

EFFICIENCY AND PERFORMANCE SUB-COMMITTEE (EPSC) - Outstanding Actions (as at 21/10/2013)

	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	<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>Update as necessary</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				
4.2	<p>Report to 17/7/13 meeting: Item 6</p> <p>Inter-Departmental Events Co-ordination</p>	<p>Members requested a progress report in one year’s time.</p>	<p>Remembrancer</p> <p>July 2014</p>	<p>n/a</p>	<p>Low</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</p> <p>November 2013</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 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 November sub-Committee.</p> <p>November 2013: Report to be presented to sub-Committee.</p>	<p>Medium</p>

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7	Efficiency Board issues				
7.2	<p>Report to 18/9/12 meeting: Item 5</p> <p>Triggers for departmental reporting</p>	Members asked for a review of the triggers after 6 months of operation	<p>Chamberlain</p> <p>Every meeting</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.	Medium
7.3	<p>Report to 30/1/13 meeting: Item 5</p> <p>Triggers for departmental reporting: “50 Ways to Save”</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>Deputy Town Clerk</p> <p>November 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> <p>September 2013: Proposals for a revised scheme were approved by the Performance and Strategy Summit Group. A detailed specification is being produced and software packages for suggestion management are being evaluated.</p>	Medium
7.4	<p>Report to 8/5/13 meeting: Item 5</p> <p>Transformation and Efficiency Boards - update</p>	Members requested that future reports on the London Councils performance dashboard include comparisons with previous quarters.	<p>Head of Corporate Performance and Development</p> <p>Quarterly</p>	Previous quarters’ analysis included in report to November sub-Committee (on 2012/13 Q4 dashboard).	Low
7.5	<p>Report to 8/5/13 meeting: Item 5</p> <p>Transformation and Efficiency Boards - update</p>	A report to be presented to the September meeting on the review of Third Party Payments.	<p>Chamberlain</p> <p>November 2013</p>	November 2013: Update report to be presented to sub-Committee. Results of on-going reviews to be reported at first meeting in 2014.	Medium

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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>December 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 of the key principles. The project board is due to meet on 16th July, followed by a tactical workshop on 18th July.</p> <p>November 2013: Report to be presented to sub-Committee in December 2013.</p>	<p>Low</p>

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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>November 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 October meeting.</p> <p>November 2013: Report to be presented to sub-Committee.</p>	<p>High</p>
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> <p>May 2013 meetings – sent 19/9/13</p> <p>June 2013 meetings – sent 19/9/13</p>	<p>Low</p>