

Committee(s):	Date(s):
Culture, Heritage and Libraries Committee	04 December 2013
Subject: Culture Heritage & Libraries Business Plan 2013-2015 – Q2 Monitoring Review	Public
Report of: Director of Culture, Heritage and Libraries	For Information

Summary

This report provides the Business Plan progress which has been made in Quarter 2 against the objectives and key performance indicators (KPIs) set out in the Culture Heritage & Libraries Department's Business Plan 2013-2015.

Good progress has been made against the Department's 10 Key Objectives - with Quarter 2 targets being achieved or exceeded. These have been summarised in Appendix A.

Appendix A also sets out performance in Quarter 2 against our key performance indicators and the relevant corporate Service Response Standards. We have met or exceeded 9 out of the 10 reported KPIs; the underachievement on KPI CHL2 is explained in more detail on the appendix but is expected to be achieved this year. We have also met or exceeded 3 of the 4 reported corporate Service Response Standards.

The second quarter monitoring position for Culture, Heritage & Libraries services covered by the Culture, Heritage & Libraries Committee is provided in Appendix B. This reveals a net underspend for the 3 months from July – September for the Department of £272K (11.7%) against the overall local risk budget from July – September of £2,316K for 2013/14. The reason for the large underspend is largely due to a significant increase in visitor numbers at Tower Bridge.

Overall the Director of Culture Heritage & Libraries is currently forecasting a net underspend of £350K, which is due to significantly higher than anticipated visitor numbers to Tower Bridge, for his budgets for the City Fund, City's Cash and Bridge House Estate services under his control.

Recommendations

I recommend that your Committee notes:-

- The Quarter 2 progress shown against our Key Objectives, Key Performance Indicators and Service Response Standards as set out in Appendix A;
- The financial information contained in Appendix B.

Main Report

Background

2. At your meeting of 29 April 2013, Members approved the Culture Heritage & Libraries Department's Business Plan for the period 2013–2015.
3. Ten business plan objectives were agreed by Committee which are linked to our three overarching departmental Strategic Aims:
 - 1) To refocus our services with more community engagement and partnerships with others;
 - 2) To transform the sense of the City as a destination; and
 - 3) To continue to use technology to improve customer service and increase efficiency.
4. Good progress has been made against the Department's 10 Key Objectives - with all 10 objectives on target or achieved. These results have been summarised in Appendix A.
5. Performance against a range of 10 Key Performance Indicators was also agreed and progress is shown at Appendix A. We have met or exceeded 9 out of the 10 KPIs; the final KPI (CHL2) has been partially met and it is anticipated that we will meet the annual target at year end.
6. Performance against 3 of the 4 reported corporate Service Response Standards has been high with 66% of emails to (two out of three sampled) published email addresses being responded to within 1 day (SRS C); results of 100% for responding to specific requests for information is a 20% improvement on the last quarter (SRS D); 92.8% of all telephone calls answered within the standard (SRS E); and only 5% of calls going to voicemail (SRS F).

Financial and Risk Implications

7. The second quarter monitoring position for Culture, Heritage & Libraries services covered by the Culture, Heritage & Libraries Committee is provided in Appendix B. This reveals a net underspend for the 3 months from July – September for the Department of £272K (11.7%) against the overall local risk budget from July – September of £2,316K for 2013/14. The reason for the large underspend is largely due to a significant increase in visitor numbers at Tower Bridge.

Overall the Director of Culture Heritage & Libraries is currently forecasting a net underspend of £350K, which is due to significantly higher than anticipated visitor numbers to Tower Bridge, for his budgets for the City Fund, City's Cash and Bridge House Estate services under his control.

Detailed table at
Appendix B

3 months to 30 September 2013	Forecast for the Year 2013/14
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	Approved Budget 2013/14	Budget Quarter 2	Actuals Quarter 2	Variance Quarter 2	LAB	Forecast Outturn	Over/ (Under)
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
CHL City Fund *	8,502	2,177	2,240	63	8,502	8,502	0
CHL City's Cash	(125)	(39)	(40)	(1)	(125)	(125)	0
CHL Bridge House Estates **	(138)	(192)	(539)	(347)	(138)	(488)	(350)
Total Culture, Heritage and Libraries Committee	8,239	1,946	1,661	(285)	8,239	7,889	(350)
Total Planning and Transportation Committee	1,497	370	383	13	1,497	1,497	0
Total Culture, Heritage & Libraries Committee - City Surveyors	97	-	-	-	97	97	0
TOTAL DIRECTOR OF CULTURE, HERITAGE & LIBRARIES LOCAL RISK	9,833	2,316	2,044	(272)	9,833	9,483	(350)

* The main reason for the overspend is due to the Quarter 2 income targets not being met.

** The main reason for the surplus of income is due to the Quarter 2 income targets being significantly higher than expected. This has led to a projected surplus at year-end of £350K.

Business Continuity/Emergency Planning

- In July, we worked with Town Clerk's Security & Contingency Planning section to facilitate a test of the new corporate Disaster Recovery Centre at our London Metropolitan Archives premises. The test of the emergency arrangements demonstrated the facilities would be able to meet our corporate requirements. We continue to work closely with Town Clerk's on emergency planning arrangements.

Property Considerations

9. There are a number of major projects planned across the Culture, Heritage and Libraries portfolio budget totalling £4.075m, which in conjunction with The City Surveyors Department, The City of London is investing in the future of their unique collection of historically important buildings, sites and artefacts. This expenditure aims to transform the sense of the City as a destination and enhance the visitor experience to numerous places of historic interest.

The Lord Mayor's State Coach

10. The project subcommittee rejected the Gateway 4 report for the £680,000 refurbishment project; a resubmission with reduced costs estimates to seek approval will be submitted by January.

Billingsgate Roman Bath

11. The project is to provide an access walkway above and across the Roman archaeology to enable conservators access and remove the fear of damaging the historically sensitive site. The more extensive project to include a DDA lift and longer walkway is currently on hold due to financial constraints, however a shorter walkway budgeted at £40,000 is on schedule to be started by March 2014.

Guildhall Art Gallery

12. There are two substantial projects underway with a combined budget of £1.2million; the tender documents for the Heritage Gallery project are completed and currently out to tender, due back start of November. The Gateway 4C – detailed design report was approved at project sub-committee on 26 September 2013 and CH&L on 25 October 2013.
13. The Lighting Control Project is currently drafting the Gateway 3/4 Report, whilst funding implications are being assessed by the Chamberlain's and the CH&L departments.

London Metropolitan Archives Roof Project

14. A Gateway 3 report is being drafted exploring the options, with the intention to go to committee in December 2013 pending pre-tender cost estimates received and time table being approved. Work on site is scheduled to start spring/summer 2015.

Tower Bridge Glass Walkway

15. A £990,000 project to provide a glass floor to the elevated walkway level to enhance visitor experience and transform the sense of the City as a destination. A budget of £153,000 has been agreed for the design team and the Gateway 4 report has been approved by Committee (CH&L, P&T and Project Sub). The report included additional funds obtained for an external Project Manager. Obtaining the requisite Listed Building consents could be problematic as previous indications have required a Conservation Management Plan to be agreed with English Heritage before this can be considered. There was a delay with the appointment of the design team due to a system error. However, the design team have now been appointed. Planning Submission is set for mid-November 2013; Contractor Tender - October-December 2013; Appoint January 2014 (Authority to start work agreed).

The Monument

16. The external screen and gallery lighting project of circa £105,000 is in the early stages. The brief requires considerable input from the City Planning Officer to resolve planning issues. There are also on-going discussions in progress with the adjoining site owner and we are waiting their revised proposals for the Monument Yard following the meeting in August, these are imminent, but the current estimated project completion date is likely to be delayed.

Strategic Implications

17. The work of the Department links clearly to the Corporate Plan and the City Together Strategy aims and objectives through its business plans. The business plans are part of a clearly defined annual planning cycle devised to improve the links between service and financial planning and drive service improvement.

Consultees

18. The Town Clerk, the Chamberlain and City Surveyor's Department have been consulted in the preparation of this report.

Appendices

Appendix A – Progress against Key Objectives/Key Performance Indicators

Appendix B – Financial Statement

Background Papers:

Culture Heritage & Libraries Department's Business Plan, 2013–2015.

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