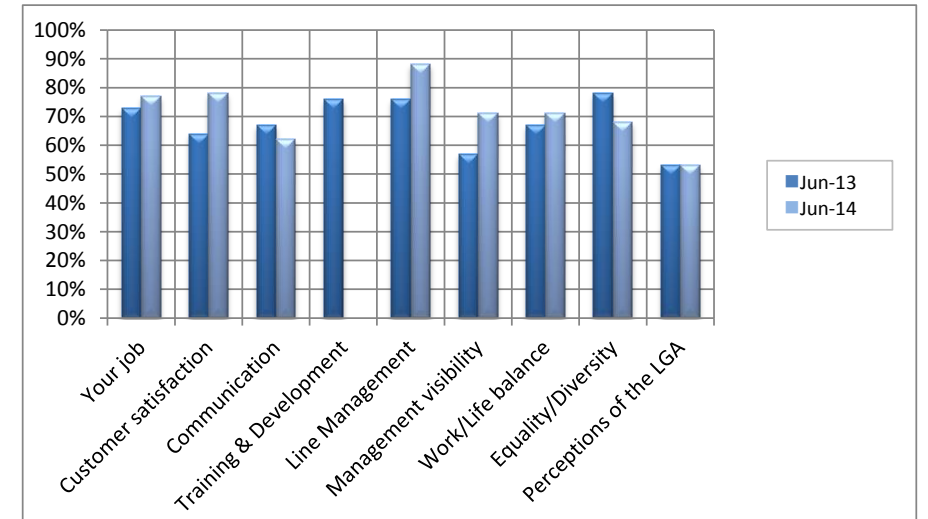
## People Management



















## Workforce profile



## Employee opinion survey - June 2014



## Major Projects Overview

Project	Overall Status	Milestones	Budget	Risks	Headline
Layden House refurbishment					City of London acting as LGA client, with professional team appointed in April 2015. Planning pre-app meeting positive. Stage 1 designs complete and include options for sixth floor extension and Turks Head Yard extension to rear of building, both subject to business case. Project is on track, with vacant possession from 1 April 2016 and works scheduled to start that month. Legal action currently underway to remove telecom masts from roof may present risk to sixth floor extension and timetable.
Local Government House Refurbishment					Layden House team also appointed to LG House. Stage 1 designs complete and include menu of options covering (a) straight refurbishment (b) improvements to basement, (c) additional mezzanine floor, (d) seventh floor extension, (e) air conditioning. Each element will be subject to business case. Initial overall cost estimates are high - awaiting breakdown. Subject to final decision on scope of work and budget, project on track and due to begin in August 2016. Challenge of continuing to occupy the building during major refurbishment works will present a risk to LGA operation and governance. Tenants, SIGs and other users of the building being kept informed.
Transfer of back office services from Liberata					New organisation in place from 1 October 2015. Whilst the transfer went smoothly, and has exceeded target savings, the new organisation is still bedding down, with some teams under pressure. We will monitor staff and workload carefully to ensure that the new design of the new organisation is able to support the organisation's demands. Outsourcing of print contract is behind schedule but now being managed by LB Harrow, who are also renegotiating our facilities management contracts.
New ICT Contract					Transfer of ICT contract to LB Brent took place on schedule on 1 November. 100% staff attended training on new equipment by 5 November 2015. New WiFi links in LGHouse in place, transfer of servers and mailboxes complete. Agresso will be parallel-run for one month to iron out potential issues prior to handover with Liberata support services extended across that period. Some residual issues with mobile devices being addressed. ICT Strategy Group reconvened to oversee next phase of development.

- RED** Project will miss milestones or targets, or deliverables will be compromised. Replan or descope required
- AMBER** There is a chance that project will miss targets, deadlines or deliverables will be compromised unless specific action taken
- GREEN** Everything under control
- BLACK** N/A

## LGA Strategic Risk Register – Summary

Updated 18 May 2015

Ref	Type	Description of risk	13/14	14/15				Move-ment	Review Date
			Q4 score	Q1 score	Q2 score	Q3 Score	Q4 Score		
<b>EXTERNAL</b>									
S1	<b>Impact/delivery</b>	The LGA is not effective in achieving its vision for local government.	4	4	4	4	4	↔	Sept 2015
<b>INTERNAL</b>									
S2	<b>Full membership</b>	LGA membership reduces - the LGA loses legitimacy	12	12	12	12	12	↔	Oct 2015
S3	<b>Effective governance</b>	The LGA does not represent the interests of its members.	N/A	12	12	12	12	↔	Sept 2015
S4	<b>Persuasive communications</b>	Councils do not have a strong national voice	N/A	9	9	9	9	↔	Jan 2016
S5	<b>Financial Sustainability</b>	The LGA is not financially viable	12	12	20	20	20	↔	Sept 2015
S6	<b>Effective business mangement</b>	Our back office services are inefficient	20	20	20	20	12	↓	Nov 2015
S7	<b>Effective people management</b>	We do not engage or develop our employees	3	3	3	3	3	↔	Apr 2016
S8	<b>Accessible information</b>	We do not share information effectively externally and internally	N/A	9	9	9	9	↔	Jan 2016