

<b>Committee:</b> Finance Committee	<b>Date:</b> 12 April 2016
<b>Subject:</b> Chamberlain's Departmental Business Plan 2015/16 Year End Update	<b>Public</b>
<b>Report of:</b> Chamberlain	<b>For Information</b>
<b>Report author:</b> Matt Lock – Chamberlain's Department	

### Summary

This report provides Members with a year end summary of delivery against the objectives and expected outcomes stated in the Chamberlain's Business Plan for 2015/16. In the main, progress was good, with many key milestones met according to anticipated timescales.

Key achievements in 2015/16 include:

- Delivery of the Service Based Review – incorporating a packet of savings and income targets within departmental budgets, balancing the City's budget;
- Completion of the Oracle System upgrade and implementation of the property management system;
- Consolidation of the City Corporation and City of London Police IT services; and
- Procurement – embedding procurement practices to deliver improved compliance and significant savings to service departments.

### 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 14<sup>th</sup> April 2015. This report has been produced to provide Members with a summary of progress against key deliverables and performance in quarter three 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 throughout the year and provides a year end summary of our performance against stated objectives.

## **Delivery against Key Improvement Objectives**

3. Progress in the delivery of our Key Improvement Objectives (as set in the context of our Strategic Aims: to secure sound financial management, ensure operational excellence and enable transformation) was good. The following are highlighted as key achievements:
  - Completion of the Oracle upgrade programme, creating a platform for future efficiencies and improved decision making through the use of management information.
  - Delivering the Service Based Review savings of over £20m through to 2018/19.
  - Bringing together the City Corporation and City of London Police IT services, improving resilience and introducing a model that will enable further IT performance improvements.
  - A number of office moves were undertaken within the department, concluding with the relocation of the City Revenues team to Guildhall North Wing, vacating the entire 2<sup>nd</sup> floor of Walbrook Wharf for future corporate use.

## **Delivery against Key Performance Indicators**

4. The Chamberlain's Performance Scorecard is shown as Appendix 1 to this report. Items of note are:
  - Procurement Processes – Significant performance improvements were achieved across the range of procurement measures, particularly Purchase Order Compliance, where performance has exceeded expectations by a considerable margin. As well as demonstrating improved compliance, there is a direct link to the overall efficiency of the payments process where purchase orders are raised.
  - Internal Audit Plan Delivery – despite increased efforts over the second half of the year to deliver planned work, this target has not been met. Internal Audit work was, however, prioritised to ensure that attention was focussed on delivering higher risk items.
  - Customer Service and Staff Engagement – measured through annual surveys, we recorded an improvement on the previous year's scores, although this was below the targets that we had set. We will continue to work towards these challenging targets in the coming year.

## **Conclusion**

5. Members are asked to note the successful delivery of the Chamberlain's Department Business Plan 2014/15, the significant majority of activities having been delivered in accordance with stated expectations.

## **Appendices**

- Appendix 1 – Chamberlain's Department Performance Scorecard

## **Matt Lock**

Head of Payments and Support Services | Chamberlain's Department

T: 020 7332 1276 E: [matt.lock@cityoflondon.gov.uk](mailto:matt.lock@cityoflondon.gov.uk)