Slough Transactional HR & Payroll 2014/15

arvato BERTELSMANN

KPI Performance

Monthly KPIs

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
DIP Service												
MH Courier 1												
MH Courier 2												
MH Courier 3												
MH05												
MH07												
MH09												
MH11												

Failed KPIs
N/A

- Achieved
- Failed with Relief Event
- Failed without Penalty
- Failed with Penalty
- To be Confirmed
- Result Unavailable

Risks, Issues & Achievements

ACHIEVEMENTS

H&S incident report project for professional HR complete
Successful backscanning of large quantities of Housing files
Kept abreast of the continuing accommodation strategy which impacts directly upon the provision of postal and courier services
arranged 66 collections from, and 51 deliveries to, the archiving centre in Reading, collating requests whenever possible

RISKS & ISSUES

Civica Dip system workflow 1 (W1) still being used for Housing files although not supported by Civica, causing extra processing times and increased risk of failure
Delays in payment of archiving invoices
Historic archive knowlege limited including poor statutory/best practice storage timescales
high percentage of outgoing post received not eligible for discounted postage due to method of presentation

KPI Highlights

No KPI failures in 2014/15

A total of 340,577 items of mail have been processed at a total costs of £72,468.09

52,700 files have have been scanned into Workflow 1 & 2 (W1&W2))

66 collections were made from the archiving centre at Reading, with 51 deliveries being made, coordinating requests whenever possible

Percentage of KPIs Achieved
100%

Number of postage items processed
340,577

No of Scanned Items
52,700

Service Improvements

Restructure of the Logistics team to increase resilience and provide opportunity to existing staff members and new applicants.

The team has worked in conjunction with the council's facilities section to ensure the accommodation plans run smoothly and that a seamless service is maintained during the extended moves period. Every effort has been made to include more outbuildings into the postal courier routes while providing a considerable number of one off deliveries around the borough.

Work is progressing well to bring the Legal, Building Control, Planning and Adult Education teams into the digital mailroom project, with the Logistics team being closely involved. This will necessitate considerable investment in equipment and the supporting structure, but will position the team for further roll outs going forward.