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Management Board

Risk Monitoring and Performance Information Monthly Report

June 2008

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Office of the Chief Executive
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Executive Summary

1.   Introduction – the addition of risk monitoring

1.1   In May, the Management Board discussed how risks could be presented in a better way. The attached risk heat maps are the first attempt to relay the House risk profile to the Management Board in an easier to read format.

1.2   As well as a heat map for the corporate-level risks, a heat map is also included showing the top two risks submitted by each Department. Those risks in blue link directly into the corporate risks. This should go some way towards implementing a risk escalation process that allows the Management Board to get a feel of what risks departments are having concerns about and allows for risks to move up and down the organisation.

1.3   Future reports will provide more details on the status of the risk, the basis on which the risks are scored and any changes since the last review.

1.4   The Board is invited to comment on the new approach.

2.   Summary of performance

2.1   The table summarising the performance indicators against target and trend can be found at the foot of the dashboard.

3.   Possible items for discussion

3.1   The Board is invited to consider the following as possible points for discussion (which are highlighted in grey on the dashboard, and the activity measures table):

- there was a marked improvement in the **number of Members' claims paid within 8 days** in May, helped by the reversal in the decision requiring substantial background information to be recorded for each claim. However, the target was missed by a wide margin for the month as a whole. In terms of **risks**, DR rated reputational risk as 4 for both impact and probability, although this was unchanged since DR last reviewed it;
- the target for answering **deadlined Library enquiries** was missed by a relatively small margin in May after several months of strong performance;
- two **Freedom of Information enquiries** were not answered within the statutory timeframe (missed by one and two days respectively) at a time when the number of enquiries remained high. This performance could be linked to the DR risk on its reputation (see above);

- for the **time taken to answer calls to the PICT Service Desk**, in May there was a significant improvement in the previous four months and the series is heading back towards target;
- **energy usage was higher than target** in May, for the seventh month out of eight.

3.2 Looking at the activity measures:

- **average pages per sitting day for Hansard** was 32% higher for March to May compared to the same period last year;
- the number of **online Library Research Papers downloaded** was 40% lower on average per month during March to May 2008 compared to the same period last year, which, on the face of it, appears a large drop;
- expenditure on works projects dropped to below £½ million in both April and May, considerably less than in April and May 2007.

4. Items of notes on the data

4.1 Because of inconsistencies in how departmental HR staff defined staff as being on inter-departmental loan, no data has been provided on this series for this month. These inconsistencies keep arising despite clear instructions on the spreadsheet as to what defines a loan, and, for ease of reference, the previous month's entry by departments (both in terms of the total figure and the names of staff involved). It is hoped to provide this data again in July.

4.2 There is again no data on the number of invoices paid within 30 days for May due to increased work loads for Financial Processing as they subsume the work of the FP4 (former SaA) team, plus issues arising from the realignment of the Commons Service.

Corporate risks

Impact					
5 Catastrophic					
4 Major			4☹	1☹	
3 Moderate			3☹ 6☹ 8☺ 5☺	2☹ 7☺☹	
2 Minor					
1 Insignificant					
Impact	**1** Rare	**2** Unlikely	**3** Possible	**4** Likely	**5** Almost certain
	Likelihood				

No.	Corporate Risk	Related Dept Risk No	Likelihood	Impact	Current Corp Risk Level	Change Since Last Review
1	Terrorist attack	DCCS1	4	4	16	↔
2	Unplanned event (e.g. fire, flood, public disorder, health epidemic, etc).	PICT2	4	3	12	↔
3	Major IT breakdown or the failure to develop an IT infrastructure that is robust	DCCS2 DIS3 PICT3	3	3	9	↔
4	Organisational and cultural change	DR8 FAC4	3	4	12	↔
5	Failing to comply with legal requirements, audit and accounting requirements, and /or through demonstrably poor value for money in the delivery of its services		3	3	6	↔
6	A major project or change programme		3	3	9	↔
7	Failing in contract procurement or supplier management.		4	3	12	↔
8	Conflicting demands of key stakeholders in the House and dependencies on the House of Lords		3	3	9	↔

Departmental risks

Impact		1 Rare	2 Unlikely	3 Possible	4 Likely	5 Almost certain
5 Catastrophic			DCCS 2	DCCS 1		
4 Major					DR 2 DR8 DIS 3 DF 4	PICT 2 PICT 3 DF 5
3 Moderate					DIS 6	
2 Minor						
1 Insignificant						
		1 Rare	2 Unlikely	3 Possible	4 Likely	5 Almost certain
				Likelihood		

Dept	No.		Likelihood	Impact	Current Corp Risk Level	Change since last reviewed
DR	2	Department develops a poor reputation amongst 1) Members and their staff and 2) staff and mgmt of the House	4	4	16	↔
DR	8	Review of Members' allowances and Tebbit changes distract us from our core services	4	4	16	↔
DCCS	1	Disruption to the work of the House or other services as a result of terrorist attack or other unplanned event.	3	5	15☹	NA
DCCS	2	Disruption to the work of the House as a result of a major IT breakdown	2	5	10☺	NA
DIS	3	Disruption to the work of the House as a result of a major IT breakdown	4	4	16☹	NA
DIS	6	Inadequate mgmt information	4	3	12☹	NA
DF	CRS 4	(Catering and Retail Services) The rate and nature of organisation and cultural change leads to a deterioration in services	4	4	16☺	↓
DF	Obj 3: Risk 5	Operational constraints may limit time for works	5	4	20☹	↔
PICT	2	Disruption as a result of an unplanned event (eg fire, flood, public disorder, epidemic etc)			20	↔
PICT	3	Disruption as a result of a major IT breakdown or failure to develop an IT infrastructure that is robust (HOC)			20	↔

Dashboard

	latest month	target		3mths to May 07	3mths to May 08	Notes
Primary objective 1: To provide the advice and services that enable the House and its committees to conduct their business effectively.						
Research Papers available in time for Second Reading	100.0%	100.0%		100.0%	100.0%	Data for 3 months to Apr 07 is figure for 2007/08
Select committee meetings (public and private)	98	–		304	317	
Public Bill (and DL and other Standing) committee meetings	40	–		110	95	
Hansard reports (Chamber) available overnight	100.0%	100.0%		100.0%	100.0%	
Network availability during core hours	100.0%	99.0%		100.0%	100.0%	
Primary objective 2: To provide the advice and services that enable individual Members (and their staff) to perform their parliamentary duties effectively.						
MPs' claims paid within eight days of receipt	67.7%	99.0%		n/a	58.8%	
Library enquiries answered within deadlines	94.2%	97.0%		96.9%	95.9%	
Library undeadlined enquiries answered within 10 w.d.	98.3%	90.0%		98.5%	98.3%	
Mail delivered before 2pm	99.0%	100.0%		85.7%	98.7%	
Primary objective 3: To promote public knowledge and understanding of the work and role of Parliament through the provision of information and access.						
Inward visits organised by the Overseas Office	11	–		27	40	
Members' visitors	12,524	–		34,226	38,182	
FoI requests answered or holding letter sent within 20 w.d.	92.0%	100.0%		98.3%	77.0%	
Calls to the HCIO answered within 20 seconds	85.3%	85.0%		90.2%	86.0%	
Supporting Areas						
Sick absence (average working days per person per year)	7.5	–		7.8	7.5	Apr06-Mar07 versus Apr-May08 only
Diversity as a % staff by ethnic background (% white)	76.8%	–		77.8%	76.8%	Snapshot in Apr 07 and May 08
Diversity as a % staff by gender (% male)	54.6%	–		54.7%	54.6%	Snapshot in Apr 07 and May 08
Health and Safety: number of injury accidents	no data	–		29	15	No data for May. Trend comparison: Mar-Apr only
Number of staff on interdepartmental loans	no data	–		15	no data	
Number of staff on external secondment (inward/outward)	16/8	–		n/a	16/8	Snapshot on 1 June
Undisputed invoices paid within 30 days	no data	100%		100.0%	96.4%	No data for May. Trend comparison: Mar only
IT security – % of intercepted emails that contained a virus	2.3%	–		0.6%	1.4%	
Average wait (seconds) for enquiries to PICT Service Desk	40	20		26.6	73.6	
% of all PICT cases resolved within deadline	83.5%	90.0%		n/a	82.1%	
Subsidy cost as a % of total RD costs	37.7%	33.2%		38.1%	41.0%	
Covers served	138,121	139,624		145,544	141,244	
Energy usage against target	10.5%	implicit		-14.1%	7.7%	
PWSD helpdesk – % of cases resolved within target	no data	–		87.7%	86.0%	
Cleaning performance (HoC)	88.3%	86.0%		89.1%	87.9%	
Cleaning performance (Mitie)	85.5%	86.0%		83.5%	84.3%	

		BOTH			
target met	3 (6)	3 (2)		2 (2)	improving trend
target almost met (within 2% points)	2 (1)	1 (2)		4 (6)	flat (within +/- 1%)
target not met by more than 2% points	3 (2)	4 (3)		4 (3)	deteriorating trend

Activity Measures

Month	Mar-07	Apr-07	May-07	Mar-08	Apr-08	May-08	Total/Average Mar-May 07	Mar-May 08	Change	
1. Supporting the House and its committees										
Sitting days	24	11	15	18	11	14	50	43	-14%	
Questions tabled	8,941	5,181	6,624	9,278	5466	5466	20,746	20,210	-3%	
Select Committee meetings	143	66	95	123	96	98	304	317	4%	
Public Bill and other (e.g. DL) Committee meetings	52	21	37	34	21	40	110	95	-14%	
Average pages per sitting day (Hansard)	449	584	472	632	604	678	486	640	32%	(d)
Average pages per sitting day (Vote Bundle)	280	276	317	274	374	324	290	316	9%	(d)
2.Supporting Members and their staff										
Permanent staff paid by Members †	2,493	2,496	2,495	2,694	2,563	2,553	2,495	2,603	4%	(b)
Recorded Library research enquiries	1,263	838	893	1,201	1,096	1,015	2,994	3,312	11%	
On-line Library research papers downloaded	193,035	186,349	143,326	88,962	91,321	131,132	174,237	103,805	-40%	(b)
Total enquiries to PWSD	3,890	2,585	3,064	2,993	3,273	(a)	9,539	6,266	-34%	
Total internal email traffic (million)	1.75	1.59	1.76	2.10	2.0	2.0	1.70	2.03	20%	(b)
Network availability (%)	100%	100%	100%	100%	100%	100%	100%	100%	0%	(b)
3. Providing information and access to the public										
Visitors through Central Tours Office	14,125	6,448	13,653	11,727	13931	12524	34,226	38,182	12%	
Visitors to public gallery	16,712	9151	14034	14,369	9378	10372	39,897	34,119	-14%	
Total enquiries from the public to HCIO	1,265	2,940	3,727	3,404	3,219	2,968	7,932	9,591	21%	
Visitors (page hits) to Commons website (million)	5.1	3.7	4.5	5.1	3.7	4.4	4.4	4.4	-1%	(b)
Visits to Explore Parliament page	46,444	31,592	40,197	42,090	42,116	33,198	118,233	117,404	-1%	
Enquiries to Parliamentary Archives	658	529	525	666	620	502	1,712	1,788	4%	
Logged Freedom of Information requests	18	9	22	54	39	43	49	136	178%	
of which: answered in 20 working days	95%	100%	100%	67%	72%	92%	98%	77%	-22%	(b)
4. Maintaining the heritage										
Ongoing works projects	55	30	34	54	(a)	(a)	55	54	-2% (c)	(b)
Expenditure on works projects (£000s)	18,806	1,166	2,333	14,300	470	481	22,305	15,250	-32% (c)	
5. Corporate										
Total House of Commons employees (FTE)	1,657	1,664	1,679	1,717	1,708	1,715	1,667	1,713	3%	(b)
New internal-only vacancy notices	16	1	3	6	7	5	20	18	-10%	
New simultaneous, and external-only campaigns	3	9	12	1	7	9	24	17	-29%	
Total number of meals served	190,605	96,206	149,821	174,402	111209	138121	145,544	141,244	-3%	(b)
Refreshment subsidy level (£000)	282	677	424	468.8	596.4	434	1,383	1,499	8%	
Monthly energy consumption on Parl Estate (kWh/m^2)	37.8	24.2	22.4	41.1	33.7	25.4	28.1	33.4	19%	(b)
Amount of waste recycled - fin year to date (%)	40.2	37.6	37.4	45.7	(a)	(a)	40.2	45.7	14% (d)	(b)

† Excludes casual, temporary secretarial and self-employed   (a) not available   (c) March and April comparison

(b) average   (d) March comparison

Primary Objective 1: To provide the advice and services that enable the House and its committees to conduct their business effectively.

The number of select committee meetings in May was comparable to last year, but much lower than May 2006.

Number of Select Committee hearings

☐ FY 2006/07

☐ FY 2007/08

☐ FY 2008/09

Number of select cttee meetings (public and private)
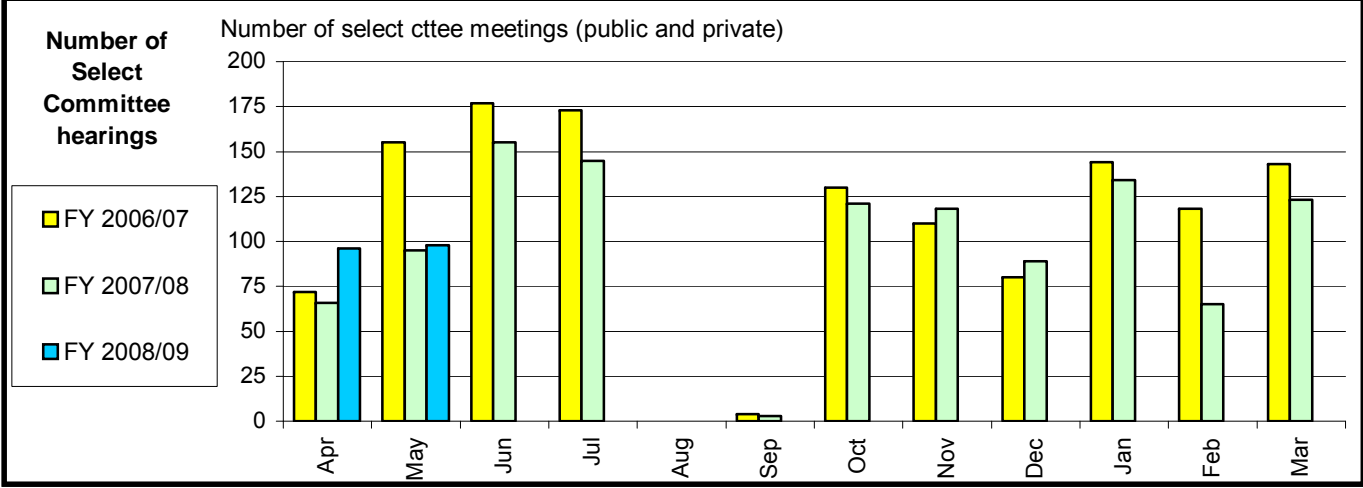
Network availability during core hours was 100% in April and May, after a lower recorded figure in March (thought to be a result of data logging software rather than any network problem)
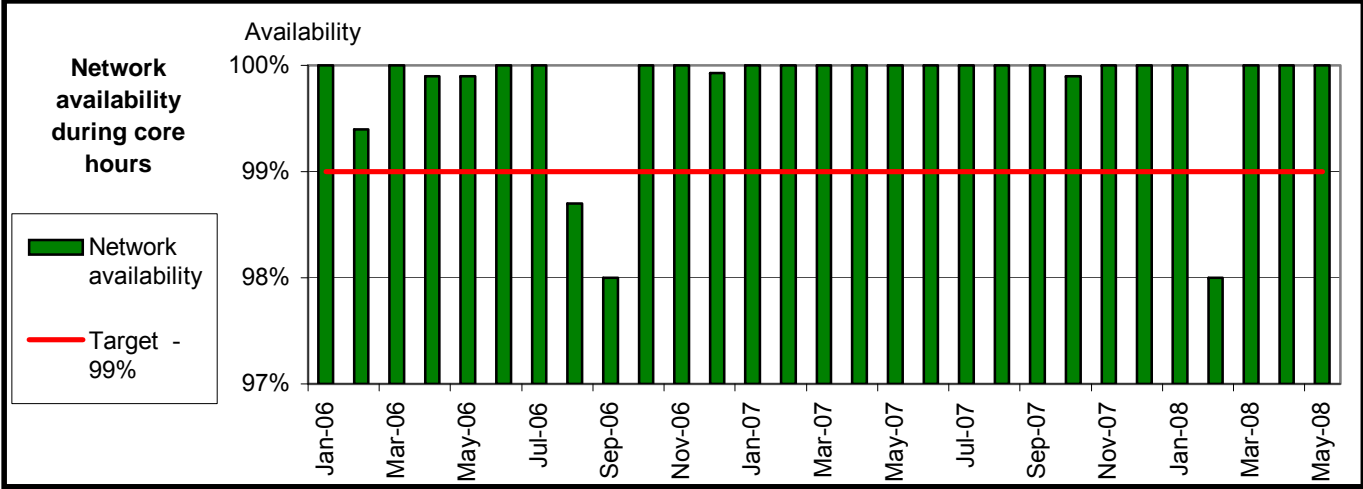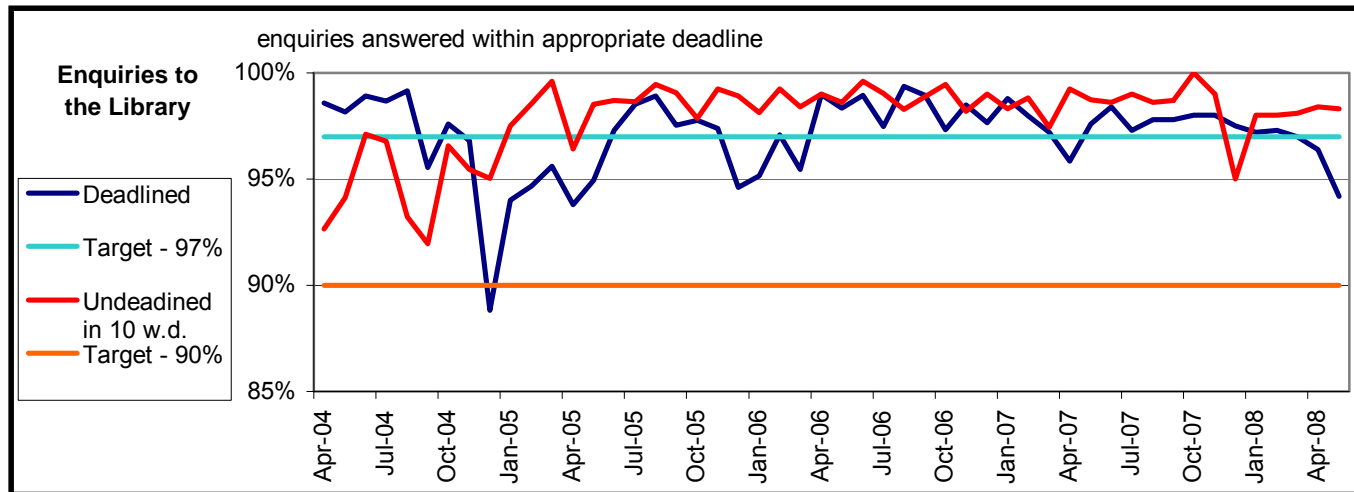
Network availability during core hours

■ Network availability

— Target - 99%

Availability

Primary Objective 2: To provide the advice and services that enable individual Members (and their staff) to perform their parliamentary duties effectively.

Performance improved markedly in May, helped by the reversal in the decision requiring substantial background information to be recorded for each claim. However, the target was missed by a wide margin for the month as a whole.

Members claims

processed and paid correctly within 8 working days

- Actual
- Target - 99%
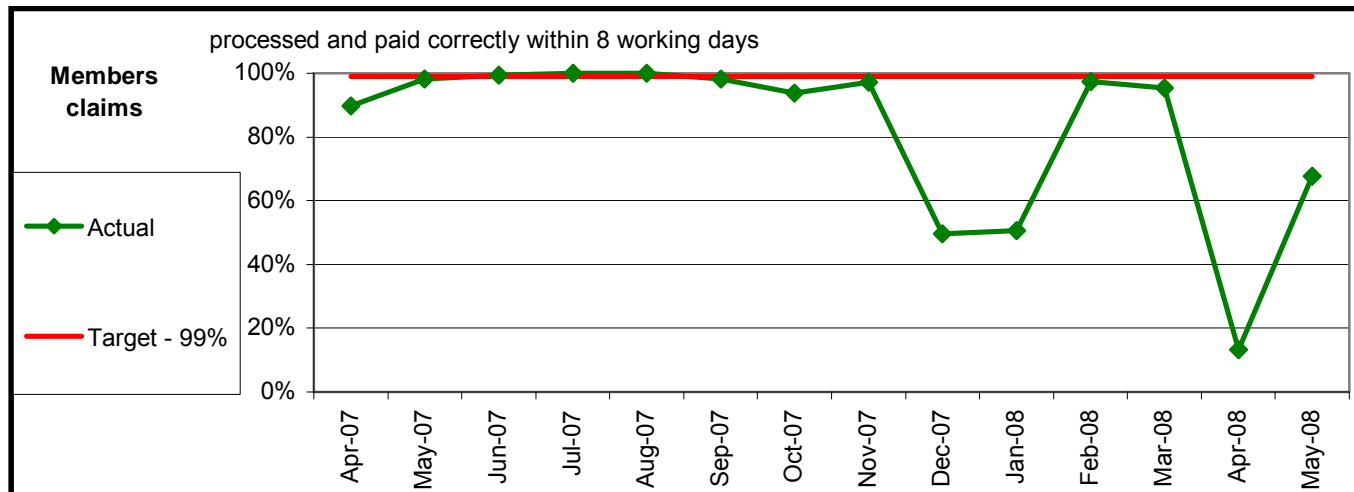
Deadlined enquiries missed the target of 97% in May, although undeadlined enquiry performance remained well above target.

Enquiries to the Library

enquiries answered within appropriate deadline

- Deadlined
- Target - 97%
- Undeadined in 10 w.d.
- Target - 90%

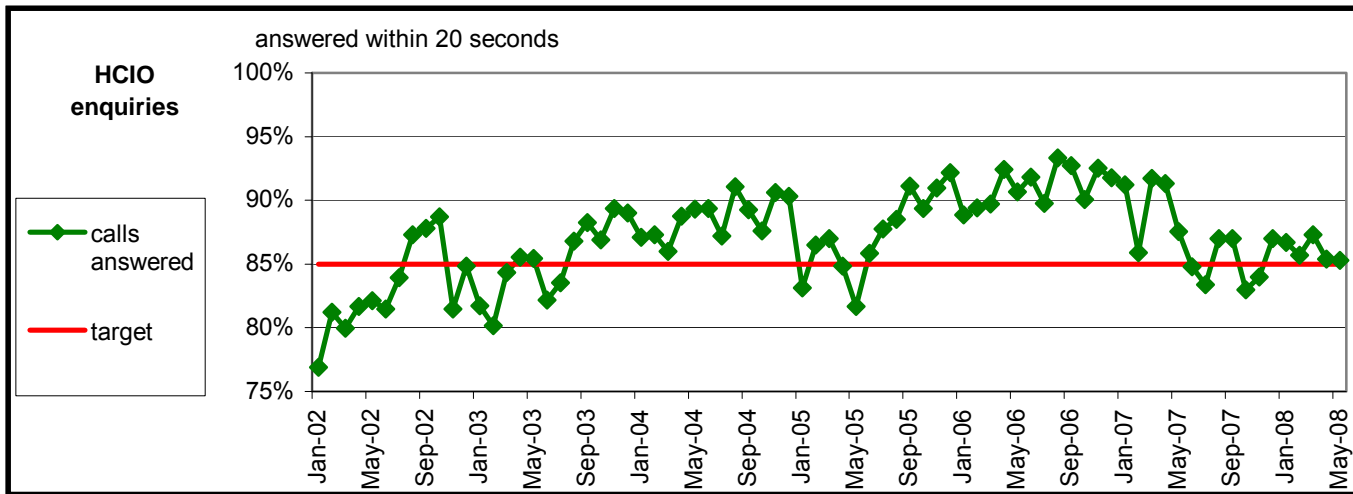<div style="background-color:green; color:white; text-align:center; padding:10px;">

Primary Objective 3: To promote public knowledge and understanding of the work and role of Parliament through the provision of information and access.

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The number of FoI requests remained at an elevated level. Two responses overran the 20 working day limit by one and two days respectively.

FoI requests

number of FoI requests
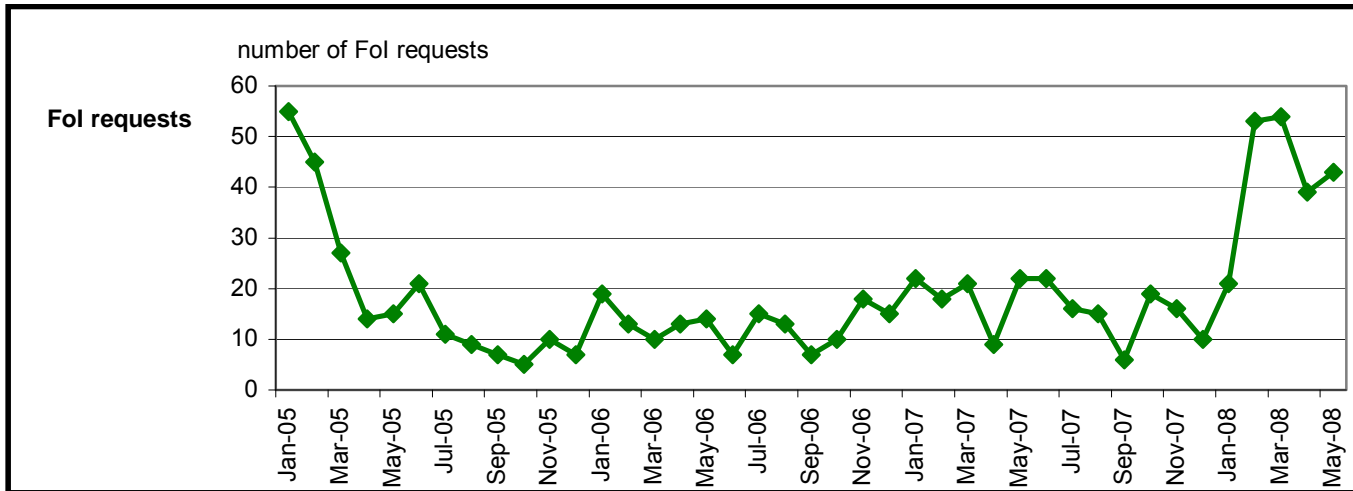
The HCIO managed to achieved its target again in May.

HCIO enquiries

answered within 20 seconds

- calls answered
- target

Supporting tasks

May's figure for the wait time to the Service Desk is a significant improvement over the performance achieved by the service desk in the previous four months and is heading back towards target. Recent improvements to resolving cases within deadline were consolidated.
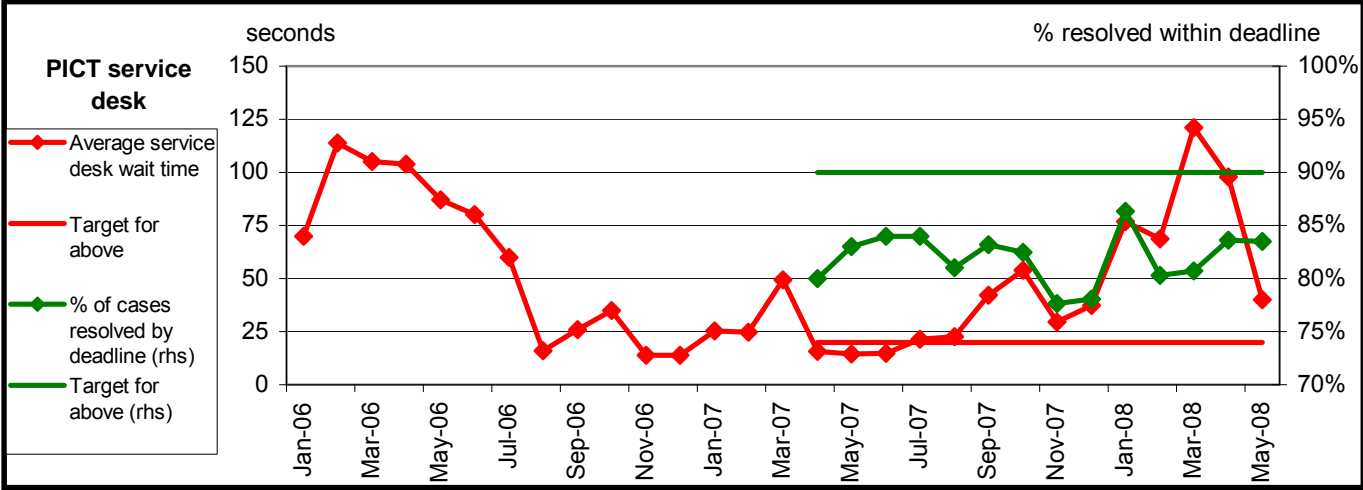
Energy consumption remained above target in May for the third consecutive month.