

<b>Committee(s):</b>	<b>Date(s):</b>
Culture, Heritage & Libraries Committee	22 October 2012
<b>Subject:</b> Culture Heritage & Libraries Business Plan 2012-2013 – Q1 Monitoring Review	<b>Public</b>
<b>Report of:</b> Director of Culture, Heritage & Libraries	<b>For Information</b>

### Summary

This report provides the Business Plan progress which has been made in Quarter 1 against the objectives and key performance indicators (KPIs) set out in the Culture Heritage & Libraries Department's Business Plan 2012-2013.

Good progress has been made against each of the Department's 29 Key Objectives - with most Quarter 1 targets being achieved and these have been summarised in Appendix A.

Appendix B sets out performance in Quarter 1 against our key performance indicators. We have met or exceeded 18 out of the 30 reported KPIs (10 are not applicable this quarter); and slightly underachieved on 2 KPIs. Performance against the relevant corporate Service Response Standards C to F remains high.

The first quarter monitoring position for Culture, Heritage & Libraries services covered by the Cultural, Heritage & Libraries Committee is provided in Appendix C. This reveals a net overspend for the 3 months to date for the Department of £65K (2.4%) against the overall local risk budget to date of £2,644K for 2012/13, mainly due to timing differences.

Overall the Director of Culture Heritage & Libraries is currently forecasting to be on budget over the full year for City Fund, City's Cash and Bridge House Estates services under his control.

### **Recommendations**

I recommend that your Committee notes:-

- the progress shown against our Key Objectives as set out in Appendix A;
- the Quarter 1 performance for 2012/13 against the Key Performance Indicators and Service Response Standards set out in Appendix B; and
- the financial information contained in Appendix C.

## Main Report

### Background

1. At your meeting of 27 March 2012, Members approved the Culture Heritage & Libraries Department's Business Plan for the period 2012–2013.
2. Twenty nine business plan objectives were agreed by Committee which are linked to our three overarching departmental Strategic Aims:
  - 1) To refocus our services with more community engagement and partnerships with others;
  - 2) To transform the sense of the City as a destination; and
  - 3) To continue to use new technology to improve customer service and increase efficiency.
3. Performance targets against a range of 30 Key Performance Indicators were also agreed and progress is shown at Appendix B.
4. Performance against the corporate Service Response Standards has been high with over 94% of all telephone calls answered (SRS E); and only 6.3% of calls going to voicemail (SRS F).

### Financial and Risk Implications

5. The first quarter monitoring position for Culture, Heritage & Libraries services covered by the Cultural, Heritage & Libraries Committee is provided in Appendix C. This reveals a net overspend for the 3 months to date for the Department of £65k (2.4%) against the overall local risk budget to date of £2,644k for 2012/13.
6. Overall the Director of Culture Heritage & Libraries is currently forecasting to fully spend his budgets for City Fund, City's Cash and Bridge House Estates services under his control.

Local Risk Summary by Fund	Latest Approved Budget	Forecast Outturn	Variance from Budget +Deficit/(Surpluses)	
	£'000	£'000	£'000	%
City Fund	8,928	8,928	-	-
City Cash	(1)	(1)	-	-
Bridge House Estates	1,065	1,065	-	-

<b>Total Culture Heritage and Libraries Local Risk</b>	<b>9,992</b>	<b>9,992</b>	<b>-</b>	<b>-</b>
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7. The favourable variance of £22k at the end of the 1st quarter for the City Business Library is due to one vacant post which was covered by temporary staff. This post has now been filled.
8. Heritage Services also had higher than profiled expenditure totalling £34k mainly due to cleaning costs and equipment purchases that are the result of a timing difference only. The full year position is expected to break even.
9. The adverse £36k variance for the first quarter on Tourism at Tower Bridge relates to higher than profiled expenditure in the first quarter that is expected to fall into line with budget over the full year.

### **Strategic Implications**

10. The work of the Department links to the Corporate Plan and the City Together Strategy aims and objectives through its business plans. The business plans are part of a clearly defined annual planning cycle devised to improve the links between service and financial planning and drive service improvement.
11. The review of the City's Cultural Strategy has been led by our department and will be launched in July 2012 with a foreword by the Lord Mayor and the Chairman of Policy & Resources. Several of our key objectives and key performance indicators relate directly to this strategic document.

### **Consultees**

12. The Town Clerk and the Chamberlain have been consulted in the preparation of this report.

### **Appendices**

- Appendix A – Progress against Key Objectives
- Appendix B – Key Performance Indicator Progress
- Appendix C – Financial Statement

### **Background Papers:**

Culture Heritage & Libraries Department's Business Plan, 2012–2013.

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