Committee: Finance Committee	Date: 19 July 2016
Subject: Chamberlain's Business Plan – First Quarter Update	**Public**
Report of: Chamberlain	**For Information**
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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.

Performance is broadly in line with expectations and is improved from the position at the same time last year. There are a small number of improvement objectives that have been identified as more challenging than anticipated where it may be necessary to amend original delivery plans; Oracle Benefits Realisation, IT End User Device Refresh and e-invoicing for Accounts Receivable, Business Rates and Council Tax.

Recommendation

Members are asked to note the report.

Main Report

Background

1. The Chamberlain's Department Business Plan for 2016-2017 was approved by Finance Committee on 12th April 2016. This report has been produced to provide Members with a summary of progress against key deliverables and performance in quarter one 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. The Committee cycle has resulted in this first update falling very close to the period end and, as such it has not been possible to obtain performance statistics against all of our departmental key performance indicators (KPIs), shown in our departmental Performance Scorecard at Appendix 1 to this report. The outstanding KPIs will be updated and provided with the next quarterly report.

Delivery against Key Improvement Objectives

3. Progress in the delivery of our key improvement objectives is good , three objectives are flagged at this stage in recognition of the challenges to their delivery. The requirement to undertake these activities remains, although it may be necessary to amend some of the milestones within to ensure overall delivery:

- Oracle Benefits Realisation Review – timescales to complete this piece of work are aggressive, particularly given resource constraints, the review is expected to complete in September, in accordance with specified timescales.
- End User Device Refresh – Phase 1 (replacement of older devices) is on track with many older devices already replaced. Phase 2 deliverables (Windows 10 and Office 16 rollout, device management policy changes and Active Directory revamp) is under review and may be subject to re-planning.
- E-Invoicing for AR, Council Tax and Business Rates – work to develop a work plan for this has not yet commenced, delayed as a result of an unsuccessful recruitment campaign for Head of Exchequer Services. A second campaign is underway.

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. This shows good performance across the range of KPIs in place, the following are of note:

- Accounts Payable (AP) invoice turnaround for Small and Medium Sized Enterprises (SME) (10 day) – marginally behind the target for the year, reporting 87% against a target of 88%, noted that this is an improvement on performance from last year and expected that, over the course of the year this will meet or exceed the target.
- % of Invoices Received Electronically by the AP team – at 85% this is behind the incremental target for Q1 (88%), although noting the rate of improvement from 2015/16 performance, this is on track to deliver the year-end target.
- The Commercial Rent performance figure is not yet available.

5. Profiles have not been finalised on the scorecard for some of the cumulative KPIs (Commercial Rent Collection, Business Rates Collection, Internal Audit Plan Delivery), these will be included for the quarter 2 update report. Performance is improved from the same point last year.

6. There remain some underlying IT Performance issues that are not captured by our KPIs, there is a commitment to delivering stabilisation; managing change on a risk assessed basis and prioritising key areas of activity. Specific governance arrangements are in place to monitor and manage this.

Conclusion

7. 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.

Appendices

- Appendix 1 – Chamberlain's Department Scorecard

Background Papers

- Report to Finance Committee 12/04/2016: Chamberlain's Business Plan 2016/17

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