

Information/Discussion Paper

Economy and Business Improvement Overview and Scrutiny Committee - 23rd January 2012

GO SHARED SERVICES UPDATE

This note contains the information to keep Members informed of matters relating to the work of the Committee, but where no decisions from Members are needed

1. Why has this come to scrutiny?

At the meeting of Economy and Business Improvement O&S committee on 19th July 2011, a report was presented regarding the revised business case (version 6.0) and the proposed GO Shared Services implementation at Cheltenham. Members requested a progress update in January 2012. As a brief reminder, the GO Programme is a partnership of Cheltenham Borough Council, Cotswold District Council, Forest of Dean District Council, West Oxfordshire District Council. Cheltenham Borough Homes will also be part of the GO Programme under Cheltenham Borough Council's membership, and the Local Authority company will be taking its HR/Payroll and Finance/Procurement services from GO Shared Services under an SLA.

2. Summary of the Issue

2.1 The Programme's aim is to develop a shared service for Finance, Procurement, Human Resources and Payroll, based on the creation of a shared IT platform – ABW (Agresso Business World), in order to deliver savings for partner councils, improved resilience and improvements in service delivery.

2.2 The implementation costs of the GO Programme were set out in the business case approved by the GO partner councils in the autumn of 2010. Although the contingency funding within the business case is now anticipated to be fully utilised, overall the Programme costs remain in line with the approved budget of £1.4m, with planned net savings over a 10 year period to March 2021 of £3.8 million pounds. For CBC, the total investment of £442k results in planned cumulative savings over the same 10 year period of £1.78m. This will only happen if we get the processes right, the system configured properly and work together in true partnership.

2.3 Progress since July 2011

The following comprises a summary of progress to date:

- Programme Board meeting every 2 weeks
- Risks and issues logged, monitored and updated – key risk around capacity to deliver in extremely tight timescales

- High level structure agreed, management posts described and evaluated.
- Head of GO Shared Service “designate” appointed, to be in post from 1 04 2012.
- Heads of Finance, Head of HR “designate” appointed, to be in post from 1 04 2012.
- ABW (Agresso Business World) –“Gold” Client User Acceptance Tests
- ABW - cloned Clients, local User acceptance testing and interfaces tested
- Live Data Load & Conversion
- Change manager appointed for the Programme, together with change co-ordinators for each partner council
- “Navigating your way through change” sessions held
- Implementation projects live and progressing in Forest of Dean and West Oxford District Councils
- LA Company agreed, and agreement to take GO Shared Services
- Implementation projects commenced in Cheltenham Borough Council, Cotswold DC, CBH Ltd, and an LA Company implementation project commenced
- Partner Councils commenced agreement on required constitutional changes e.g. Financial Regulations
- Consultation on TUPE arrangements commenced and ongoing, including provision of FAQs. Have established cross partner Trade Union and Employee representative joint meetings to take place monthly from January 2012.
- Communication with employees and stakeholders - on going
- Agreement reached by partner councils to implement / use LMS system
- December 2011 / January 2012 Forest of Dean Go live with Agresso

2.4 For Cheltenham BC

- the implementation project is progressing, however all timelines are under consideration in light of the implementation at FoD taking longer than planned, and the consequential impact on process lead availability.
- project board in place and meeting every 2 weeks from January 2012
- financial rules (common across partners) changes approved, with contract procedure rules to be approved by council as part of the Constitution changes – by end March 2012
- key identified risks include capacity to deliver in required timeframes whilst maintaining focus on other major projects and business as usual - capacity funding of £7k approved by Executive Board for additional HR administrative support. Additional support identified and commenced in Finance.
- change co-ordinator resource has been identified and deployed

- Paul Jones appointed as one of two designate Heads of Finance GO Shared Services, Amanda Attfield appointed as designate Head of HR GO Shared Services. Appointments effective from 1 04 2012
- Decisions that have been made so far are to
 - move to a common pay date - agreed as 20th of each month. For CBC this will be in May 2012;
 - phased introduction of self-service for payroll elements at CBC from April through to September 2012.

3. Next Steps

- 3.1** Jan – April 2012 Agresso (ABW) system go-lives. Consultation on TUPE transfers.
- 3.2** January – March – s101 agreement, agreement re any constitutional changes in partner councils, development of draft service plan for GO Shared Service. GOPN project to progress governance arrangements with Strategic Programme Management Board e.g. S101 agreement and go live arrangements. Working with the ICT project (GOPC) to ensure ICT support infrastructure enables service delivery from go live and beyond.
- 3.3** April TUPE transfer takes place (77 affected in total, with 61 in the TUPE ringfence as follows:
- Cheltenham BC – 29 (25.85fte), Forest of Dean DC – 16 (12.48 fte), West Oxford DC – 14 (11.1fte). Cotswold DC have 18 affected employees, who are not transferring under TUPE
- 3.4** April – end September 2012 closer working under shared service management - consultation on arrangements for service delivery from October 2012 led by shared service management - this would include consultation on the impact of any revised delivery arrangements.
- 3.5** Accommodation and location - aiming to make best use of partners collective accommodation, for example services may cluster on one or more partner site depending on nature of service and accommodation available, proximity of employees, cost. Some services are not “fixed” location dependent, potential for more flexible mobile working e.g. advisory. No permanent location moves envisaged prior to October 2012.
- 3.6** Performance monitoring and reporting arrangements in place (Joint Monitoring and Liaison Group, Client Officer Group).
- 3.7** May – September – consultation on any revised delivery arrangements as required.
- 3.8** October 2012 - any revised service delivery arrangements commence, and savings begin to be delivered.
- 3.9** The Head of GO Shared Services will be accountable with the senior management team, working with the Client Officer Group, to the Joint Monitoring and Liaison Group (JMLG) for delivering the service plan and benefits set out in the business case.
- 3.10** Training and development will continue regarding the ABW system and new processes as per the GO Shared Services programme plan.

Background Papers**Contact Officer**

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Accountability

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