

CORPORATE GOVERNANCE SERVICE

PROGRESS REPORT 30 September 2009 to 18 November 2009

OFFICE OF THE CITY CHAMBERLAIN

- The **audit of the Draft Financial Statements** for financial year 2008/09 was completed on 30 September with an unqualified audit opinion.
- Significant work is continuing with regard to the development of a **financial planning tool** for budget monitoring and forecasting in 2009/10.
- Gone live with **automated processing for bank reconciliations** for Debtors bank account.
- **Enhanced pensions website** now available.
- **Commenced training on new technology – Infosmart** – for the scanning and processing of supplier invoices with planned go live date for processing scheduled for w/b 2 November for sports centres.

HUMAN RESOURCES

- The Council will be launching the **Customer Service Professional Qualification** on 7 October to co-incide with National Customer Service Week. This qualification has been developed by a consortium of Scottish Councils to recognise and reward the specialist nature of customer service in the public sector. A total of 20 employees from a range of backgrounds will be enrolled in this initial phase, including City Wardens, Library Assistants and Environmental Officers.
- The occupational health and safety team have picked up two awards on behalf of Aberdeen City Council:
 - RoSPA Gold Award for successful health and safety management and
 - Healthy Working Lives Bronze award.

DEMOCRATIC SERVICES

- The triennial process of inviting nominations to community councils has recently concluded, with one new council for Powis and Froghall in the process of being established.
- The members' Support team are now offering a single point of contact for the Members' enquiry system.
- Questionnaires have been issued to members and officers as part of a national exercise undertaken by SOLAR to establish the benchmarking of committee services across Scotland.
- Martin Allan, Committee Services Manager, will address an international conference organised by the RNIB to take place at AECC on 17 November 2009 on our experience following the decision to offer a one month placement in Members' Support to help an individual with impaired vision to return to work.

CITY SOLICITOR – Nothing to report

PERFORMANCE MANAGEMENT AND QUALITY ASSURANCE

- The first annual performance report on the 2008/09 Single Outcome Agreement was reported to Corporate Policy and Performance Committee on 10 September and has now been submitted to the Scottish Government.
- The development of the Corporate Plan continues with a working draft prepared and engagement with stakeholders ongoing. The final Plan is due to be completed in December.
- The City's first residents' survey has been completed with results due to be reported to Committee in November.

SERVICE DESIGN & DEVELOPMENT

- The Council's corporate asset management system (Confirm) moved successfully to being hosted internally within the Council as planned at end September.
- Data Check 2009 Browser Application - A new application available over The Zone was launched to allow staff the opportunity to update their personal details on-line as part of the Data Check process for 2009. Over 20% of staff used the application so less paper forms had to be produced for everyone else.
- Member Enquiries Database Update - The Member Enquiries Database System was upgraded to allow it to work with the new Directorate structure. Following the redevelopment work, the new version went live on Monday 5th October.

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

- Work in ongoing on the consultation aspects of the Customer Service Strategy.
- Audit Scotland undertook the inspection of the Housing Benefit Service and we await the findings.
- Work is continuing on the CRM system upgrade which is due for completion by the end of December.

CENTRAL PROCUREMENT UNIT

- The CPU undertook an intensive two day audit facilitated by the Scottish Government to ascertain their performance position in delivering the 82 main recommendations of the McClelland Review of Public Procurement in Scotland. This audit is being conducted across all sectors and results will be initially sent to the Chief Executive of each organisation in December before being openly published.

Section 1

- The CPU was runner up at the national 'GO Awards' under the category of Team Excellence. The awards ceremony held on the 28 October 2009