

Background

Key performance measures are monitored across our four business plan themes; Finance, Value, Transformation and People. Progress against stated objectives and milestones is monitored and discussed each month at the Chamberlain's Senior Management Team meeting. Progress as at 31st October is summarised below.

Cross Cutting:

KPI		Comment	Status (RED/AMBER/GREEN)
P1	To have in place by 1 st October 2014 a robust workforce plan and for this plan to be implemented from that date. (Lead: Suzanne Jones)	<ul style="list-style-type: none"> ▪ The workforce plan has been developed as an iterative process, a more detailed plan has resulted – the status is Amber as, although this is a stronger document than originally anticipated, this has not yet been launched. 	AMBER
P2	To undertake an annual staff survey. (Lead: Matt Lock)	<ul style="list-style-type: none"> ▪ The staff survey has been launched, with analysis of results to be undertaken during November. 	COMPLETED
P3	To provide an environment where all Chamberlain's staff feel that they have the opportunity to achieve their full potential. This will be supported through the delivery of a range of structured in-house training and continued support of an extensive programme of professional training.	<ul style="list-style-type: none"> ▪ Lunchtime training sessions take place on monthly basis, some are applicable to FSD others (e.g. session on VFM) are across the whole of CHB. ▪ Cascade training of relevant external training events also takes place. ▪ Currently have 35 employees who are being supported to achieve either a technical (AAT) or professional accounting qualification. ▪ Further roll out needed in line with the workforce plan and requirements from SOY appraisal and does not yet include all service areas in the department 	GREEN

Financial Services Division

KPI		Director Comment: Caroline Al-Beyerty	Status (RED/AMBER/GREEN)
F1	<p>Support the City Corporation in delivering the Service Based Review and a balanced budget for 2017/18, identifying savings of at least £13m on City Fund and £7m on City's Cash, in accordance with the following timescale:</p> <ul style="list-style-type: none"> ▪ Initial Proposals submitted to Resource Allocation Sub-Committee by June 2014 ▪ Agreement of Proposals Policy and Resources September 2014 ▪ Court of Common Council approval to proceed by March 2015 ▪ Savings incorporated within budgets as part of the Autumn 2016 budget setting process. 	<ul style="list-style-type: none"> ▪ On track ▪ Proposals totalling £23m have been identified and costed, further proposal have been suggested but not yet costed by departments. ▪ In addition £2m of spend in CF/CC has been identified that could more appropriately be funded from BHE. ▪ Proposals agreed by Resource Allocation Sub-Committee in June 2014. ▪ Report to Policy and Resources in September 2014 and wider Committee engagement to follow. 	GREEN
F2	<p>F2. Identify within the Chamberlain's Department a robust programme of efficiency savings, contributing to the overall Corporate target.</p> <ul style="list-style-type: none"> ▪ Submission of Chamberlain's proposals to the SBR Star Chamber 9th April 2014 	<ul style="list-style-type: none"> ▪ Proposals totalling £2.8m have been identified and accepted by the SBR panel. 	COMPLETED
F3	<p>Produce and publish unqualified financial statements for:</p> <ul style="list-style-type: none"> ▪ the City Fund and Pension Fund in accordance with statutory deadlines; and ▪ all other financial statements October 	<ul style="list-style-type: none"> ▪ City Fund and BHE anticipated to be published. ▪ City's cash now completed, Reported to November Finance and Audit and Risk Management Committee. 	AMBER

Business Support Division

KPI		Director Comment: Suzanne Jones	Status (RED/AMBER/GREEN)
V1	Conclude the PP2P review with recruitment to the refocused CLPS structure completed by September 2014.	<ul style="list-style-type: none"> ▪ Recruitment in progress, until such time as appointments are made, on-going stability of the service may be adversely affected ▪ Communication issued to key stakeholders to advise that the service is going through restructure ▪ Delays in completion of JE reviews for new posts has delayed recruitment – escalated to HR senior management. ▪ Recruitment in progress. 	AMBER
V2	Delivery of annual savings of £7m as a result of successful operation of the CLPS.	<ul style="list-style-type: none"> ▪ 23% achieved by 30th June 2014 ▪ 37% achieved by 31st August 2014 	GREEN
V4	90% delivery of the Annual Internal Audit plan by 31 st March 2015.	<ul style="list-style-type: none"> ▪ On track 	GREEN
V5	Full transition to e-invoicing for Chamberlain's Department, with 100% of invoices received electronically by the department 31 st March 2015.	<ul style="list-style-type: none"> ▪ Project is progressing for our own department as a pilot for roll out across the organisation 	GREEN
T2	Completion of the internalisation of the Revenues Service, with the new structure fully operational by 4 th October 2014.	<ul style="list-style-type: none"> ▪ Successful delivery of the project on time. 	COMPLETED
T5	Progression of the Police Accommodation review: <ul style="list-style-type: none"> ▪ Guildhall Yard East main refurbishment works June – Oct 2014 ▪ Police Mobilisation Works Oct – Dec 2014 ▪ Police Occupation of Guildhall Yard East Jan – March 2015 	<ul style="list-style-type: none"> ▪ GYE commenced on 16 June according to plan. ▪ Agreed timelines with the Police to secure final requirements and therefore finalise the space for functions not in GYE and Wood Street. 	GREEN

IS Division

KPI		Director Comment: Graham Bell	Status (RED/AMBER/GREEN)
V3	Delivery of the 7 Mandatory Improvement Projects in partnership with Agilisys, creating the platform for future revenue savings.	<ul style="list-style-type: none"> ▪ All bar 2 mandatory improvement projects have been completed. ▪ Infrastructure as a Service is at an amber status, the project was re-planned as a result of requirements identified after project initiation. ▪ Will be concluded within overall timescale, having utilised contingency from original plan. 	AMBER
T1	Successfully deliver the Oracle ERP project with the new system live on 1 st December 2014. AMENDED: Revised go-live February 2015.	<ul style="list-style-type: none"> ▪ A re-baseline exercise was undertaken July/August. Project re-plan issued and agreed by Steering Group, revised go-live date. ▪ The project status remains red with a number of issues to be resolved before user acceptance testing commences on 21st November 2014 	RED
T3	Submission of clearly defined and quantified business benefits for the full range of IS led transformation projects by 31 st August 2014. (In accordance with the IS Strategy)	<ul style="list-style-type: none"> ▪ Business benefits of “in-flight” projects quantified. ▪ Further work now required to evaluate proposals from the Service Based Review. 	GREEN
T4	Successful completion of the strategic review of the City Police IS provision in accordance with the following timescale: <ul style="list-style-type: none"> ▪ Operational model designed and agreed with Senior Management, resulting in a commercial proposal May 2014 ▪ Police Committee and IS Sub-Committee approval June 2014 ▪ Finance Committee approval July 2014 ▪ New service operational by January 2015 	<ul style="list-style-type: none"> ▪ The review will complete on time as per plan. ▪ Shared service now operational. ▪ Focus on completion of project through appointment of strategic partner (due diligence work in progress to ensure compliance with higher data security requirements of CoLP) 	AMBER