



Portfolio Holder Performance Report

Quarter 2 2019/20

Councillor Martin Cook

Finance

ICT

Audit

This report contains:

- Performance Indicators, quarter 2 figures for 2019-20, targets and an explanation for any indicators out of target.
- Corporate Activities and a risk grading for each activity.

Portfolio Holder Performance Report for 2019/20

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
-------	--------	----------------	--------	--------	-----------------	--------------

Portfolio Holder: Martin Cook
Responsible Officer: John Chance

Service Area: Finance

Sep	LI 011	% of undisputed invoices paid in 30 days (invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms)	95	82	Increased length of time required to get requisitions / invoices, etc authorised and ongoing teething problems with Agresso.	
Sep	LI 266	% of contracts on the corporate contract register that have exceeded their contract term	5	2		
Sep	LI 390 Qty	Finance: GF Procurement Savings as defined in MTFP (£)	150000	50000		
Sep	LI 502 Qty Cumu	Increase the % of customers moved to receiving bills electronically. Quarterly Cumulative	20	20.05		
Sep	NI 532 Qty	% of invoices received with no Purchase Order Quarterly	15	24	Newly implemented No PO No PAY policy, which has been more strictly enforced from July 2019 (still with some exemptions)	


Portfolio Holder Performance Report for 2019/20

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
Responsible Officer: Shirley Jarlett						Service Area: IT
Sep	LI 029	Availability of website during the last quarter (%)	99	99.99	The website is monitored 24/7 by an alerting tool prompt notifications of any errors and faults, as well as a robust support contract with the supplier and regular updates / maintenance have enabled this consistent figure.	
Sep	LI 224	% Availability of telephone system (main switchboard number)	99	99	The current telephony system is monitored by an alerting tool - ICT staff respond quickly to any automated notifications or call-outs by the CCTV/Hears team (24/7) and their endeavours have allowed for the high availability of this system	

CORPORATE PLAN DELIVERY

PRIORITY 2: A Sustainable Environment

Continue to reduce our carbon footprint

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
ICT - Convert physical servers to more energy efficient virtual equivalents. Ensuring physical computing devices are energy-efficient	Failure to achieve the Council's Carbon Reduction target Inefficient use of resources to maintain physical servers		Work remains to reduce the number of physical servers if it meets the needs of the business and increases resilience. Work continues to reduce the three Air-con units to two as the cooling requirement reduces. Progress continues as opportunities arise.	Howard Gaskin	Shirley Jarlett

[Completion Due: March 2019]

CORPORATE PLAN DELIVERY

PRIORITY 7: An Efficient and Effective Council

Deliver the "big ticket" savings and income targets and seek additional ways to cut costs and generate income

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Key activities identified to support savings and income targets and ensure continued efficiency. [Completion Due: All ongoing]	Savings targets not achieved. Income targets not achieved	A	Big Ticket savings targets were exceeded in overall terms for the year 2018/19. Whilst work is still ongoing to identify and capture Procurement and Income Generation savings, these shortfalls were mitigated by over achievement within three of the other areas to deliver a favourable variance at year end. Plans are also in place to achieve the residual saving against the Customer Access Strategy during 2019/20 PID is being produced for each saving scheme detailing expected level of saving and how it will be achieved which will be signed off by CMT. Q2 Update - It is expected that Q2 results will realise 50% of projected savings as we will receive dividends from Arms Length Companies, meaning we are on-track. Work continues around procurement which should deliver additional saving.	Tom Minnican	John Chance
Implement 'no Purchase Order, no Pay' policy [Completion Due: complete]		G	This has been implemented and we are reporting on it. Still have some invoices without PO and work continues to address these. No min' value being applied. Some invoices are exempt. Processes to be embedded and to move to business as usual and activity will be removed Q3.	Tom Minnican	John Chance
Review finance polices and procedures [Completion Due: X]	Resistance to adopt new policies.	X	waiting until Constitution is revised and agreed.	Tom Minnican	John Chance
Review Finance rulebook [Completion Due: x]	dependant of other processes being approved.	X	waiting for FSC and Constitution to be approved.	Tom Minnican	John Chance

Increase our online offering, joining up different systems so customers only have to "tell us once" and encouraging cheaper and more efficient interactions with the Council

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
ICT - Data Matching exercise to ensure consistency of addresses across different internal systems [Completion Due: complete]	Inconsistent or patchy customer experience Potential for missed addresses Level of benefits not sufficient to warrant engagement from some service areas	G	No specific exercise planned, but matching will be explored when opportunities arise.	Howard Gaskin	Shirley Jarlett

CORPORATE PLAN DELIVERY

Finance - review use and basis of recharges [Completion Due: completed]	Potential adverse effect on resource. Confidence in KPMG following cancelled conference call	G	The review of recharges has now been completed and recharges adjusted and improved methodology applied Completed	Tom Minnican	John Chance
Finance - Develop and establish a contract register to improve contract management [Completion Due: March 2020]	Lack of engagement from service areas GDPR	G	Contract register now been set up in Agresso. Contract Officer highlight any pending expiries and discussed within the procurement board. Some additional work required around procurement pipeline for Head of Service.	Tom Minnican	John Chance
Finance - Increase the number of customers receiving bills electronically [Completion Due: Sep 2019]		G	Still issues with attachments. When this is resolved this activity will be complete.	Tom Minnican	John Chance
Finance - identify further efficiencies in electronic invoicing process [Completion Due: Complete]					

Develop our employees to ensure they are customer-focused, proactive and have a can do approach

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Finance Staff Survey [Completion Due: March 2010]	Lack of staff engagement with survey Unable to action identified tasks	G	Finance staff survey complete and results have been analysed. Actions to be developed in conjunction with HR. This will also help identify actions for next year's Operational Plan.	Tom Minnican	John Chance

CORPORATE PLAN DELIVERY

Implement our "Agile Working" programme enabling more flexibility in the way we work and provide services, reducing our accommodation costs and improving our recruitment and retention

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
ICT - Agile Phase 2 - telephony & unified communications [Completion Due: December 2019]	Insufficient budget to meet Council requirements Inability to interface with contact centre systems Limited IT expertise and resource. Supplier failing to deliver	A	In preparation for the Skype telephony switch over, training sessions have been, and continue to be delivered to all staff. Skype server migration - Set for Friday 4th October Mailbox migration - This part of the project has reached the stage where (nearly) everyone has upgraded to the new O365 client and we are able to move all of our mailboxes to the new server. Emails will be sent to all staff, then contacted individually nearer the time. OneDrive migrations - Continues on with support from OP's managers. We're having to migrate each person individually and so far have done circa 600 out of the 900. Project team and project manager meeting regularly to effectively manage implementation keeping the project on target.	Howard Gaskin	Shirley Jarlett

Modernise our finance and HR ICT systems to ensure that they support modern working practices

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Finance - Procurement, Testing and Implementation of Agresso upgrade [Completion Due: Jan 2020]	Cost overrun Interrupting yearend Resourcing Issues with system interfaces Delays to go live date	G	Phase 1 been implemented, Phase 2 (cash and income management and online payments) are planned to be delivered Q4.	Tom Minnican	John Chance