

Quarterly Progress Report



Team:	Resources and change team
Quarter:	3
Agenda Item:	6.2.10
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1. What have we done

Planned activity:

Finance

- **Variance in expenditure in the quarter to December 2009 was a unfavourable variance of 0.1% (Target: 5%) on Rail Passenger Expenditure and 7.5% on Bus Passenger Expenditure (Target: 5%)**
- **96% of invoices within 30 days (target: 98%) 16 out of 380 missed target mainly due to the postal strike in October. Year to date achievement is 98.4% paid on time.**
- **94% of expenses paid within 10 working days (target: 100%) 7 out of 116 missed target mainly due to the postal strike in October. Year to date achievement is 97% of expenses paid within 10 working days**
- Monthly management accounts issued on time and all monthly budget holder declarations returned
- All monthly finance returns and grant claims submitted to the Department for Transport on time
- Shadow 2008-09 accounts completed to comply with the requirements of International Financial Reporting Standards with an unqualified report for Trigger Point 4

Human Resources

- **Unplanned absence due to sickness, including long term sickness) was 2% (national average 3.5%)**
- Recruitment for six posts including Bus Passenger Director, Senior Passenger Adviser, Development Manager (Maternity Cover), Bus Press Officer, Communications Officer, Rail Passenger Director Executive Assistant
- Recruitment partner appointed
- Lone worker training completed

Facilities and IT

- Research Framework Agreement procurement advice
- New London offices identified

- All IT help desk requests responded to within Service Level Agreement targets

Change

- Staff consultation completed for organisation changes to implement bus passenger representation
- Second change survey completed
- Second Bus pilot measurement completed
- Five editions of the change newsletter 'Interchange' issued
- High level process benchmarking completed

2. Issues

Finance

Any additional costs for office moves in London and Manchester incurred in 2009-10 which can't be accommodated in the current budgets

3. Coming up in the next quarter

Finance

- Finalise budgets for 2010-11
- Report on efficiency review

Human Resources

- Recruitment for 12 posts including bus passenger staff
- Competency framework
- Staff forum
- Pay remit and Bonus scheme

Facilities and IT

- Property move in London to implement (finalise agreement and procure refit contract)
- Data encryption implementation and training
- Implement offsite hosting of IT servers to improve resilience, flexibility and capacity of the network and servers

Change

- Consult with passenger link managers about restructuring
- Implement business process changes required to support bus and rail passenger representation from April
- Interchange including planned changes to passenger link team