

**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 31 January is summarised below.

**Cross Cutting:**

KPI		Comment	Status (RED/AMBER/GREEN)
P1	To have in place by 1 <sup>st</sup> 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"> <li>▪ 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.</li> </ul>	COMPLETED
P2	To undertake an annual staff survey. (Lead: Matt Lock)	<ul style="list-style-type: none"> <li>▪ The staff survey has been launched, with analysis of results to be undertaken during November.</li> </ul>	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"> <li>▪ 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.</li> <li>▪ Cascade training of relevant external training events also takes place.</li> <li>▪ Currently have 35 employees who are being supported to achieve either a technical (AAT) or professional accounting qualification.</li> <li>▪ 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</li> </ul>	GREEN

## Financial Services Division

KPI		Comment:	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"> <li>▪ Initial Proposals submitted to Resource Allocation Sub-Committee by June 2014</li> <li>▪ Agreement of Proposals Policy and Resources September 2014</li> <li>▪ Court of Common Council approval to proceed by March 2015</li> <li>▪ Savings incorporated within budgets as part of the Autumn 2016 budget setting process.</li> </ul>	<ul style="list-style-type: none"> <li>▪ On track</li> <li>▪ Proposals totalling £23m have been identified and costed, further proposal have been suggested but not yet costed by departments.</li> <li>▪ In addition £2m of spend in CF/CC has been identified that could be considered for funding from BHE.</li> <li>▪ Proposals agreed by Committees with the exception of a small number of substitutes.</li> <li>▪ Head of Finance, Projects now in post to provide scrutiny and oversight of delivery against proposals</li> </ul>	GREEN
F2	<p>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"> <li>▪ Submission of Chamberlain's proposals to the SBR Star Chamber 9th April 2014</li> </ul> <p>Added:</p> <ul style="list-style-type: none"> <li>▪ Savings incorporated into budgets</li> <li>▪ Delivery of 2015/16 proposals</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proposals totalling £2.8m have been identified and accepted by the SBR panel.</li> <li>▪ Progress against departmental proposals monitored at SMT (ref SBR progress tracker)</li> </ul>	COMPLETED
F3	<p>Produce and publish unqualified financial statements for:</p> <ul style="list-style-type: none"> <li>▪ the City Fund and Pension Fund in accordance with statutory deadlines; and</li> <li>▪ all other financial statements October</li> </ul>	<ul style="list-style-type: none"> <li>▪ Financial statements have been published on the internet for all funds.</li> </ul>	COMPLETED

## Business Support Division

KPI		Comment:	Status (RED/AMBER/GREEN)
V1	<p>Conclude the PP2P review with recruitment to the refocused CLPS structure completed by September 2014.</p> <p>NEW:</p> <ul style="list-style-type: none"> <li>▪ Implementation of no PO no Pay – ML to liaise with Chris Bell to establish key metrics</li> </ul>	<ul style="list-style-type: none"> <li>▪ Recruitment in progress, until such time as appointments are made, on-going stability of the service may be adversely affected</li> <li>▪ Communication issued to key stakeholders to advise that the service is going through restructure</li> <li>▪ Delays in completion of JE reviews for new posts delayed recruitment – escalated to HR senior management.</li> <li>▪ Recruitment complete.</li> </ul>	COMPLETED
V2	Delivery of annual savings of £7m as a result of successful operation of the CLPS.	<ul style="list-style-type: none"> <li>▪ Savings totalling £5,643,469 signed off against a cumulative total of £5,753,122 at 31<sup>st</sup> January 2015.</li> </ul>	GREEN
V4	90% delivery of the Annual Internal Audit plan by 31 <sup>st</sup> March 2015.	<ul style="list-style-type: none"> <li>▪ Completion of the 2014/15 internal audit plan is at 49% as at 31/12/2014 – behind the quarterly profile of 64%, mitigations are in place to improve plan delivery for the remainder of the year.</li> </ul>	AMBER
V5	Full transition to e-invoicing for Chamberlain's Department, with 100% of invoices received electronically by the department 31 <sup>st</sup> March 2015.	<ul style="list-style-type: none"> <li>▪ Project is progressing for our own department as a pilot for roll out across the organisation</li> </ul>	GREEN
T2	Completion of the internalisation of the Revenues Service, with the new structure fully operational by 4 <sup>th</sup> October 2014.	<ul style="list-style-type: none"> <li>▪ Successful delivery of the project on time.</li> </ul>	COMPLETED
T5	<p>Progression of the Police Accommodation review:</p> <ul style="list-style-type: none"> <li>▪ Guildhall Yard East main refurbishment works June – Oct 2014</li> <li>▪ Police Mobilisation Works Oct – Dec 2014</li> <li>▪ Police Occupation of Guildhall Yard East Jan – March 2015</li> </ul>	<ul style="list-style-type: none"> <li>▪ GYE commenced on 16 June according to plan.</li> <li>▪ Agreed timelines with the Police to secure final requirements and therefore finalise the space for functions not in GYE and Wood Street.</li> <li>▪ Further work underway on space requirements and planning, on track to report to Members with recommended options in early Spring</li> </ul>	GREEN

## IS Division

KPI	Comment:	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"> <li>▪ All bar 2 mandatory improvement projects have been completed.</li> <li>▪ Infrastructure as a Service is at an amber status, the project was re-planned as a result of requirements identified after project initiation.</li> <li>▪ Will be concluded within overall timescale, having utilised contingency from original plan.</li> </ul>	AMBER
T1 Successfully deliver the Oracle ERP project with the new system live on 1 <sup>st</sup> December 2014. <b>AMENDED:</b> Revised go-live February 2015.	<ul style="list-style-type: none"> <li>▪ A re-baseline exercise was undertaken July/August. Project re-plan issued and agreed by Steering Group, revised go-live date.</li> <li>▪ The project status remains red with a number of issues to be resolved.</li> <li>▪ Phase 2 of UAT in progress</li> </ul>	RED
T3 Submission of clearly defined and quantified business benefits for the full range of IS led transformation projects by 31 <sup>st</sup> August 2014. (In accordance with the IS Strategy)	<ul style="list-style-type: none"> <li>▪ Business benefits of "in-flight" projects quantified.</li> <li>▪ Further work now required to evaluate proposals from the Service Based Review.</li> </ul>	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"> <li>▪ Operational model designed and agreed with Senior Management, resulting in a commercial proposal May 2014</li> <li>▪ Police Committee and IS Sub-Committee approval June 2014</li> <li>▪ Finance Committee approval July 2014</li> <li>▪ New service operational by January 2015</li> </ul>	<ul style="list-style-type: none"> <li>▪ The review completed on time as per plan.</li> <li>▪ Shared service now operational.</li> </ul>	COMPLETED