

Appendix 1

“You Said; We Did” - Action List – February 2015

Actions from November/December 2014 RCC/BRC & other outstanding issues (service related issues transferred to SLA action plans which are reviewed by SLA Working Party & RCC/BRC).

Issue	Source	Officer	Action Escalation
Customer Care, Supervision & Management			
<p>Service Charge Expenditure & Income Account – Latest Approved Budget 2014/15 & Original Budget 2015/16 Report - Queries on staffing costs were raised in respect of the staffing costs in the Service Charge Budget Manpower Statement and recharges:</p> <p>Q1. On the Manpower statement (Table 2) in the Service Charge Budget, 3 FTE's for House Officers are shown at a total cost of £27k? Seems a very low per person salary?</p> <ul style="list-style-type: none"> <i>House Officer posts and costs were moved from being a direct budget cost to being a Supervision & Management recharge in earlier years. However, the 3 House Officers NI & Pension costs (total £27k) were left in the direct manpower costs and were not moved with the main salary cost. Note this will be amended going forward.</i> <p>Q2. On the same Manpower statement, the average cost of each FTE for Cleaners, Garchey Operatives and Estate Concierge appears to fall slightly between 2014/15 and 2015/16?</p> <ul style="list-style-type: none"> <i>Regarding Cleaners and Garchey Operatives, there was a total £44k reduction in 2015/16 cost of agency staff (so not matched by fall in FTE) compared to the 2014/15 cost. Excluding agency costs, Basic Pay per FTE therefore rose slightly.</i> <i>Regarding Estate Concierges, in the Table the FTE has been switched in error with the number of Lobby Porters in the row below. To be clear, there were 12 Estate Concierge in both years and the number of Lobby Porters rose from 7 to 9. Please accept my apologies for this transposition.</i> <p>Q3. There is a difference on the Service Charge Budget of £166k in Table 1 (Analysis of Service Expenditure) between the Supervision and Management actual charge in 2013/14 of £493k and the 2014/15 budget charge of £659k?</p> <ul style="list-style-type: none"> <i>There was a movement in the allocation of staff between direct costs and Supervision and</i> 	November 2014 RCC	Mark Jarvis	Complete

Management recharged staff costs between 2013-14 and 2014-15. If you look at the Employee cost line in Table 1 there is a broadly matching reduction in direct Employee costs of £155k (2013-14 Actual £2,295k compared to 2014-15 Budget of £1,940k). Note the movement of the Housing Officers posts referred to in the answer to Q1 above was part of this reallocation.

Q4. There was a further query on Recharges in the 2013/14 Non-Service Charge Outturn accounts regarding the £101k lower than expected charge. (Please see page 40 of BRC papers of 15 September 2014). A more detailed reconciliation is set out below :-

	Budget	Actual	Variance
<i>Housing S&M recharges to Barbican</i>	53	54	1
<i>Technical Services Recharges to Barbican</i>	35	35	0
<i>S&M recharged to HRA</i>	0	-102	-102
<i>Corporate & Democratic Core</i>	-50	-50	0
TOTAL	38	-63	-101

S&M recharge to HRA was not budgeted for.

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