

## CONSUMER FOCUS FINANCE AND OPERATIONS

Director Finance and Operations: Graham Clark

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### 1 ACCOMPLISHMENTS SINCE LAST BOARD MEETING

#### 1.1 Finance

- Budgets and phasing completed for post cuts budget
- Management Accounts produced for new structure and budget

#### 1.2 HR

- HRPro system build and data migration complete
- Policy consultation process complete
- Competency framework under review
- Redundancy process completed for 10 Regional Managers
- Equality and diversity audit undertaken, Info now held for 74% of employees
- Introduced cycle to work scheme

#### 1.3 IT

- IT Service Desk in July – 529 incoming requests, 528 completed, 172 pending
- Service availability in July – 99.977% overall availability during operational hours
- Updated *IT Security Policies* and *IT Acceptable Use Policy* launched
- Switch from McAfee anti-virus to NOD32 anti-virus is underway, this product has a lower system overhead so will improve performance and the annual costs are 60% lower than McAfee
- Further review of who needs a mobile phone has resulted in cancellation of 29 handsets/data dongles

#### 1.4 Properties

- Disposal in progress for Ex Energywatch building in Bournemouth
- New premises for offices in London and Cardiff identified. CFW Board agreement in principle, satisfactory site visit and access improvements agreed. Two options for London awaiting Board decision.

#### 1.5 Legal

- Work on ownership of intellectual property for NSMC and registering brand to secure self sufficient future income. Advice on powers to undertake commercial work in future.
- Defence prepared to Employment Tribunal claim from ex employee.

## **2 CHALLENGES RUNNING UP TO NEXT BOARD MEETING**

### **2.1 Finance**

- Loading budget onto the finance system to automate monthly reports to increase speed and quality of reporting

### **2.2 HR**

- HRPro data cleansing and workflow build
- Management of employment tribunal claim
- Potential staff implications from Landscape review, NSMC review and CSR
- Pay remit

### **2.3 IT**

- IT Q&A sessions in London, Glasgow and Cardiff
- Internal audit of covering Data Assurance and Security starts 02/09/10
- Security and data handling requirements of access to Consumer Direct data.

### **2.4 Legacy Properties**

- Completing Bournemouth disposal.
- Securing new offices in London & Cardiff and planning office moves.

### **2.5 Legal**

- Defending the Employment Tribunal claim by ex employee.
- Defending the challenge to the CF brand and logo
- Continuing to work on implications and different models for NSMC post 1<sup>st</sup> April 2011