

EFFICIENCY AND PERFORMANCE SUB-COMMITTEE (EPSC) - Outstanding Actions (as at 7/1/2014)

	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				
4.2	Report to 17/7/13 meeting: Item 6 Inter-Departmental Events Co-ordination	Members requested a progress report in one year's time.	Remembrancer July 2014	n/a	Low

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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 January 2014	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	Report to 30/1/13 meeting: Item 5 Triggers for departmental reporting: “50 Ways to Save”	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.	Deputy Town Clerk March 2014	<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
7.5	Report to 8/5/13 meeting: Item 5 Transformation and Efficiency Boards - update	A report to be presented on the review of Supplies & Services and Third Party Payments.	Chamberlain May 2014	November 2013: Update report presented to sub-Committee. Results of on-going reviews to be reported 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>March 2014</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: A comprehensive review is being undertaken of all collaborative/shared services – first draft discussed at Transformation Board on 5th November.</p>	Low

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9	Miscellaneous				
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 Monthly	March 2013 meetings – sent 2/7/13 April 2013 meetings – sent 2/7/13 May 2013 meetings – sent 19/9/13 June 2013 meetings – sent 19/9/13	Low