

EFFICIENCY AND PERFORMANCE SUB-COMMITTEE (EPSC) - Outstanding Actions (as at 9/7/2013)

	Meeting Date and Item	Action	Officer responsible and target date (where applicable)	Progress updates	Priority (High / Medium / Low)
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 Update as necessary	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	Remembrancer July 2013	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,	Low

EFFICIENCY AND PERFORMANCE SUB-COMMITTEE (EPSC) - Outstanding Actions (as at 9/7/2013)

		to the Committee for information as it is reported thorough the other relevant Committees.		<p>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.</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>May 2013 – An update was provided by the Remembrancer on work undertaken on an improved diary system to avoid clashes, and to enable Member preference to be taken into account by Mansion House in the issue of invitations.</p>	
5	Central Recharges				
5.1	Report to 24/11/11 meeting: Item 9	The Chamberlain to provide Members with further detail on comparative service	Chamberlain September 2013	February 2012 – A report was received outlining the difficulties in measuring the City Corporation against the CIPFA Public Sector Corporate	Medium

EFFICIENCY AND PERFORMANCE SUB-COMMITTEE (EPSC) - Outstanding Actions (as at 9/7/2013)

	Chamberlain’s departmental recharges – Value for money analysis	delivery costs and to submit a report to Members to reconsider the issue of internal recharges and value for money		<p>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 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>June 2013 – The results have been received and analysed, and discussed with the Comptroller and City Solicitor and the Director of HR. A report is scheduled for the September sub-Committee.</p>	
--	--	--	--	--	--

7	Efficiency Board issues				
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 Every 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

EFFICIENCY AND PERFORMANCE SUB-COMMITTEE (EPSC) - Outstanding Actions (as at 9/7/2013)

7.3	<p>Report to 30/1/13 meeting: Item 5</p> <p>Triggers for departmental reporting: “50 Ways to Save”</p>	<p>Members requested that officers review and report back on the incentives offered to staff who suggest good ideas through the City Corporation’s Staff Suggestion Scheme and also the level of uptake.</p>	<p>Deputy Town Clerk</p> <p>October 2013</p>	<p>May 2013: Members noted proposals for a full review of the Staff Suggestion Scheme, which were subsequently agreed by the Establishment Committee.</p>	Medium
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 that any decisions to recharge for services should be applied consistently across all departments.</p>	<p>Deputy Town Clerk / Chamberlain</p> <p>September 2013</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 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.”</p> <p>June 2013 – A report is scheduled for the September meeting.</p> <p>July 2013 – A project board has been formed to progress the joining up of the City’s Contact Centre and Police Command Centre, following agreement</p>	Low

EFFICIENCY AND PERFORMANCE SUB-COMMITTEE (EPSC) - Outstanding Actions (as at 9/7/2013)

				of the key principles. The project board is due to meet on 16 th July, followed by a tactical workshop on 18 th July.	
--	--	--	--	---	--

9	Miscellaneous				
9.1	<p>Report to 12/7/12 meeting: Item 5</p> <p>Transformation and Efficiency Boards update</p>	<p>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.</p>	<p>Financial Services Director</p> <p>September 2013</p>	<p>Estimated internal staff costs are now included in the gateway 1 and 2 template reports for City Corporation projects.</p> <p>July 2013 - A meeting to discuss this issue was held with the Chairman and Deputy Chairman on 2nd July, and a report will be presented to the September meeting.</p>	High
9.2	<p>Report to 18/9/12 meeting: Item 5</p> <p>Transformation and Efficiency Boards update</p>	<p>Minutes of Transformation Board (TB) and Efficiency Board (EB) to be sent to selected Members for their information.</p>	<p>Head of Corporate Performance and Development</p> <p>Monthly</p>	<p>March 2013 meetings – sent 2/7/13</p> <p>April 2013 meetings – sent 2/7/13</p>	Low