

CONSUMER FOCUS FINANCE AND OPERATIONS

Director Finance and Operations: Graham Clark

1 ACCOMPLISHMENTS SINCE LAST BOARD MEETING

1.1 Finance

- Supported CLOS (Clear Line of Sight) project – potential significant changes to requirements in future.
- Internal Audit carried out by Tribal Week ended 21/01/11– awaiting report, verbal confirmation that there were no major issues but the report will contain efficiency improvement points.
- Programme Management monthly review process up and running.
- Additional cash forecasting requirements from Department for Business Innovation and Skills - this has not been an issue so far but all indications are the requirements will increase in the future.

1.2 HR

- Developed and consulted on a voluntary redundancy scheme which includes comprehensive selection criteria. This was approved by BIS and Cabinet Office on 3 February.
- First & Second level matrix have been developed to categorise the organisation, into areas of the business that are considered core, compliance and value added to help determine which roles may be required in the future. This has also been consulted on and communicated to employees.
- 8 positions have been identified as potentially redundant separate to the redundancies as a result of the spending review, these have come about as the shape of the organisation has contracted and changes. The positions are currently subject to consultation.
- 22 workshops delivered throughout December to all locations providing an opportunity for questions and answers on the reduction process.
- 160 (90%) employees took up the opportunity of individual one-to-one consultations with HR and met with them to discuss the implications of redundancies in relation to their individual circumstances.
- Developed and released for consultation a redeployment scheme.
- Equal Pay Review conducted and reported on which indicated we do not have organisational gender pay issues. This has been published on our intranet and internet sites.

1.3 IT

- IT Service Desk: December – 380 incoming requests, 423 completed, 115 pending.
- Service availability: December – 99.968%
- Design of a new wide area network and telecoms solution which will reduce costs by £200k a year. This will be implemented in conjunction with the Cardiff and London office moves

1.4 Properties

- Difficulties with approval of aspects of the work by the superior landlord at Portcullis led to a delay in starting work. This has now been resolved but the timescales are now tight.

- Both Artillery House and Capital Tower staff are being asked to weed and recycle or archive files in preparation for the moves on the last Friday of February. Dilapidations of £130k (down from £300k) have been agreed at Artillery and negotiations are underway at Capital Tower. Fitout costs are £15K at Fleetbank House and £72k at Portcullis.

1.5 Legal

- Employment Tribunal deferred due to availability of judge. New dates to be confirmed.
- In December the Trade Marks Office confirmed suspension of proceedings for an initial period of three months to 18th March 2011.
- At that stage we can apply for further suspension if the future for Consumer Focus and our branding devices remains uncertain. Given that the consultation on the consumer landscape is unlikely to be in the public domain at that stage we are likely to apply for a further postponement. We can do continue to apply for a postponement at 3 month intervals thereafter.

2 CHALLENGES RUNNING UP TO NEXT BOARD MEETING

2.1 Finance

- Interim External Audit to start end of Feb during the office move which will bring unusual challenges
- Support to the earned income projects in Scotland for forecasting and budget preparation
- Plan NSMC segregation and management of processes during 2011/12
- Preparations for Year end begin
- Budget work will ramp up in resource requirements

2.2 HR

- Open voluntary redundancy scheme
- Select and action voluntary applications to include final letters/interviews with individuals
- Consultation on redeployment scheme
- Develop and consult detail of compulsory redundancy process and release for BIS/Cabinet office approval
- Determine positions that are agreed as redundant and manage implications with those individuals affected
- Project manage the HR implications in relation to Waterwatch

2.3 IT

- London office move planning and execution
- Cardiff office move planning and execution
- Implementation of new wide area network solution
- Implementation of new phone system
- Movement of core infrastructure from third party data centre in North London to Portcullis House, Cardiff