

CONSUMER FOCUS FINANCE AND OPERATIONS

Director Finance and Operations: Graham Clark

1 ACCOMPLISHMENTS SINCE LAST BOARD MEETING

1.1 Finance

- External Interim Audit carried out by NAO during the weeks either side of the office move. Verbal report suggests no major issues and substantial work cleared down on the first 9 months activity.
- Year end preparation activities under way.
- CLOS activity increasing including beginning to map our account codes to the BIS Chart of Accounts
- Office moves went well

1.2 HR

- Launched voluntary scheme. Selected and actioned voluntary redundancy applications, including final notice and compensation payments.
- Developed and consulted on a compulsory redundancy scheme, including selection criteria. This was approved by BIS and Cabinet Office on 23 February 2011.
- Completed consultation on the 8 positions identified as potentially redundant due to the change in organisational needs for the future. All positions were confirmed as compulsorily redundant.
- Conducted 13 (100% attendance) second/final individual one-to-one consultations with those identified as compulsory redundancy and those in generic selection pools of generic positions identified as compulsory redundant. This enabled them to discuss the specific implications of redundancies in relation to their individual circumstances.
- Conducted appeal hearings for both compulsory and voluntary redundancy selections.
- Issued final notice to those confirmed as compulsorily redundant, including notification of compensation payments.
- Consulted and launched redeployment scheme.
- Assessed and confirmed actual vacancies across the organisation, categorising these by core, compliance and value added. This included disestablishing valued added or unfunded vacancies and reserving vacancies for those in the redeployment pool.
- Undertook job matching exercises for all employees under notice of compulsory redundancy with suitable reserved vacancies. This resulted in no job matches.
- Developed and issued guidance to the approach to filling vacancies, in line with the redeployment scheme, reshaping or changes to work allocation in London, and the public sector recruitment freeze.
- All remaining staff taken 'off risk'

1.3 IT

- IT service Desk: February 363 incoming requests, 344 completed requests, 194 pending requests left at the end of the month
- Service availability: 99.933% during February
- Cardiff office relocation – New comms room build, salvage of pre-existing data cabling, IT equipment and telecoms moved
- London office relocation – New comms room build, new data cabling installed, IT equipment and telecoms moved

- Data Centre relocation –Core IT infrastructure moved from North London data centre to Portcullis House office in Cardiff
- Wide area network migration – Commission of new network provided by Exponential-E connecting all CF sites, migration of systems and data from the old THUS network.
- New phone system – Commissioning of new hosted telephony solution for all CF sites (excluding Belfast). Migration of all existing DDI ranges from BT to new hosted platform. Deployment of new handsets and training to all staff. New Reception arrangements for London office

1.4 Properties

- Over the weekend of 26/27 February both London and Cardiff offices moved to their new locations. This has allowed an accommodation cost saving of £590k per annum in London and £76k per annum at Cardiff. This is in addition to the £200k per annum saving made by IT changes.
- Landlords works to improve disabled access at Cardiff have been delayed by Mapeley despite their own internal attempts to mobilise. This is being pursued on a daily basis.

2 CHALLENGES RUNNING UP TO NEXT BOARD MEETING

2.1 Finance

- Year end build up now in progress
- Budget preparations commencing, including breaking high level down to detailed departmental budgets and uploading the approved budgets into the accounting system.
- Plan NSMC segregation and management of processes during 2011/12
- Review efficiency projects in light of 2013 close down are there any that will pay back in the extended time scale?
- CLOS activity increasing

2.2 HR

- Recruit to business critical vacancies, following redeployment, deployment and civil service guidelines.
- Progress and support learning and development in line with budget allocations for 2011/2012, to aid employee personal development and promote retention.
- Project manage the HR implications in relation to Waterwatch
- Gather evidence and data reconciliation to demonstrate corporate governance to Cabinet Office for continuation of our existing AOC responsibilities.
- Initiate annual appraisal cycle, including collation and analysis of indicative ratings ready for individual formal appraisal meetings.

2.3 IT

- Hardware audits – Ensure IT asset registers are up to date and reflect all changes as a result of the recent office moves.
- Microsoft annual audit – Full audit of all Microsoft products and licences in use required for the annual True-up process that forms part of our enterprise audit.
- Procedure and documentation review – Update IT processes and procedures to reflect the change of phone system, wide area network and data centre hosting arrangements