ABERDEEN CITY COUNCIL

COMMITTEE	Finance and Resources Committee
DATE	17th June 2011
CORPORATE DIRECTOR	Stewart Carruth
TITLE OF REPORT	Corporate Governance Service – Performance Reporting
REPORT NUMBER	CG/11/066

1. PURPOSE OF REPORT

This is a report on the progress and performance of the Corporate Governance Service in implementing the approved Service Business Plan 2010/13.

2. RECOMMENDATION(S)

It is recommended that the Committee note the reported progress and performance.

3. FINANCIAL IMPLICATIONS

There are no direct implications arising from this report.

4. SERVICE & COMMUNITY IMPACT

The Corporate Governance Service's success in delivering its approved Service Business Plan will have considerable impact on the Council's services and the wider community.

5. OTHER IMPLICATIONS

None.

6.   REPORT

6.1   Background

6.1.1   The Committee, at its meeting on 17th June 2010, approved the Service Business Plan 2010/13 for the Corporate Governance Service.   The Plan has recently been subject to a thorough revision in line with the establishment of the corporate 5 year business plan. The new Service Business Plan forms part of the report pack currently before the Committee.

6.1.2   The Corporate Policy & Performance Committee, at its meeting on 29th April 2010, agreed that Service Committees should receive and consider quarterly performance reports from the corresponding Service. The reports to include:

•   progress with actions set out in the relevant Service Business Plan;
•   all Statutory Performance Indicators which fall within the committee's remit;
•   other Key Performance Indicators which the Service and / or the Committee deem necessary to manage performance;
•   specifically, data showing actual and projected expenditure on revenue and capital budgets, as well as delivery of agreed savings; and
•   the relevant Service Risk Register.

6.1.3   The Corporate Governance Service Risk Register has been subject to a complete revision following approval of the Corporate Risk Register in March this year and in accordance with the Risk Management Improvement Plan instigated in 2010. The revised Service Risk Register will be aligned with the priorities, actions and metrics contained within the new Service Business Plan and presented for the Committee's consideration at its September meeting.

6.1.4   This report presents, as far as possible, the year end position for 2010/11 for Corporate Governance Service. The next quarterly pack will reflect the revised metrics, actions and risks associated with delivery of the updated Service Business Plan.

6.2   Exceptional Performance

Within the overall context of the performance scorecard, there are a small number of exceptional issues which the Service would specifically highlight:

Action Exceptions

1. **We will implement and embed a model of self-evaluation across the Council to improve understanding of our business and to co-ordinate our effort for external inspection**

Exception Reason	Timescale	Status Note
Good progress	31 Mar 2012	The Corporate Management Team have agreed the use of the How Good is Our Council model. The Corporate Governance Service is scheduled to undertake a self-evaluation exercise during the summer and work is already under way to capture the input of all staff within the Service, prior to a more focused and high level exercise with managers. The output of this exercise will assist in the identification of areas of priority and improvement which will be addressed through amendments to the Service Business Plan as appropriate as well as providing data for the self-evaluation metrics.

2. **We will improve our corporate ICT infrastructure to support the business in cost effective ways.**
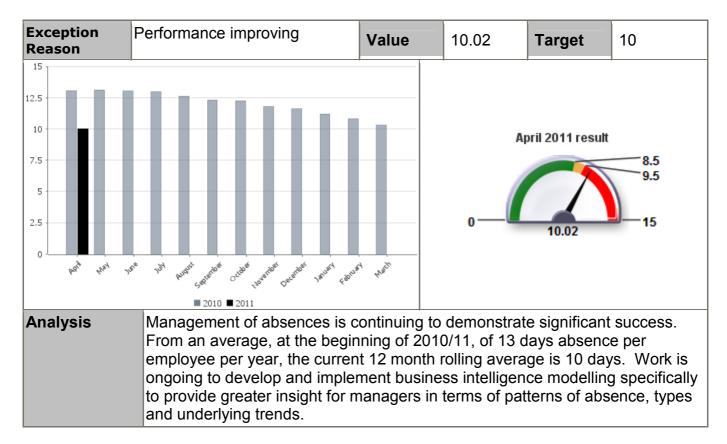
Exception Reason	Timescale	Status Note
Good progress	31 Mar 2012	80% of services have been migrated to refreshed server and storage infrastructure in Atos Origin Managed Data Centre. Remaining services are due to be migrated by mid June. A proof of concept for implementing a Virtual Desktop Environment has been successful and a pilot rolling out VDE to 200 users commenced in June. A decision on whether to progress will be made soon and, if agreed, full rollout will commence with anticipated completion December 2011. Meshed wireless network infrastructure to connect educational establishments is nearing completion. This will be closely monitored over the next few months before determining if this is to be expanded further. In addition, we are developing an enterprise architecture framework to better manage ICT and inform ICT decision making.

3. **We will systematically engage internal customers, external customers and our partners, embedding their feedback to shape the services we deliver.**
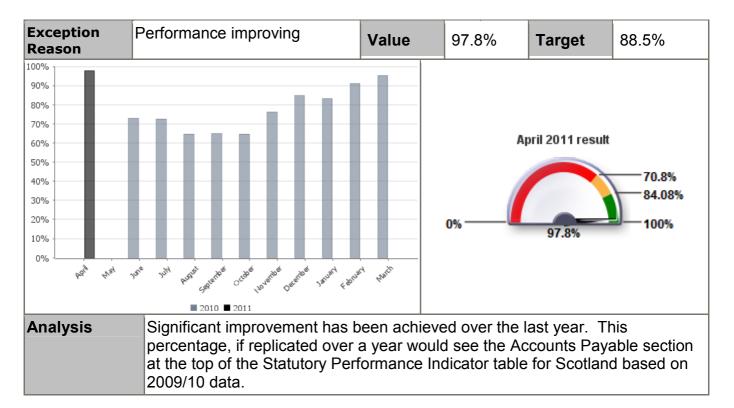
Exception Reason	Timescale	Status Note
Good Progress	31 Mar 2012	We have embedded customer feedback across all of our functions. In particular, the Corporate Governance Service has conducted a satisfaction survey of all internal customers, receiving more than 800 responses. A further survey of external partners and other stakeholders is currently ongoing. During 2010/11, extensive engagement on the Priority Based Budgeting project and the resulting 5 Year Corporate Business Plan was undertaken through a variety of methods, including workshops and other face to face forums. The Service continues to submit questions to the Citizens' Panel on a regular basis. The Service Business Plan has been updated for 2011/16 and the feedback received from our ongoing engagement has shaped the actions within it.

Performance Indicator Exceptions

1. **Average number of days lost through sickness absence - Corporate Governance (SPI)**

Exception Reason	Performance improving		Value	10.02	Target	10

Analysis	Management of absences is continuing to demonstrate significant success. From an average, at the beginning of 2010/11, of 13 days absence per employee per year, the current 12 month rolling average is 10 days. Work is ongoing to develop and implement business intelligence modelling specifically to provide greater insight for managers in terms of patterns of absence, types and underlying trends.

2. The percentage of all invoices paid within 30 calendar days (SPI)

Exception Reason	Performance improving	Value	97.8%	Target	88.5%

April 2011 result

70.8%
84.08%
0%
97.8%
100%

Analysis	Significant improvement has been achieved over the last year. This percentage, if replicated over a year would see the Accounts Payable section at the top of the Statutory Performance Indicator table for Scotland based on 2009/10 data.

3. Total Cost of Ownership per ICT workstation

Exception Reason	Cost exceeding target	Value	£1,222.14	Target	£1,039.00

December 2010 result

£1,049.39
£1,142.90
£0.00
£1,222.14
£1,600.00

Analysis	The raw cost of PC equipment has increased since September 2010 due to general manufacturing inflationary pressures. As we move towards a fully Virtual Desktop environment, overall costs will reduce.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

None