

ABERDEEN CITY COUNCIL

COMMITTEE Finance & Resources DATE 11 March 2010

CORPORATE DIRECTOR - Stewart Carruth, Director of Corporate Governance

TITLE OF REPORT – **Corporate Governance – Performance Report**

1. PURPOSE OF REPORT

The purpose of this report is to present to committee key performance and management information for the Corporate Governance Service.

The Director of Corporate Governance will continue to review the indicators as a matter of course to ensure robust and meaningful data is reported to provide confirmation / assurance of an effective management team within Corporate Governance. As such, the report content and style will be developed and this report should be viewed as a work in progress.

2. RECOMMENDATION(S)

To seek the Committee's comments and observations on the operational performance along with the key performance management indicators contained in the report.

3. FINANCIAL IMPLICATIONS

No direct implications arising out of this report, although a number of comments are made on the use of resources.

4. SERVICE & COMMUNITY IMPACT

Performance in planning and delivering all services requires measuring and reporting. Specifically the functions covered in this report relate to the use of financial, human, physical and technological resources, which support the achievement of a wide range of key objectives contained in service and community related plans/documents.

All of Corporate Governance indicators contribute to National Outcome 15: “Our public services are consistently high quality, continually improving, efficient and responsive to local people’s needs”.

The Scorecard shows the expected outcomes of each performance indicator within the above National Outcome and against the challenge of an “Efficient Council & Fair Funding” within the ethos of a Vibrant, Dynamic and Forward Looking Council.

5. OTHER IMPLICATIONS

There are no other direct implications arising out of this report; although a number of comments are made on the use of resources and the report refers to various health and safety measures.

6. REPORT

The Performance Report consists of:

Section 1) Corporate Director's overview of progress since the last Committee report (November 09). This focuses on the key operational and performance issues in each section within the Corporate Governance Service.

Section 2) Performance Indicator Balanced Scorecard. There is a traffic light mechanism to indicate the status relating to each indicator, which in turn is supported by Appendices with 'drill down' information for each indicator in the Scorecard.

The creation of the directorate of Corporate Governance during the reporting year means that there is not always history of data specific to Corporate Governance; a number of indicators are from September 2009 only.

Section 3) Detailed progress on each item is included in section 2) above.

The supporting sheets to the Scorecard identify actions which are ongoing (Section 3), but not withstanding the full report I would highlight some of the key issues as follows:

Sickness absence – 10.8 average days sickness

Comment:

From the data currently available the average days sick per employee to January 2010 is 10.8 days; this is greater than the Corporate target of 10 average day's sickness.

When previously reported to Committee, Line Managers had targeted areas of high sickness levels with positive effect. As the indicator is based upon a 12 month period, the impact is not immediately evident on the outcome.

% Revenue spend against budget – 85%

Comment:

Assuming spend is evenly spread through out the year, 83% would be the 'target' for the year to date. The financial planning system "Collaborative Planning" has been rolled out across the Council and has made budget holders focus on the need for transparent allocations of costs and also greater accuracy in the revision of forecasts. It is currently estimated that Corporate Governance 2009/10 spend will be within budget by 4.6%; further detail of which can be found in the "2009/10 Revenue Budget Monitoring" report also on this agenda.

% Capital spend against budget – 21%

Comment:

Traditionally capital spend does take place towards the end of the financial year and it is anticipated that this will be the case in this financial year. It is forecast that spend will be on budget by the year end, with projects being re-profiled and tenders being received / contracts placed.

Health & Safety Matrix – 90%

Comment:

This is lower than the Service's target of 100% and has remained at 90% since September 2009; however significant effort is being undertaken to bring outstanding assessments up to date. The Operational Support Manager is liaising with a number of managers to provide guidance and support.

% of all invoices paid within 30 Calendar days (SPI) – 71.7%

Comment:

The corporate target for 2009/10 is 88.5%, but for January the actual for ACC is 59%. Outcomes do dip at this time of year, and all Services are well below the annual target. The main reason is the Festive holiday period and office closure which results in invoice processing delays; despite a reminder to all Services to ensure that all invoices were batched and processed before the Xmas closure. On a monthly basis, explanations are requested for all late invoices and staff reminded of the need to place a dispute marker where relevant.

The Infosmart Processing Pilot Team which is the precursor to the set up of the centralised Finance Processing Team also showed a slight dip from 94% to 91% which in the main was due to technical difficulties at some locations which resulted in some requisitioners not being able to link. The office closure although impacting this was minimal as all invoices were scanned and batched.

% of Staff appraised in year – 78%

Comment:

Appraisal performance is reported on a 12 month rolling period. The percentage has increased from the previously reported 61%; action plans are in place to ensure appraisals are completed. Heads of Service are provided with the detail monthly for escalation through their management team meetings.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS - Not applicable.