EFFICIENCY AND PERFORMANCE SUB-COMMITTEE (EPSC) - Outstanding Actions (as at 17/1/2013)

	Item	Action	Officer responsible and target date	Progress updates	**Priority** (High / Medium / Low)
1	**Departmental report – Chamberlain's Department**				
1.1	**Report to 13/7/2011 meeting: Item 4** **Chamberlain's departmental report – Efficiency review**	The Chamberlain to provide a further report addressing specific issues in relation to the IS Review.	Chamberlain	EPSC November 2011 - The Chamberlain updated Members on the outsourcing of IT services and infrastructure. Members noted that further work would be undertaken on how best to deliver IS Services and that this would be reported to the sub-Committee August 2012 – Report to be presented to September Finance Committee November 2012 – full report to IS Sub Committee – agreed to move into an open procurement process.	High
1.2	**Report to 24/11/11 meeting: Item 10** **Peer review of financial and business support services**	An action tracker to be reported to future meetings which includes the responsible Officer and timescales for delivery of actions relating to this item.	Financial Services Director and Business Support Director	EPSC February 2012 - An action tracker was reported to the meeting where it was resolved that progress against the action tracker would be reported to the Committee on an exception basis. Update August 2012 - No issues requiring Member attention Update November 2012 – no issues	Medium

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2	Departmental report – Department of Community and Children's Services				
2.1	**Report to 27/9/11 meeting: Item 9** **Community & Children's Services department - Efficiency review**	Future progress regarding the delivery of efficiency and performance improvements and the DCCS commissioning strategy to be reported in summary form to the Efficiency & Performance sub-Committee either as a separate report or within the Transformation and Efficiency Board update reports.	Director of Community & Children's Services **Update to January 2013 meeting**	Community and Children's Services Committee June 2012 - The Committee received an update highlighting the commissioning intentions for 2012/13. The strategy included three reviews: supported living; Portsoken Area, and youth services, the outcomes of which are due later this year. Other commissioned services were highlighted in the June report, including the 2012/13 priorities. August 2012 – Report to be submitted to Community and Children's Services Committee in October regarding reviews of Youth Service and Supported Living. Reviews for 2013/14 to be agreed in March 2013.	High

3	Departmental report – Barbican Centre				
3.1	**Report to 24/11/11 meeting: Item 12** **Barbican Centre Update**	Members were updated on the plans for reducing the Centre's expenditure and increasing income. Members requested that the sub-Committee be kept informed of any related financial matters as necessary.	Chamberlain/ Managing Director of the Barbican Centre	August 2012 – No issues requiring Member attention. Financial forecast for 2012/13 within budget. November 2012- No issues requiring Member attention. Financial forecast for 2012/13 within budget. Forecasts for 2013/14 are currently being compiled.	Medium

4	Improved co-ordination ("Joining-up") between Mansion House, Guildhall complex and the Central Criminal Court				
4.1	**Report to 3/2/12 meeting: Item4** **Improved co-ordination – progress update**	The Chairman and Deputy Chairman to be updated on progress made in all areas of improved coordination, with full updates on the CRM database and seating arrangements being reported to the Committee for information as it is reported thorough the other relevant Committees.	Deputy Town Clerk	Sept 2012 – The Remembrancer, through the Events Coordination Group, has led the development of a corporate wide diary system. More information about City Corporation events is now available within a central diary and the data is more comprehensive than before. The various departments involved, including Mansion House, Public Relations and the Remembrancers are making sure that the diary is kept up-to-date and the system is capable of being accessed by officers from those Departments. The Remembrancer is keeping this under review to ensure that the new facility continues to deliver what Members want. On the technical side, Modern.gov will soon replace the existing software systems. November 2012 – The Corporate Events Management Group works to provide strategic oversight and improved co-ordination between departments in relation to corporate events. Current issues being examined by the group include an improved diary system and seating arrangements at City hospitality events.	Low

5	**Central Recharges**				
5.1	**Report to 24/11/11 meeting: Item 9** **Chamberlain's departmental recharges – Value for money analysis**	The Chamberlain to provide Members with further detail on comparative service delivery costs and to submit a report to Members to reconsider the issue of internal recharges and value for money	Chamberlain update to be provided after results of corporate service benchmarking received and analysed	February 2012 – A report was received outlining the difficulties in measuring the City Corporation against the CIPFA Public Sector Corporate Services Value for Money. The Financial Services Director stated that she was exploring other possibilities, including a London-wide benchmarking club, supported by CIPFA, to look at the issues instead. This was welcomed by Members. August 2012 – City to participate in the five corporate service benchmarking clubs (HR, IS, Legal, Finance and Property Services). November 2012 –Data collection for the HR, Legal, Finance and Democratic Services benchmarking clubs currently underway. Given the IS Sourcing review, the City will not participate in the IS benchmarking club. Possible benefits of participation in the Property Services benchmarking club currently being assessed.	Medium

6	**Business Planning**				
6.1	**Report to 27/9/11 meeting: Item 5**	That a "think piece" report showing linkages between Business Planning and	Chamberlain	sub-Committee February 2012 – A report was submitted to Members who agreed that, as part of the 2013/14 budget estimates process, the forward	Medium

	Business Planning Framework 2012/13	Resource Allocation be submitted to the sub-Committee		financial planning position and key business plan objectives would be reported together to Committees so that these could be taken into account more visibly in the financial planning process.	
				July 2012 – Business planning objectives now included as section in the revised templates for service committees for 2013/14 budget estimates.	
				sub-Committee Sept 2012 – The Chamberlain confirmed that greater alignment between service and financial planning would take place for 2013/14 and beyond.	
				November 2012- Budget and activity reviews have been undertaken, targeted on areas where there is less budget/ activity alignment either because of time since the last review or because of significant income/ cost pressures. Zero based budgeting exercises have been conducted in Community and Children's Services and Culture, Heritage and Libraries. In depth budget and activity reviews have been carried out in departments with significant income pressures- Built Environment and the Barbican.	

7	**Efficiency Board issues**				
7.1	**Report to 18/5/12 meeting: Item 6** **Income generation initiatives**	Members expressed a desire to be updated on the agreed actions: • To establish a Corporate Project Board to work with Chief Officers to identify new income streams and priority areas to increase the level and scope of charges made for existing services. • To give consideration to identifying services which, in accordance with the Local Government Act 2003, might require the establishment of trading accounts to exploit income generation opportunities.	Business Support Director **Update to January 2013 meeting**	October 2012 – Focus of project being re-scoped following discussion at October Efficiency Board. Focus will be more targeted, focusing on Departments and activities where a more commercial approach to income generation would be beneficial. **January 2013 – An update covering both of these issues is contained within the Transformation and Efficiency Boards report.**	Medium
7.2	**Report to 18/9/12 meeting: Item 5** **Triggers for departmental reporting**	Members asked for a review of the triggers after 6 months of operation	Chamberlain Full review to May 2013 meeting	The triggers are reviewed at every meeting of the Efficiency Board and an update provided in the Transformation and Efficiency Board update reports to each sub-Committee meeting.	Medium

8	**Transformation Board issues**				
8.1	**Report to 18/9/12 meeting: Item 6** **Shared Services (City Corporation & City Police)**	Members noted that non-emergency Police calls were being answered by the City Corporation's contact centre and were keen to consider recharging options should this become a permanent arrangement. They also noted that any decisions to recharge for services should be applied consistently across all departments.	Deputy Town Clerk / Chamberlain	January 2013 (report to Police Committee): "The call handling pilot has been successful in both reducing the volume of calls received in the CoLP Control Room and in making significant improvements to the percentage of non-emergency calls answered within 30 seconds. This is now consistently above target. Following an initial evaluation of the pilot to date, options for extending both the volume and nature of calls the shared Contact Centre handle are being considered in light of the Force's overall Contact Management Strategy."	Low

9	**Miscellaneous**				
9.1	**Report to 12/7/12 meeting: Item 5** **Transformation and Efficiency Boards update**	The Chamberlain will explore how future finance reports could include a breakdown of internal and external staffing costs charged to City Corporation projects, especially where recharges could be made.	Financial Services Director	Estimated internal staff costs are now included in the gateway 1 and 2 template reports for City Corporation projects. The review of the breakdown of staff costs to projects is currently being specified. November 2012- work is currently underway and findings will be reported to the January meeting. January 2013 – a briefing note has been prepared for discussion with the Chairman.	High

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9.2	**Report to 18/9/12 meeting: Item 5** **Transformation and Efficiency Boards update**	Minutes of Transformation Board (TB) and Efficiency Board (EB) to be sent to selected Members for their information.	Head of Corporate Performance and Development	Sept '12 meetings – sent 13/11/12	Low