

Report No. **11/14**  
Audit & Corporate Services Review Committee

**REPORT OF THE BUSINESS & PERFORMANCE MANAGER**

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**SUBJECT: PERFORMANCE REPORT FOR THE PERIOD ENDING 30<sup>th</sup> JUNE 2014**

Introduction

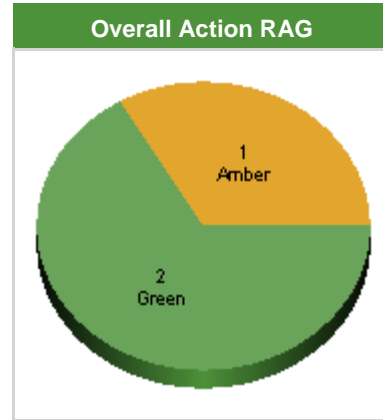
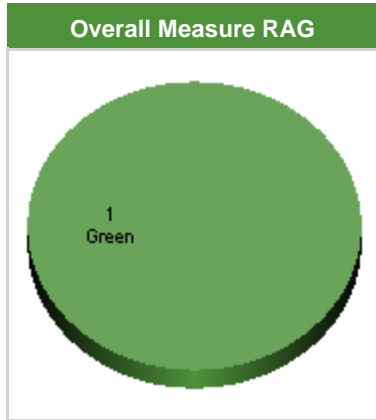
The following report presents the performance to date for the Authority's Corporate Services for the first three months of the financial year. As the following detailed report shows, most performance is on target, although some activities are not scheduled to commence until later in the year, and some data is not yet complete.

**Recommendation: Members are requested to RECEIVE and COMMENT on the Performance Report.**

*(For further information contact Alan Hare –Business & Performance Manager on ext 4810)*

# Performance Report - Corporate Services

## 10.Finance

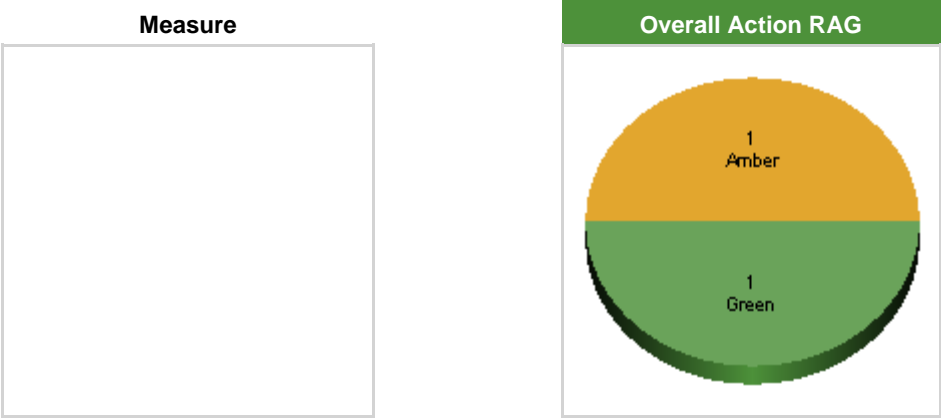


Measure	Unit of Measure	Current Period June 2014			
		Actual	Target	RAG	Comment
% Invoices Paid on time	%	97.87	97.00	Green	

Action	Current Period June 2014		
	% Complete	RAG	Comment
10.Closure of 2013/14 Annual Accounts & ISA 260 report	60	Green	Draft accounts prepared and undergoing initial audit.
20.Installation of new EPOS systems		Amber	Reviewing possible system in July, unlikely to be installed for this financial year.
30.Monthly Financial Management	25	Green	Financial performance in line with expectation

# Performance Report - Corporate Services

## 20.Performance Management

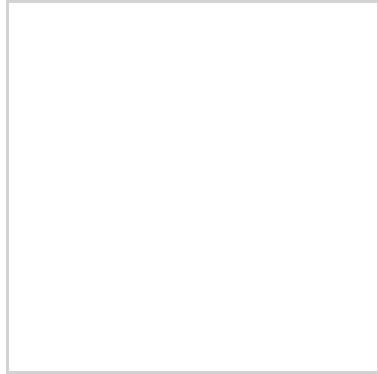


Action	Current Period June 2014		
	% Complete	RAG	Comment
10.Publish Improvement Plans	70	Green	Improvement Plan Part 1 published, and Part 2 draft almost complete.
20.Business Continuity Plans	10	Amber	No further progress.

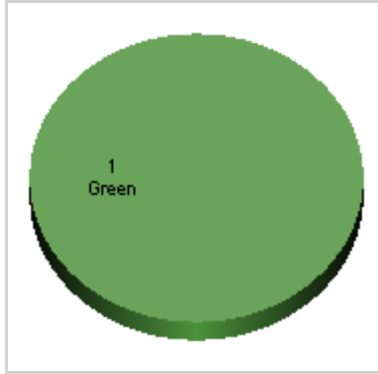
# Performance Report - Corporate Services

30.SDF

Measure



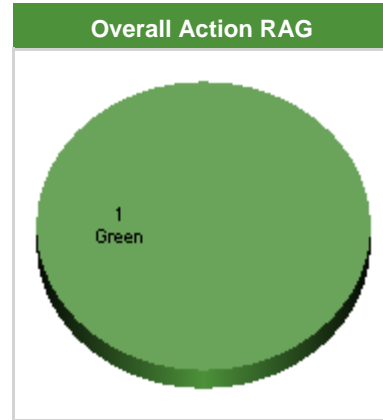
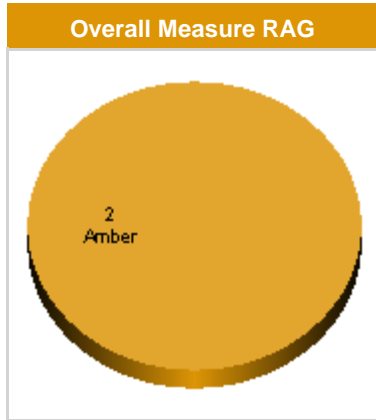
Overall Action RAG



Action	Current Period June 2014		
	% Complete	RAG	Comment
10.Commit all SDF funds	80	Green	£27,0984 underspend carried over from 2013/14 available. Applications invited for September SDF Committee.

# Performance Report - Corporate Services

40. HR

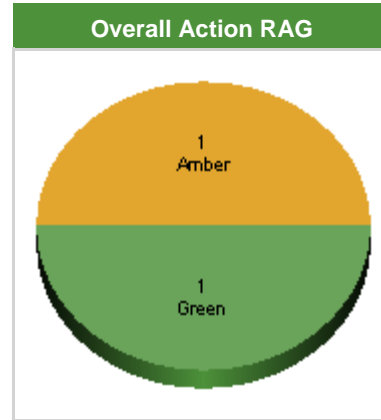
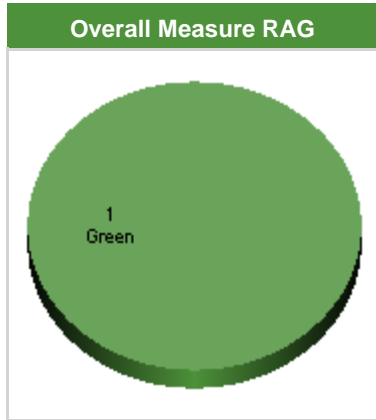


Measure	Unit of Measure	Current Period June 2014			
		Actual	Target	RAG	Comment
Days lost /fte qrtly	#	1.75	1.50	Amber	Performance improving - several employees on long term sick have now left the Authority.
H&S Incidents	#	16.00	10.00	Amber	No serious accidents reported. A few minor injuries and mostly incidents (near misses).

Action	Current Period June 2014		
	% Complete	RAG	Comment
20. Management Training Programme	5	Green	Training requirements being analysed following staff appraisals.

# Performance Report - Corporate Services

## 50.Democratic Services



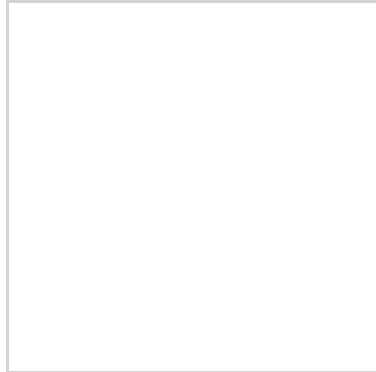
Measure	Unit of Measure	Current Period June 2014			
		Actual	Target	RAG	Comment
Members attendance YTD	%	86.61	75.00	Green	

Action	Current Period June 2014		
	% Complete	RAG	Comment
10.Members Charter	90	Green	Application to be submitted during summer
20.Socio-economic scrutiny	10	Amber	SNP investigating possible research project with a university.

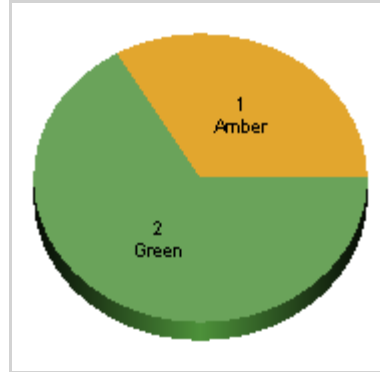
# Performance Report - Corporate Services

60. IT

Measure



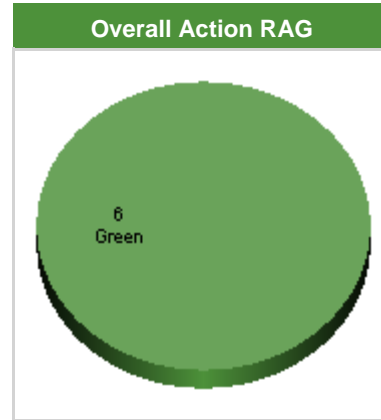
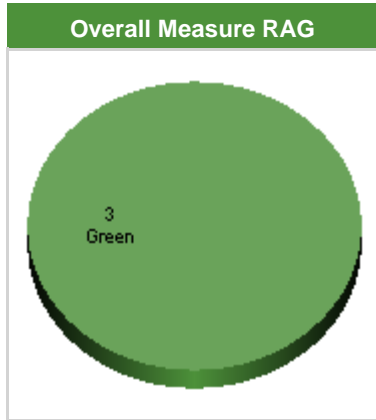
Overall Action RAG



Action	Current Period June 2014		
	% Complete	RAG	Comment
10.Document Management		Amber	On hold pending review of joint working with PCC
20.Disaster Recovery		Green	Further work on virtualisation off servers at HQ and in DR centre in Tenby. Test provisionally planned for October.
30.Security, network management, upgrades	25	Green	Routine implementation and upgrades undertaken.

# Performance Report - Corporate Services

## 70.Comms & Marketing



Measure	Unit of Measure	Current Period June 2014			
		Actual	Target	RAG	Comment
# Social Media A/cs	#	12235.00	12100.00	Green	
% of positive / neutral media coverage ytd	#	98.75	80.00	Green	
Web Hits Ytd	#	113489.00	93800.00	Green	

Action	Current Period June 2014		
	% Complete	RAG	Comment
35.Public Consultation	20	Green	Consultation Strategy approved by NPA. Citizens Panel results received. On-line consultation being prepared.
40.NPA stand at National Eisteddfod	50	Green	Working with BBNPA & SNPA to prepare stand.
30.Develop Marketing Plan for Origins Project	5	Green	Limited progress due to other work load.
10.Promote Peter Blake Exhibition	100	Green	Exhibition successfully launched with significant media coverage. Preparing promotion on Wales On-Line during summer.



20.NPA stand at Pembrokeshire County Show	70	Green	Final details being prepared.
50. Coast to Coast 2015	5	Green	Commenced planning for next edition.