

Committee	Date:
Finance Committee	17 November 2015
Subject: Chamberlain's Business Plan - Second Quarter Update	Public
Report of: Chamberlain	For Information

Summary

This report provides Members with a brief update of assurance that the Chamberlain's department is making good progress in the delivery of the 2015/16 Departmental Business Plan.

Recommendation

Members are asked to note the report.

Main Report

Background

1. The Chamberlain's Department Business Plan for 2015-2016 was approved by Finance Committee on 14th April 2015. This report has been produced to provide Members with a summary of progress against key deliverables and performance in quarter two of the current financial year.

Current Position

2. It is a requirement of the Corporate Business Planning Framework that business plan delivery update reports be provided to Committee on a quarterly basis. This report builds upon the good progress reported in July.

Delivery against Key Improvement Objectives

3. Progress in the delivery of our Key Improvement Objectives (provide strategic financial management across the City Corporation, deliver effective service operations and enable change and transformation) is good. Two points are of note:
 - Successful implementation of Oracle R12 and effective implementation of related business changes (Provide Strategic Financial Management) – in accordance with the revised delivery timetable, the programme closed in September 2015. A small number of defects were handed over from the programme team to business as usual support and development resource, as is normal in such programmes, good progress is being made to close these remaining items.

- Business processes work efficiently and effectively (Provide Strategic Financial Management) – compliance with the No PO No Pay policy continues to exceed anticipated performance, peaking in quarter two at 95% of all relevant invoices paid matched to a purchase order, the cumulative performance to date is 94%, some 6% above target.

The remaining milestones are on track for delivery in accordance with agreed timescales and will be reported against as they become due or where timescales are amended.

Delivery against Key Performance Indicators

4. The Chamberlain's Performance Scorecard is shown as Appendix 1 to this report. Items of note are:
 - Accounts Payable Invoice Turnaround – while showing as amber, very good progress is being made towards achieving the stretched target of 97%, the direction of travel is positive and performance for the year to date is at 96%.
 - Council Tax Collection – slightly behind anticipated collection levels, although this is consistent with performance in previous years. This indicator is marked as amber to reflect the closer monitoring being applied by the City Revenues team.
 - Internal Audit Plan Delivery – this continues to be behind expected performance. A volume of work has been completed since the end of quarter two which will close the gap between performance and target. The profile for plan delivery has been adjusted to reflect the measures being taken to address the shortfall.

Conclusion

5. Members are asked to note that good progress is being made in the delivery of the Chamberlain's business plan. Performance for the first quarter of the year is in line with expectations although reported on limited information.

Appendices

- Appendix 1 – Chamberlain's Department Performance Scorecard

Background Papers

Report to Finance Committee 14/04/2015: Chamberlain's Business Plan 2015/16
Report to Finance Committee 21/07/2015: Chamberlain's Business Plan – First Quarter Update

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