

Finance & Human Resources 12/13 Performance Report



01 Progress in delivery of strategic outcomes

Q2 12/13

1. Financial Stewardship

Achievements

- a. The completion of the audit of the 2012/13 Accounts.
- b. 2013/14 budget updates reported to Council on 25 September 2012.
- c. 2013/14 internal audit plan on target.

Challenges and Actions

- a. Delivering a balanced budget and affordable capital plan for 2013/14 which delivers the administrations priorities - Planned reports to Council presenting the latest budget projections, impact of transformation programme and financial implication of investment decisions/priorities.
- b. Maintain effective corporate governance and scrutiny - Progress the 12/13 internal audit plan, internal and external audit reports together with financial reports presented to Audit Committee for scrutiny.
- c. Strengthen financial stewardship in a climate of reducing budgets and increasing service pressure - Maintain a robust financial monitoring regime and progress financial discipline cross all service areas.

2. Procurement

Achievements

- a. Procurement Contract Delivery Plan approved by Business Transformation Board and endorsed by Business Transformation Steering Group.

Challenges and Actions

- a. To deliver and demonstrate savings through procurement - Deliver the contract delivery plan
- b. Aim for 'Improved Performance' in the 2012 Procurement Capability Assessment - Complete tasks in the Procurement Improvement Plan on time.

3. People Strategy

Achievements

- a. New employee recognition scheme, 'Celebrate Midlothian' - 89 nominations made.
- b. Overall People Strategy action on target.

Challenges and Actions

- a. Continued implementation of People Strategy actions, particularly starting Year 2 actions while Organisational Development team is set up - Team is now in place and all actions have been allocated. These will be monitored at regular team meetings and through reporting to Business Transformation Board. All actions on track.
- b. Ensure the Council has effective arrangements in place to promote and manage effective Health and Safety arrangements - Full review of Health and Safety policy and management framework being undertaken and resources prioritised to address gaps. Action plan in development.
- c. Implementing a no compulsory redundancy policy - Report to Council 6 November 2012.

4. Supporting Transformational Change

Achievements

- a. Milestones being achieved for systems thinking reviews and process changes in the Purchase to Pay process and employee recruitment process.

Challenges and Actions

- a. To put in place effective and efficient processes for Purchase to Pay and Employee Recruitment - Prioritise resources to support systems thinking work and maintain pace of change with full support from Corporate Management Team.

02. Emerging Challenges

Q2 12/13:

No emerging challenges have been identified at quarter 2

Finance & Human Resources PI summary 12/13

01.1 Outcomes and Customer Feedback

Priority	Indicator	2011/12	Q2 2011/12	Q1 2012/13	Q2 2012/13				Annual Target 2012/13	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	% of feedback complaints completed within 10 working days	66.67 %	100%	100%	0%		Q2 12/13: Off Target: Service to review completion dates associated with both the actions and the call		85%	Cumulative number of complaints received	2
										Cumulative number completed within 10 days	0

01.2 Making the Best Use of our Resources





Priority	Indicator	2011/12	Q2 2011/12	Q1 2012/13	Q2 2012/13				Annual Target 2012/13	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 5.117 m	£ 5.242 m	N/A	£ 5.294 m		Q2 12/13: Off Target		£ 5.137 m		
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.26	3.73	1.95	3.5		Q2 12/13: On Target		7.5	Number of days lost (cumulative)	474.97
										Average number of FTE in service (year to date)	135.87

01.3 Corporate Health

Priority	Indicator	2011/12	Q2 2011/12	Q1 2012/13	Q2 2012/13				Annual Target 2012/13	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
05. Complete all divisional priorities	% of service & corporate priority sub-actions on target / completed, of the total number	86.67 %	93.33 %	100%	91.67 %		Q2 12/13: On Target		90%	Number of divisional & corporate priority actions	12
										Number of divisional & corporate priority actions on tgt/completed	11
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	80.07 %	86.55 %	92.4%	92.86 %		Q2 12/13: On Target		85%	Number received (cumulative)	1,400
										Number paid within 30 days (cumulative)	1,300
08. Improve PI performance	% of PIs that are on target/ have reached their target.	66.67 %	66.67 %	50%	100%		Q2 12/13: On Target		90%	Number on tgt/ tgt achieved	4
										Number of PI's	4
09. Control risk	% of high risks that have been reviewed in the last quarter		100%		100%		Q2 12/13: On Target		100%	Number of high risks reviewed in the last quarter	1
										Number of high	1

										risks	
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01.4 Improving for the Future

Priority	Indicator	2011/ 12	Q2 2011/ 12	Q1 2012/ 13	Q2 2012/13				Annual Target 2012/ 13	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
10. Implement improvement plans	% of internal/external audit/BVR actions on target/ completed, of the total.	66.67 %	91.3%	70.83 %	61.54 %		Q2 12/13: Off Target: Work continue across the service to address actions highlighted in internal audits.		90%	Number of on tgt/ completed actions	8
										Number of outstanding actions	13
11. Fully implement the Competency Framework	% employees assessed as performing as fully effective or exceptional (Competency Framework / P&DR Scheme)				83.56 %		Q2 12/13: Data only no target has been set for this PI			Number of employees assessed as performing as fully effective or exceptional (Competency Framework / P&DR Scheme)	122
										total number of employees	146