

<b>Committee(s)</b>	<b>Dated:</b>
Finance Committee – For Information	19/02/2019
<b>Subject:</b> Chamberlain's Key Work Streams and Business Plan – Update	<b>Public</b>
<b>Report of:</b> Chamberlain	<b>For Information</b>
<b>Report author:</b> Hayley Hajduczek	

### **Summary**

This report provides Members with a brief update of key areas of work underway in Chamberlain's and assurance that the department is making good progress in the delivery of the 2018/19 Departmental Business Plan. Performance is in line with expectations for the third quarter.

### **Recommendation**

Members are asked to note the report.

### **Main Report**

#### **Background**

1. The Chamberlain's Department Business Plan for 2018-2019 was approved by Finance Committee on 10<sup>th</sup> April 2018. This report has been produced to provide Members with a summary of key work streams and progress against key deliverables and performance in quarter three of the current financial year.

#### **Progress on Key Work Streams**

##### **Finance**

2. The primary focus has been on preparing the Medium Term Financial Plan to inform the reports to the Ratepayers consultation and Finance Committee in February and Court of Common Council in March. Addressing the rising deficit in the Police budget has also been a priority.
3. The timetable for year-end accounting activity has been finalised and circulated to key stakeholders. The primary focus of this project is to produce draft 2018/19 accounts for City Fund by 1<sup>st</sup> May 2019 and working towards a secondary objective to synchronise the production of the 2019/20 accounts for all funds to this timetable.

## **IT**

4. The focus for the IT Division in Quarter 3 has been finalising the technology roadmap and capital bid priorities for both the City of London Corporation and the City of London Police. These bids have now been submitted for consideration and decision by Members. In addition, the IT Division have been carrying out extensive engagement with staff across the organisation through a short 60 second survey (this achieved over 600 responses) and a series of workshops and focus groups. The purpose of this engagement was to gain views from staff on what will be important in the re-tendered contract which comes to an end in August 2020.

## **Commercial**

5. Interventions in Corporate contracts by the Commercial Contract Management Team have delivered confirmed in-year savings to end of Q3 amounting to £956k across 11 projects. The total of the contracted savings across these projects amounts to £1.66m throughout these contracts' lifecycles. These projects have included service rate reductions realised through non-contractual benchmarking activity; service charge credits through specification realignment to match current needs; and successful commercial negotiation of contractual disputes.
6. In line with the CCM learning and development service objective, the team is preparing a learning programme focussed on Commercialism in the Supply Chain. This purpose of this learning programme is to raise awareness of the principles of commercialism amongst non-procurement colleagues, so that these colleagues can contribute constructively, through their daily duties, towards achieving best value from contracted provisions.

## **Delivery against Key Performance Indicators**

7. It is a requirement of the Corporate Business Planning Framework that business plan delivery update reports be provided to Committee on a quarterly basis.
8. The Chamberlain's Performance Scorecard is shown as Appendix 1 to this report. This shows good performance across the range of KPIs in place: although the Internal Audit plan completion rate is below target, this is in part a profiling issue and steps are being taken to ensure target is achieved.
9. The target was missed for P1 incidents fixed within 2 hours for the City of London Police due to a firewall issue, the third party supplier recommended an upgrade of the Security Zone firewalls which has taken place and since the upgrade reliability has improved.
10. The target was missed for P2 incidents fixed within 6 hours for the City of London Corporation this was largely due to third parties taking longer than our SLA to respond and deliver fixes.

## **Conclusion**

11. Members are asked to note that good progress is being made on key work streams and in the delivery of the Chamberlain's business plan. Performance for the third quarter of the year is in line with expectations.

## **Appendices**

- Appendix 1 – Chamberlain's Department Scorecard

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