

Committee	Dated:
Finance Committee	17 February 2015
Subject: Chamberlain's Department Business Plan Progress Report	Public
Report of: Chamberlain	For Information

Summary

This report provides Members with an update of progress made in delivering the objectives and outcomes stated in the Chamberlain's Business Plan. In the main, progress continues to be good, with many key milestones met according to anticipated timescales. There are some significant challenges in delivering some elements of the Oracle ERP programme, but although the RAG status remains red, it is on track for go live in late February.

Areas of primary departmental focus in 2014/15 are:

- Service Based Review – identifying sustainable measures to balance the City's budget;
- Oracle Enterprise Resource Planning (ERP) System – leading on the delivery of a highly efficient and effective financial and property management system;
- IS Review – completion of the transition to the revised operating model, in partnership with Agilisys; and
- Procurement – embedding procurement practices to deliver on-going annual savings and improved customer service.

Recommendation

Members are asked to note the report.

Main Report

Background

1. The Chamberlain's Department Business Plan for 2014-2015 was approved by Finance Committee on 27th May 2014. This report has been produced to provide Members with a summary of the key activities undertaken in the first three quarters of the current financial year.

Current Position

2. This report provides a summary of key departmental activities and also gives an update on the achievement of the specific milestones and performance measures stated in the business plan. It is a requirement of the Corporate Business

Planning Framework that such updates be provided to committee on a quarterly basis.

Major Projects

3. The Chamberlain's department leads on a number of corporate projects in addition to those that are key to our departmental operations. The projects included within our business plan are, in the main, progressing according to schedule. These are the subject of separate reports in accordance with the governance arrangements specific to each project, they are not summarised here other than the following brief highlights:
 - i. Service Based Review – Savings for 2015/16 have now been incorporated within departmental budgets. A report will be made to Policy and Resources Committee in February 2015.
 - ii. Oracle Enterprise Resource Planning (ERP) System – delivery remains challenging as we near go-live. The process of issue identification and resolution is working well with the full support of both City of London and PWC colleagues.
 - iii. IS Review – Consolidation of City Corporation and City of London Police IS services is operational, a number of key activities are planned to improve the resilience of the existing Police IS infrastructure.
 - iv. Procurement – The reorganisation of City Procurement is now complete, implementation of procurement initiatives such as “no PO no pay” are gaining momentum.

Progress against Performance Measures and Key Deliverables

4. A full schedule of progress against our performance measures and deliverables is included as Appendix 1 to this report. Progress against stated outcomes is good, with a number of items completed and the significant majority being delivered in accordance with anticipated timescales. The Oracle ERP programme remains on track for system go-live at the end of February but the timescales for delivery remain tight and are stretching the resources of both the in-house team and our partner, PWC. Both parties have stepped up to the challenges presented and robust governance arrangements are in place to oversee completion.
5. Other highlights include completion of the departmental staff survey, with a response rate of just over 60%, a great deal of feedback was obtained, forming the basis for a short, but effective staff development event in December 2014. The survey and the event identified an improving degree of engagement and a number of areas to focus on in the coming year. The Chamberlain has established a Staff Action Group to oversee delivery of these initiatives.
6. In addition to the planned activities, the department has also undertaken a customer survey. This has, again, provided some very useful feedback and, while we are delivering a consistently high level of service in many cases, there are one or two areas that require a little more attention to bring these to a level with other services. Action plans are being developed and will be incorporated in the business plan for 2015/16, with specific performance measures included.

7. Work is now underway to develop the 2015/16 business plan, it is envisaged that the main enhancements will be made in respect of developing our key performance indicators, providing the department with a more effective performance measurement framework. The updated business plan will be presented at April Finance Committee, together with the 2014/15 outturn report.

Conclusion

8. Members are asked to note the progress made in the delivery of the Chamberlain's Department Business Plan.

Appendices

- Appendix 1 – Chamberlain's Department Business Plan Progress Tracker

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