

Report

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Report to:	Finance and Information Technology Resources Committee
Date of Meeting:	19 January 2009
Report by:	Executive Director (Finance and Information Technology Resources)

Subject:	Resource Plan 2009/10 Quarter 2 Update
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ Advise of progress against the Resource Plan as at 30 September 2009.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the progress made to date against the programmes and projects contained within the Resource Plan is noted.

3. Background

- 3.1. The Resource Plan sets out objectives to be managed and delivered by the Resource for 2008/09. It was approved by Committee at the meeting held on 7 July 2009.
- 3.2. The Resource Plan is a key element of the Council's performance management arrangements. It provides details of the national and local context within which the Resource operates and also identifies achievements for the previous year, reflects new improvement themes as appropriate and establishes objectives and priorities for the New Year.
- 3.3. The timespan for Connect was from 2007 until 2011, however, to ensure that it remained current and could respond to changes at local and national levels, a 2009 Mid Term review was carried out. As a result, the Resource Plan 2009/10 now embodies the vision, priorities, objectives and improvement themes of the Council Plan 'Connect', based on the 2009 Mid Term review.
- 3.4. This report outlines progress made on our Resource plan over the period April to September 2009. The supporting information shown in the Appendix is the Resource's second Quarterly Resource Plan report generated from IMPROVe – the Council's performance management system.

4. Resource Plan Objectives and Progress for 2009 – 2010

- 4.1. The Resource objectives for 2009-2010, and progress against these, are listed below and overleaf, under the relevant Corporate Improvement Theme.

Efficient and effective use of resources	
Resource Plan Objective	Progress
Maintain, and refine as appropriate financial management and corporate governance arrangements relating to the Council's short and long-term strategies.	<p>The financial challenges facing the Council over the next 4 years has been clearly communicated to Elected Members, Senior Managers and staff.</p> <p>As a Result a number of Diagnostic projects around Management Structures, Assets, Procurement and Property are progressing well. There are crucial to achieving the revised Finance Strategy of the Council in the years ahead.</p> <p>The Core business of Finance Services is progressing well, with all services meeting performance targets.</p> <p>The Annual Accounts for 2008 - 2009 have been successfully completed, and the Council are in receipt of a clear Audit Certificate</p>
Facilitate achievement of the Council's priorities and objectives through delivery of the Information and Technology Strategy.	<p>The Core business of IT Services is progressing well, with all sections meeting performance targets in respect of critical systems availability and problem resolution/</p> <p>Delivery of the IT Strategy, and onward support of Council Priorities and front lines services, continues to exceed performance expectations with over 95% of the plan on schedule to deliver.</p>
Performance Management and Improvement	
Resource Plan Objective	Progress
Implement effective Best Value Management arrangements to ensure continuous improvement and effective and efficient service delivery.	<p>In conjunction with the Corporate Improvement Unit, the Resource has made good progress in responding to improvement actions in respect of the Best Value Audit. Equally good progress has been made in respect of BV2, with the training in the Public Sector Improvement Framework (PSIF) already complete.</p> <p>The Best Value of Accounting and Budgeting has been completed. An improvement plan is in place and will be monitored regularly.</p>
Implement a strategic response to the Scottish Government's Efficient Government Agenda.	<p>In respect of the Efficient Government Agenda, the Resource has made good progress in providing further services via the Caird Centre to a number of</p> <p>Good early progress has been made on the IT Diagnostic with early savings being accrued from Management re-structure.</p>

Governance and Accountability	
Resource Plan Objective	Progress
Ensure that high standards of governance are being exercised through the use of Scrutiny Forums, Audit Plans and Risk Management.	Whilst there is good overall progress in governance arrangements the department have 1 measure not on course to achieve relating to the delivery of Risk Control Actions by due date. This is being actively managed by the Council's Risk and Audit Manager.
Vision and Strategic Direction	
Resource Plan Objective	Progress
Contribute to the Council's sustainability work through responsible procurement practices.	Procurement Managers position has been filled and the management structure to apply the procurement strategy is in place.

5. Progress to date

5.1. The Resource has 93 measures outlined in our Resource Plan which relate to the delivery of its objectives in relation to the appropriate Corporate Improvement Theme as detailed in Section 4. Progress on all measures is noted at Appendix 1.

5.2. **Corporate Improvement Theme – Efficient and Effective Use of Resources**

The Resource has 41 measures pertaining to Efficient and effective use of resources. As at the end of Quarter 2, 38 measures are classified as 'green' (achieved or on course to achieve. 1 measure is noted as being reported at the end of the financial year. The two remaining measures are marked as Amber (minor slippage) and are noted as follows,

Efficient and effective use of resources			
Maintain and refine as appropriate financial management and corporate governance arrangements relating to the Council's short and long-term financial strategies			
Action	Measure	Progress	Management Action
Core business relating to Finance and IT Resources – IT Services	98% of hardware installs will be achieved within SLA	The hardware installation rate has fallen below target of 98% to 92%.	This was due to a scarcity of Laptops supplies in the second quarter. Being actively managed via the Desktop Contract and causing no longer term concern.
	Overall user satisfaction on IT Training to exceed 95% at any given time.	Training satisfaction levels have fallen below the target of 95% to 94%	Slight slip below an increased target this year. Being actively managed.

5.3. **Corporate Improvement Theme – Performance Management and Improvement**

The Resource has 22 measures pertaining to Performance Management and Improvement. As at the end of Quarter 2, all 22 measures are classified as 'green' (achieved or on course to achieve). This reflects well on the general progress made on Best Value and Improvement work since the Audit of Best Value and Community Planning.

5.4. **Corporate Improvement Theme – Governance and Accountability**

The Resource has 9 measures pertaining to Governance and Accountability. As at the end of Quarter 2, 6 measures are classified as 'green' (achieved or on course to achieve). 2 measures are noted as being reported as Amber (minor slippage) and 1 measure is reported as red.

Governance and Accountability			
Ensure that high standards of governance are being exercised (through the use of scrutiny forums, audit plans and risk management)			
Action	Measure	Progress	Management Action
Promote corporate governance and standards	Complete Resource governance Self Assessment and declaration by due date and develop actions to address non-compliant areas.	The self assessment and declaration aspect is complete, however there is no action plan at Resource Level.	Minor slippage causing no longer term concern. Being actively managed by Resource Management Team.
Promote corporate governance and standards	Half yearly reporting to Risk and Audit Forum by nominated lead officers on progress made on Council's top 20 risks.	Report on top 20 risks went to CMT on 23 July. Some progress with issues, but further report to CMT in November will address these.	Minor slippage causing no longer term concern. Being actively managed by Resource Management Team.
Promote corporate governance and standards	Delivery of Risk Control Actions by due date.	Not yet reporting to full Council. For Finance and IT 43% are complete and 57% remain open.	This is major slippage and is being actively managed to increase percentages for Q3.

5.5. **Corporate Improvement Theme – Vision and Strategic Direction**

The Resource has 21 measures pertaining to Vision and Strategic Direction. As at the end of Quarter 2, 15 measures are classified as 'green' (achieved or on course to achieve) and a further 6 measures will be reported at the end of the financial year. This reflects well on the commitment by Finance and Information Technology Resources to Council initiatives such as Sustainable Development and Equalities.

6. **Financial Information**

6.1. The Revenue Budget position for the Resource is noted below

Total Budget	Forecast Year to date	Actual Year to date	Variance explanation
£15.188m	£7.910m	£7.783m	• n/a

6.2. The Capital Budget position is noted below

Total Budget	Forecast Year to date	Actual Year to date	Variance explanation
£1.559m	£0.858m	£0.754m	• n/a

7. **Employee Implications**

7.1. There are no personnel implications arising from this report, other than a direct link to the Performance and Development Review process.

8. Financial Implications

- 8.1. Resource Plan objectives and more detailed Service Plans inform financial planning within the Resource. There are however no specific financial implications arising from this particular report and priorities have been delivered within existing revenue and capital resources.

9. Other Implications

- 9.1. None.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.
- 10.2. There is also no requirement to undertake any consultation in terms of the information contained in this report.

Linda Hardie

Executive Director (Finance and Information Technology Resources)

3 November 2009

Link(s) to Council Values and Objectives

- ♦ Value: Accountable, effective and efficient

Previous References

- ♦ Finance and Information Technology Resources Committee 7 July 2009

List of Background Papers

- ♦ Finance and Information Technology Resource Plan 2009 - 2010

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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