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Management Board

Risk Monitoring and Performance Information Monthly Report

January 2009

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Office of the Chief Executive
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Executive Summary

1. Risk monitoring

1.1 At the December Board meeting, the Management Board (MB) was uncertain as to the definition and purpose of "Board risks". To clarify, "Board risks" are risks (which may be from either the corporate or departmental risk registers) which risk owners (Board members or departmental risk owners) believe should be 'escalated' to the MB for its consideration and possible action. The aim is to bring to the Board's attention, under the heading of "Board risks", risks which are, or may become, business critical.

1.2 Escalation of corporate or departmental risks to the Board's attention does not presume an immediate Board action. The Board may consider that the existing mitigations in place are adequate, or alternatively, the Board may consider it does not have the necessary resources to do anything more than is already being done.

1.3 Board risks are presented to the MB each month. Every quarter the MB will also be given a fuller risk report which includes details of :

a) Corporate Risks

1.4 This is the 'top-down' part of the risk management process. Each year, the MB identifies the key risks which threaten the delivery of the strategic corporate plan. The management of each risk is reviewed each quarter by the risk owner and the risk team and a report is presented to the Board. The Board may revise the corporate risks in year if necessary.

b) Departmental Risks

1.5 This is the 'bottom-up' part of the risk management process. Departments identify the key risks which threaten the delivery of their departmental plans. Departmental risk registers may also include some of the corporate risks. The top two departmental risks from each Department will be reported to the MB on a quarterly basis.

Future action

1.6 In tandem with our development of the balanced scorecard, we are reviewing the way in which risk reporting fits with the monthly performance reporting. This is likely to increase the frequency with which we ask Departments to submit their risk registers to us for review.

Board risks: January 2009

1.7   There is one risk for escalation to the board for January 2009.
- Department of Resources
   i.   Uncertainty over Members Allowances and FOI poses both reputational risks to the House Service and the House itself and departmental management risks

2.   Performance

2.1   The Board is invited to consider the following (which are highlighted in grey on the dashboard) as possible points for discussion:

- the percentage of **Members' claims** paid within eight days fell from 100% to 96.7% in December (though performance in the three months to December was considerably better than last year);
- the percentage of **Library enquiries** answered within deadlines fell below target to 94%;
- the average wait for **enquiries to the PICT Service Desk** rose to 44 seconds in November against a target of 20 seconds (November 37.9; October: 21.2), while the percentage of **PICT cases resolved** within the deadline was 83.1% against a target of 90% (an improvement on November: 80%);
- the number of **undisputed invoices** paid within 30 days was 91.8% in December against a 100% target (and performance in the three months to December was poorer compared to the same three months last year).

2.2 The following (which are highlighted in grey on the activity measures table) are noteworthy:

- o   the number of **FOI requests** was 42% higher in the three months to December compared to the same period last year;
- o   a significant increase in **recruitment campaigns** and **vacancy notices** in the 3 months to December, compared to last year.

Board risks

No	Risk Owner/ Risk Description	Residual Score			Departmental Action planned	Possible Management Board Action Planned
		Likelihood	Impact	Risk Level		
CATEGORY: REPUTATIONAL						
1	DEPT OF RESOURCES Uncertainty over Members Allowances and FOI poses both reputational risks to the House Service and the House itself and departmental management risks	4	3	12 ☹	Regular meetings with decision-makers on MPs' side to ensure that Department is kept informed of any changes/developments. Internal communication and training for staff on handling MP enquiries Establish media handling plan	No specific action is required by the MB. The escalation of this risk to the MB is to raise the risk profile and to increase awareness of the possible impact on the Department of Resources should the risk materialise.

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Dashboard

	Dec	target		3mths to Dec 07	3mths to Dec 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%	
Select committee meetings (public and private)	77	–		328	309	
Public Bill (and DL and other Standing) committee meetings	10	–		66	82	
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	96.7%	99.0%		80.2%	98.9%	
Library enquiries answered within deadlines	94.0%	97.0%		97.8%	96.1%	
Library undeadlined enquiries answered within 10 w.d.	95.3%	90.0%		98.0%	97.2%	
Mail delivered before 2pm	FALSE	95.0%		81.0%	98.5%	
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	9	–		29	48	
Members' visitors	5,976	–		29,520	29,790	
FoI requests answered or holding letter sent within 20 w.d.	100.0%	100.0%		97.0%	94.0%	Data adversely affected by low performance in Oct
Calls to the HCIO answered within 20 seconds	87.7%	85.0%		84.7%	87.4%	
Supporting Areas						
Sick absence (average working days per person per year)	8	–		7.3	8	
Diversity as a % staff by ethnic background (% white)	78.4%	–		77.9%	78.4%	
Diversity as a % staff by gender (% male)	54.5%	–		54.4%	54.5%	
Health and Safety: number of injury accidents	6	–		32	31	
Undisputed invoices paid within 30 days	91.8%	100%		95.5%	93.6%	
IT security – % of intercepted emails that contained a virus	2.4%	–		1.4%	2.6%	
Average wait (seconds) for enquiries to PICT Service Desk	44	20		40.3	34.4	
% of all PICT cases resolved within deadline	83.1%	90.0%		79.4%	81.9%	
Subsidy cost as a % of total RD costs	24.6%	24.6%		33.3%	32.3%	
Covers served	156,527	144,987		136,398	147,614	
Energy usage against target	no data	implicit		11.0%	9.2%	October and November trend only
PWSD helpdesk – % of cases resolved within target	no data	–		82.5%	86.0%	October and November trend only
Cleaning performance (HoC)	no data	86.0%		88.3%	89.9%	October and November trend only
Cleaning performance (KGB)	no data	86.0%		84.8%	87.6%	October and November trend only

target met	🟩	🟩	improving trend
target almost met (within 2% points)	🟨	🟨	flat (within +/- 2%)
target not met by more than 2% points	🟥	🟥	deteriorating trend

Activity Measures

Activity Indicators

Month	Oct-07	Nov-07	Dec-07	Oct-08	Nov-08	Dec-08	Total/Average Oct-Dec 07	Oct-Dec 08	Change	
1. Supporting the House and its committees										
Sitting days	15	15	10	17	15	10	40	42	5%	
Questions tabled	8,339	12,545	7,350	9,037	7,594	8,586	28,234	25,217	-11%	
Select Committee meetings	121	118	89	115	117	77	328	309	-6%	
Public Bill and other (e.g. DL) Committee meetings	26	24	16	32	40	10	66	82	24%	
Average pages per sitting day (Hansard)	554	482	925	436	432	427	620	432	-30%	
Average pages per sitting day (Vote Bundle)	349	365	348	379	338	370	355	362	2%	
2.Supporting Members and their staff										
Permanent staff paid by Members †	2,516	2,529	2,505	2,628	2,647	2,670	2,517	2,648	5%	(b)
Recorded Library research enquiries	1,395	1,564	851	1,713	1,561	1,126	3,810	4,400	15%	
On-line Library research papers downloaded	123,154	132,251	104,642	194,191	149,514	120,630	120,016	154,778	29%	(b)
Total enquiries to PWSD	(a)	3,684	2,913	4,160	3,897	(a)	6,597	8,057	22% (d)	
Total internal email traffic (million)	2.2	2.00	1.60	2.4	2.1	1.9	1.93	2.13	10%	(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	13,469	9876	6175	13,646	10,168	5,976	29,520	29,790	1%	
Visitors to public gallery	11,792	9,964	6,991	14,815	9,923	(a)	21,756	24,738	14% (c)	
Total enquiries from the public to HCIO	5,074	4,455	2,913	4,237	3,731	2,601	12,442	10,569	-15%	
Visitors (page hits) to Commons website (million)	4.8	5.1	3.4	4.7	4.9	3.7	4.4	4.4	0%	(b)
Visits to Explore Parliament page	47,218	53,445	28,954	39,575	51,660	21,373	129,617	112,608	-13%	
Enquiries to Parliamentary Archives	669	566	387	650	432	375	1,622	1,457	-10%	
Logged Freedom of Information requests	19	16	10	21	19	24	45	64	42%	
of which: answered in 20 working days	100%	91%	100%	82%	100%	100%	97%	94%	-3%	(b)
4. Maintaining the heritage										
Ongoing works projects	63	47	40	(a)	(a)	(a)	50	(a)	(a)	(b)
Expenditure on works projects (£000s)	7,173	12,527	13,556	(a)	(a)	(a)	33,256	(a)	(a)	
5. Corporate										
Total House of Commons and PICT employees (FTE)	1,704	1,707	1,714	1,764	1,770	1,759	1,708	1,764	3%	(b)
New internal-only vacancy notices	5	4	5	12	9	5	14	26	86%	
New simultaneous, and external-only campaigns	2	3	4	7	8	9	9	24	167%	
Total number of meals served	127,813	135,359	146,023	132,474	153,842	156,527	136,398	147,614	8%	(b)
Refreshment subsidy level (£000)	500.5	464.2	790.0	407.6	475.2	344.6	1,755	1,227	-30%	
Monthly energy consumption on Parl Estate (kWh/m^2)	31.0	37.2	42.0	28.3	37.2	(a)	34.1	32.8	-4% (c)	(b)
Amount of waste recycled - fin year to date (%)	43.5	43.8	44.1	49.1	(a)	(a)	43.8	(a)	(a)	(b)

† Excludes casual, temporary secretarial and self-employed

(a) not available
(b) average

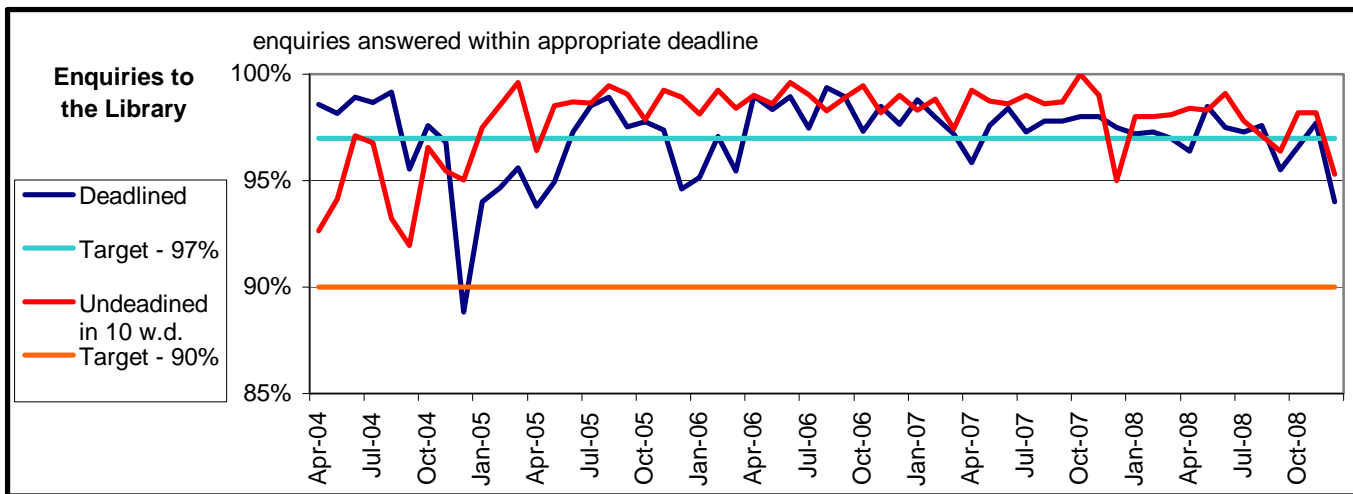(c) October and November comparison
(d) Different months compared

(e) November and December comparison

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

In December, Members' claims were below target for the first time in four months.

Members' claims

processed and paid correctly within 8 working days

◆ Actual
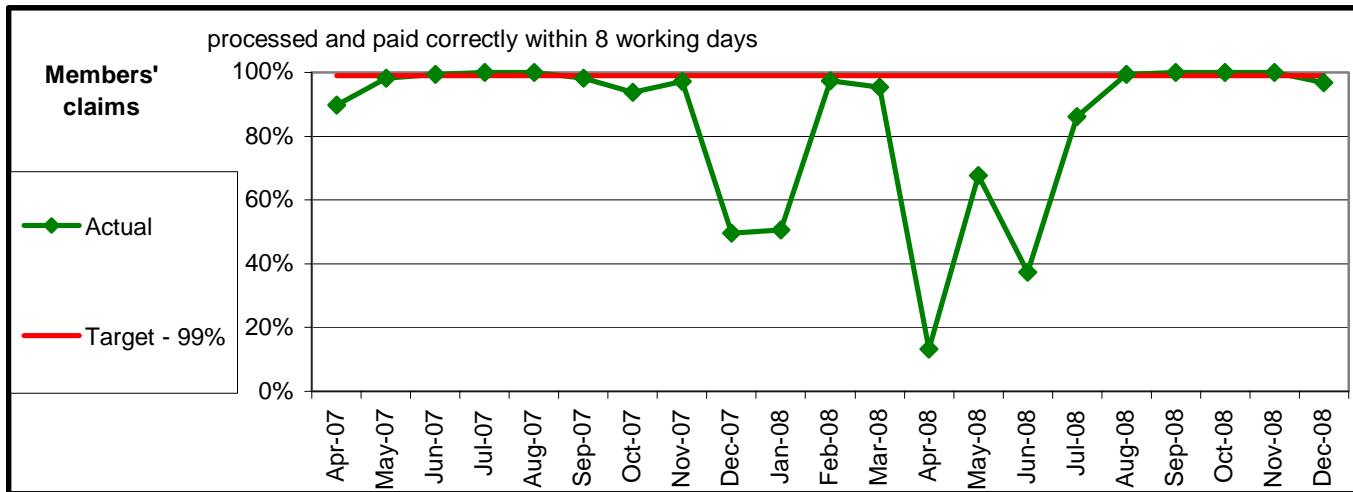
— Target - 99%

In December, 94% of Library deadlined enquiries were answered to time, below the target of 97%.

Enquiries to the Library

enquiries answered within appropriate deadline

— Deadlined

— Target - 97%

— Undeadined in 10 w.d.

— Target - 90%

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

The number of FOI requests in the past 3 months is higher than a year ago, but significantly down on the first half of 2008.

number of FoI requests

FoI requests
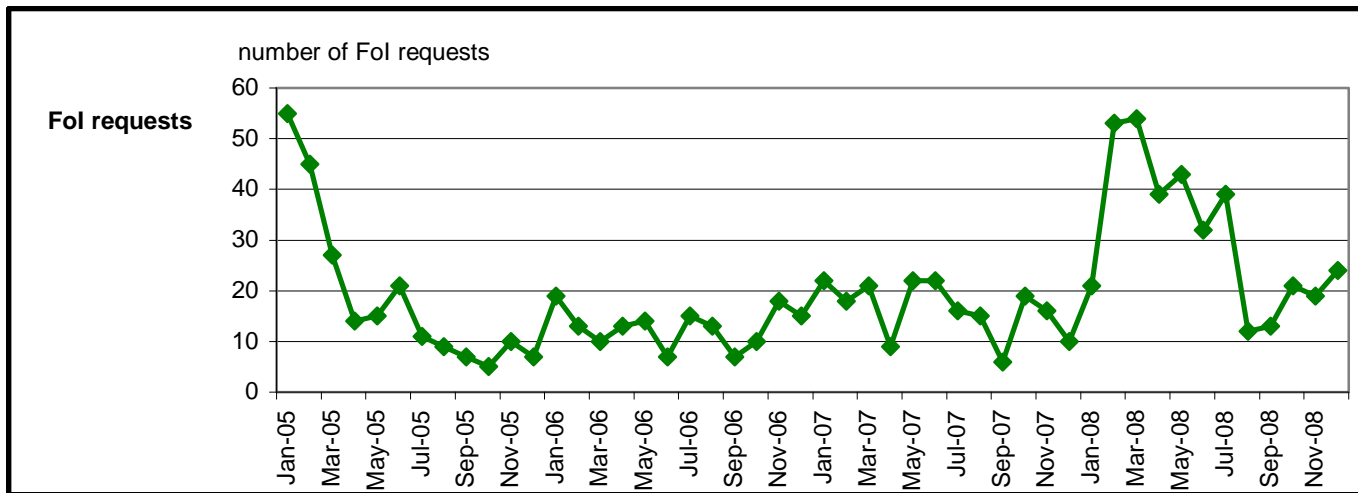
Supporting tasks

The number of PICT cases resolved by the deadline remains under target though it has improved in the last month. However, the service desk waiting time has risen in the same period.

PICT service desk

seconds   % resolved within deadline

◆— Average service desk wait time

— Target for above

◆— % of cases resolved by deadline (rhs)

— Target for above (rhs)