

Meeting:	Performance and Finance
Date:	29 October 2008
Subject:	By exception: Officers' report on performance in Corporate Finance
Key Decision: (Executive-side only)	No
Responsible Officer:	Greg Foley – Divisional Director Shared Services
Portfolio Holder:	Councillor David Ashton
Exempt:	No
Enclosures:	None

SECTION 1 – SUMMARY AND RECOMMENDATIONS

This report sets out key points in relation to ERP performance issues.

RECOMMENDATIONS:

- a) That the report, plan, summary and presentation be noted.

SECTION 2 - REPORT

Background

Following information made available at the Improvement Board papers for Quarter 1 and the Chairman' briefing dated 22 September 2008, officers were asked to provide an update to the next Committee meeting.

Current situation

This report is being provided to give members an insight into performance issues identified by the Chairman and Vice-Chairman at a recent meeting.

This report presents officers' responses to a standard set of questions relating to the issue under discussion.

Why a change is needed

In performance terms, it has been established that this issue meets the "by exception" criteria established by Performance and Finance to govern which issues are considered by the Sub-Committee. As such, there is a significant need established for improvement.

Main options

Findings and recommendations pertaining to this issue will be discussed at committee. Members may:

1. Make comments and recommendations as appropriate, and decide to escalate the issue to Overview and Scrutiny, for that committee to commission work on the subject.
2. Make comments and recommendations as appropriate, and resolve to consider the item again only insofar as it meets the "by exception" criteria in the future.
3. As above, but request that performance information on this issue be – where possible – be made available monthly to permit the Chairman and Vice-Chairman to monitor this matter closely.

The option to request that another report to be made available to the next meeting of the sub-committee will not be available, as performance issues are only escalated to this body if they meet the "by exception" criteria on each occasion the committee comes to consider the relevant item.

Other options considered

Not applicable

Recommendation: - that the information provided through this report, summary and officer's presentation be considered by members of the sub-committee, for recommendations to be made and, if necessary, for issues to be escalated to Overview and Scrutiny Committee for their consideration.

Considerations

Resources, costs and risks: none

Staffing/workforce: none

Equalities impact: none specific

Legal comments: none

Community safety: none

Financial Implications

None specific to report.

Performance Issues

Clarity in terms of ERP and associated areas for improvement has been provided with the publication of the ERP Development Plan.

Issue	Officer comment
How will performance be improved? Is an improvement plan a) in place and b) being followed?	ECC reporting has recently passed to Shared Services for managing going forward. Much work needs to be undertaken to initially capture the reporting issues and then develop a robust plan for moving reporting forward. This forms an integral element of the ERP Development Plan.
What resources are being put in place to deliver these improvements?	The authority is assessing all ERP Development Plan resourcing issues and will identify appropriate resources to ensure that the plan meets its intended outcomes and service enhancements.
How, if at all, will other PIs or services be affected – positively or negatively – either by this performance, or by any redirection of resources to alter this performance?	Delivery of the plan will result in significant positive service improvements for Harrow client departments and customers.

How are residents and service users impacted?	Business customers will see improvements in service delivery.
How will the success of the improvement plan be monitored?	The ERP Development Plan has clearly captured objective performance outcomes and timelines against which the success of developments will be judged.
How are the service / council's finances affected by this performance issue and by the steps put in place to improve performance?	Not applicable
What impact will there be on partners (statutory and otherwise)?	Partner interactions are captured as part of the ERP Development plan

SECTION 3 - STATUTORY OFFICER CLEARANCE

Name: Myfanwy Barrett	<input checked="" type="checkbox"/>	Chief Financial Officer
Date: 21 October 2008		
Name: Hugh Peart	<input checked="" type="checkbox"/>	Monitoring Officer
Date: 22 October 2008		

SECTION 4 - CONTACT DETAILS AND BACKGROUND PAPERS

Contact: Ed Hammond, Scrutiny Officer, Strategic and Performance
020 8420 9205: ed.hammond@harrow.gov.uk

Background Papers:
ERP Development Plan summary
ERP Development Plan
ERP Development Plan presentation

List scorecards considered

IF APPROPRIATE, does the report include the following considerations?

1.	Consultation	YES/ NO
2.	Corporate Priorities	YES / NO
3.	Manifesto Pledge Reference Number	