

EFFICIENCY AND PERFORMANCE SUB-COMMITTEE (EPSC) - Outstanding Actions (as at 25/4/2013)

	Item	Action	Officer responsible and target date	Progress updates	Priority (High / Medium / Low)
1	Departmental report – Chamberlain’s Department				
1.2	<p>Report to 24/11/11 meeting: Item 10</p> <p>Peer review of financial and business support services</p>	<p>An action tracker to be reported to future meetings which includes the responsible Officer and timescales for delivery of actions relating to this item.</p>	<p>Financial Services Director and Business Support Director</p>	<p>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.</p> <p>Update August 2012 - No issues requiring Member attention</p> <p>Update November 2012 – no issues</p> <p>Update: April 2013 – issues identified by the peer review have now been incorporated into the Chamberlain’s Departmental Business Plan for 2013-16, to be presented to Finance Committee on 1st May, and the appropriate divisional plans. Progress against the Business Plan is reported quarterly.</p> <p>RECOMMENDED FOR CLOSURE</p>	<p>Medium</p>

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3	Departmental report – Barbican Centre				
3.1	<p>Report to 24/11/11 meeting: Item 12</p> <p>Barbican Centre Update</p>	<p>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.</p>	<p>Chamberlain/ Managing Director of the Barbican Centre</p>	<p>August 2012 – No issues requiring Member attention. Financial forecast for 2012/13 within budget.</p> <p>November 2012- No issues requiring Member attention. Financial forecast for 2012/13 within budget. Forecasts for 2013/14 are currently being compiled.</p>	<p>Medium</p>
4	Improved co-ordination (“Joining-up”) between Mansion House, Guildhall complex and the Central Criminal Court				
4.1	<p>Report to 3/2/12 meeting: Item4</p> <p>Improved co-ordination – progress update</p>	<p>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.</p>	<p>Deputy Town Clerk</p>	<p>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</p>	<p>Low</p>

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				<p>what Members want. On the technical side, Modern.gov will soon replace the existing software systems.</p> <p>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.</p> <p>Update: April 2013 – An update from the Remembrancer is attached as Appendix 1 and a full report is scheduled for the July meeting.</p>	
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5	Central Recharges				
5.1	<p>Report to 24/11/11 meeting: Item 9</p> <p>Chamberlain’s departmental recharges – Value for money analysis</p>	<p>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</p>	<p>Chamberlain update to be provided after results of corporate service benchmarking received and analysed</p>	<p>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.</p> <p>November 2012 –Data collection for the HR, Legal and Finance benchmarking clubs currently</p>	Medium

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				<p>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.</p> <p>Update: April 2013 – A report is scheduled for the July meeting.</p>	
7	Efficiency Board issues				
7.2	<p>Report to 18/9/12 meeting: Item 5</p> <p>Triggers for departmental reporting</p>	<p>Members asked for a review of the triggers after 6 months of operation</p>	<p>Chamberlain</p>	<p>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.</p>	<p>Medium</p>
8	Transformation Board issues				
8.1	<p>Report to 18/9/12 meeting: Item 6</p> <p>Shared Services (City Corporation & City Police)</p>	<p>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</p>	<p>Deputy Town Clerk / Chamberlain</p>	<p>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</p>	<p>Low</p>

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		that any decisions to recharge for services should be applied consistently across all departments.		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." Update: April 2013 – A report is scheduled for the July meeting.	
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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. Update: April 2013 - a briefing note has been prepared for discussion with the Chairman	High
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 ember 2012 meetings – sent 13/11/12 October 2012 meetings – sent 27/2/13	Low