

Highlight Report

Project: Shared Services / Transformation Project			
Calendar Week ending:	4/6/10	Report prepared by: K Dicks	
Status: Red/Amber/Green	Green	% Complete:	12%
Project Start	1/8/09	Projected Completion	1/1/13
Summary position:			
<p>The main elements to this project and updates are as follows:</p> <ul style="list-style-type: none"> • Elections – up and running. • Community Safety – up and running. • IT – since the last highlight report key sub projects have gone live including the first phase of the new helpdesk system and the email & web filtering devices. The helpdesk will now be configured to enable improved management of calls logged and for Redditch to migrate to it before their existing system expires in September. Focus has now begun on the next major sub project which is the start of virtualization of the computer servers at both sites and migration of the email & calendar systems into one environment. Consultation on the proposed structure has been completed – recruitment to the managers post has been unsuccessful so we will now have to move to external recruitment. Majority of staff slotted in but there are a few gaps which will be recruited to. • CCTV / Lifeline – the CCTV/Lifeline service transferred to Redditch on 4th January 2010, with 21 staff transferring into the direct employment of Redditch Borough Council. Staff consultation on the proposed structure extended in order to ensure robust consultation with all staff – this has now ended. Manager and Team Leaders have been appointed. Notice of risk of redundancy served and requests for Voluntary Redundancy considered and agreed which should mean remaining staff can be slotted in. Service will be transferred to RBC week commencing 7th June. All other work progressing in accordance with timescales. • Economic Development (being led by Wyre Forest). North Worcestershire Economic Strategy and approach endorsed by Shared Services Board and Wyre Forest Cabinet on 20th April. Proposed that Wyre Forest lead. Will now go to Cabinet / Councils at all three North Worcestershire districts and more detailed business case developed. • Single Management Team – recruitment to Heads of Service posts completed 18th January. Unsuccessful candidates have left the Council. Head of Planning and Regeneration and Head of Customer Services appointed. New structure formally came into place on 20th April but new appointees agreed to take up functions 			

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earlier in order to make transition easier. Head of Customer Services formally takes up post on 5th July (last remaining post).

- Transformation – discussions have been held with the WMIEP over support they could provide to the Transformation Agenda – including a site visit to Warwick District Council and Staffordshire Moorlands and High Peak Borough. A further 3 days were spent on systems thinking (facilitated by WMIEP) which included spending time within service departments in both councils and with partners to put the theory into practice. This will be used to work up the exact details Shared Services / Transformation Programme – this will be presented to the Shared Services Board at end of June.

Work continues for the HR team on reviewing the terms and conditions of employment (between the two Councils) and formulating proposals to harmonise them. This is scheduled for completion in the Autumn. SMT and Unions are involved throughout the process.

WETT programme continuing – detailed business cases for Internal Audit, Property and Regulatory Services have been agreed. Bromsgrove and Redditch will be host authority for Regulatory Services. Head of Service for Regulatory Service appointed by Joint Appointments Committee. Statement of Partner Requirements (service standards) completed. All staff TUPE's to Bromsgrove District Council on 1st June 2010 and the service is now live with the legal agreement signed by all partners. Kevin Dicks chairs the WETT Regulatory Services Programme Board.

Review of cost sharing principles for procurement, payroll, elections and community safety completed.

Key Tasks for next month	Measure of Success
<ul style="list-style-type: none"> • Progression of implementation for 4 approved business cases in accordance with timescales 	<ul style="list-style-type: none"> • Projects progressing
<ul style="list-style-type: none"> • Further work on the development of the business case for North Worcestershire Economic Development Shared Service 	<ul style="list-style-type: none"> • Business case progressing in accordance with timescales
<ul style="list-style-type: none"> • Risk register and mitigating actions to be reviewed 	<ul style="list-style-type: none"> • Risk Register reviewed
<ul style="list-style-type: none"> • Continued work on review of Terms and Conditions 	<ul style="list-style-type: none"> • Work continuing
<ul style="list-style-type: none"> • Development of shared services / transformation programme 	<ul style="list-style-type: none"> • Draft Shared Services / Transformation programme developed
Risks, issues and concerns	Mitigating Action

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For full list of risks and mitigating action see separate risk log	Main risks are outlined in feasibility study and risk register (including mitigating actions) will be continually reviewed over the coming months. One risk, that of political buy in has increased. See report.
Financial Update	
Within budget – detailed financial monitoring to be reported to next Shared Services Board.	