

From: Peter Oakford – Deputy Leader and Cabinet Member for Finance,
Corporate and Traded Services

Rebecca Spore – Director of Infrastructure

To: Governance & Audit Committee – 15 November 2022

Subject: Update Report on RB08-2022 (Transfer of Property Functions to KCC
from Gen² – Performance Management)

Classification: Unrestricted

Summary: This report seeks to update the Governance & Audit Committee on the progress of the Transfer of Property Functions to KCC from Gen² – Performance Management Action Plan being implemented and give assurance that robust procedures and processes are in place.

Recommendation: The Governance & Audit Cabinet Committee is asked to note the progress that has been made following the initial presentation of the Audit RB08-2022 and the further improvement work underway to embed the Performance Information Management System (PIMS) in the division.

1. Introduction

1.1 Services provided to Kent County Council (KCC) by Gen² Property Ltd transferred back to KCC on 02 April 2020, along with most of the Gen² Property Staff under TUPE arrangements.

1.2 An internal audit report was presented to the Council regarding the performance management relating to the services returned to KCC. The outcome from the report was that Internal Audit were only able to provide limited assurance on the Performance Management systems, although there were, in its opinion, good prospects for improvement.

2. Current Status

2.1 The audit identified three issues which predominately related to performance monitoring and awareness of a PIMS in accordance with the guidance on Knet.

2.2 Resulting from the audit, a framework PIMS has been developed and approved by the Infrastructure Divisional Management Team.

2.3 The PIMS follows the principles laid out in International Standard ISO9001:2015 for quality management systems but is not an accredited system. By following the standard as far as is reasonably practicable, we are able to lay out a clear methodology for the creation, implementation, collection and review of performance information that meets and exceeds the corporate expectation delivered through the Performance Management Toolkit.

2.4 Following the approval of the PIMS framework, work has now moved to the development and implementation of performance indicators that Infrastructure will use from April 2023. The period between now and April 2023 allows a period to test that the appropriate processes and methods of data capture are satisfactory and are not giving adverse results or driving perverse incentives.

2.5 Additionally, there has been a significant change in the service due to the restructuring and retendering of the Facilities Management contracts from 1 November 2022. As a result of this, is a complete rewrite being undertaken of the contractual performance management arrangements under these contracts. At the time of writing, insufficient time has passed since 1 November 2022 to enable this work to be undertaken.

2.6 The Performance Information System framework which Infrastructure are adopting has been discussed with audit who have confirmed that the PIMS documentation meets expectations in terms of detailing the solution that will be put in place.

3. Financial Implications

It was recognised by the auditor that if PIMS is implemented as planned, there will be excellent visibility of resources and performance.

4. Legal implications

The PIMS relates to internal processes within the division and there are no legal implications to the Council.

5. Governance

Rebecca Spore, as Director of Infrastructure, will be the Accountable Officer for the PIMS. Responsibility for the implementation resides with the Service Delivery Assurance Team within Infrastructure.

6. Conclusions

Significant progress has been made in progressing the solution to the outcomes of the audit. Infrastructure are now at the stage of implementing the solution and embedding it within business as usual activity.

7. Recommendation:

The Governance & Audit Cabinet Committee is asked to note the progress that has been made following the initial presentation of the Audit RB08-2022 (Transfer of Property Functions to KCC from GEN2 - Performance Management) and the further improvement work underway to embed the PIMS framework in the division.

8. Contact details

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