

Minutes of a meeting of the **Shared Services Joint Committee**
held on Friday, 24th November, 2017 at Committee Room 1 - Wyvern House,
The Drummer, Winsford, CW7 1AH

PRESENT

Cheshire East Council

Councillor JP Findlow (Chairman) and P Bates

Cheshire West and Chester Council

Councillors P Dolan, P Donovan and L Gittins

Visiting Member

Councillor N Sullivan, Cheshire West and Chester Council

Officers in attendance

Cheshire East Council:

Peter Bates, Chief Operating Officer

Dominic Oakeshott, Programme Director, Best4Business Programme

Gareth Pawlett, Corporate Manager ICT

Suzanne Antrobus, Team Manager, Legal

Heather Grove, Senior Manager, Business Assurance, Development and Collaboration

Rachel Graves, Democratic Services Officer

Cheshire West and Chester Council:

Mark Wynn, Director of Corporate Services

Paul Newman, Archives and Local Studies Manager

Laurence Ainsworth, Director of Public Service Reform

Aaron Thomas, Public Service Reform - Joint Programme Manager

Peter Lloyd, Public Service Reform – Senior Manager

Simone Thomas, Senior Manager ICT Solutions

Nicky Cox, Agilisys Ltd

20 MEMBERSHIP CHANGE

It was reported that Councillor Don Stockton had replaced Councillor Peter Groves on the Committee.

21 APOLOGIES FOR ABSENCE

Apologies were received from Councillors D Armstrong and D Stockton.

22 DECLARATIONS OF INTEREST

No declarations of interest were made.

23 PUBLIC SPEAKING TIME/OPEN SESSION

No member of the public were present.

24 MINUTES OF PREVIOUS MEETING

RESOLVED:

That the minutes of the meeting held on 22 September 2017 be confirmed as a correct record and signed by the Chairman.

25 ARCHIVES UPDATE

The Committee considered a report which provided an update on the Archives Project.

The call in of the Cheshire West and Chester Cabinet decision in relation to the site of the history centre at the former Enterprise Centre in Hoole had been considered by the Council's Overview and Scrutiny Committee on 9 October 2017. The Committee had resolved that the Cabinet's decision proceed.

Work was currently being commissioned to support the funding bid to the Heritage Lottery Fund. The recruitment of the design team was underway, with the process taking longer owing to the larger value of the commission. It was anticipated that the commission would begin in January.

It was proposed that a workshop be held in January 2018 to provide an update on progress and consultants' work to date.

RESOLVED:

That the contents of the report be noted.

26 ICT REVIEW UPDATE REPORT

The Committee considered a report on the outcome of the independent review of ICT and the agreed next steps.

The Joint Independent Review had been concluded on 6 November. The main areas identified were the need for strengthening of commissioning; financial transparency; enhanced and simplified governance, and the modernisation of the IT Shared Service. An outline business case had been formed to understand the costs and benefits of a new operating model. A draft transition plan was appended to the Report.

RESOLVED: That

- 1 the Review's recommendations are taken forward to mobilisation stage, namely:
 - I. Strengthen client arrangements and medium term strategic planning;
 - II. Confirm and enhance the ICT Shared Service's key role in supporting common applications and providing commodity ICT while also ensuring full engagement with both clients on projects relating to line of business systems and digital programmes;
 - III. Ensure that both Councils fully engage across with the Infrastructure Investment Programme to enable the delivery of key business requirements, to develop the financial case and to maintain momentum;
 - IV. Improve and streamline governance at officer level to enable joint working and shared decision making;
 - V. Draft a shared service agreement and proportionate performance management framework supported by a range of intelligent KPIs;
 - VI. Deliver a comprehensive training programme to support further staff development involved in ICT across the two Councils and the shared service;
 - VII. Develop a new organisational structure for ICT alongside clear roles and responsibilities;
 - VIII. Building on the outline business case, further develop the financial implications relating to a new operating model including clarity on investment and financial/non-financial benefits and new funding arrangements
- 2 resources to enable the above are defined as a matter of urgency;
- 3 the Committee endorse the shared services agreement dated 1 April 2016 continue to govern existing service provision until the revised agreements, including agreed service catalogue, specifications, performance management and revised payment arrangements, are in place; and
- 4 the Committee agree the Transactional Service Agreement will now move forward and reflect the changes in the ICT delivery model and the requirements of the Best4Business programme.

27 FINANCE & HR SYSTEM REPLACEMENT ("BEST4BUSINESS") PROGRAMME

The Committee considered a report which provided an update on the progress being made in procuring and implementing a replacement HR and Finance system for the Council's and their partners.

The contract had been signed between each Council and Agilisys and an Inter Authority Agreement had been signed between the two Councils, setting out the working arrangements in relation to the HR & Finance System contract.

The contact with Agilisys included a schedule of milestone payments upon delivery of a number of outcomes during the life of the programme. Three milestones had been signed off by the Best4Business Programme Board, as listed in Appendix A to the report. It was expected that the Solution Design Document would be signed off by 30 November.

The Joint Scrutiny Working Group continued to provide scrutiny of the implementation programme and had met for the second time on 9 October. The Working Group emphasised the importance of receiving positive confirmation from the officers representing the Programme Team that the solution design being signed off would meet the needs of the Councils and their partners.

RESOLVED:

That the Committee:

- 1 note and endorse the work of the Finance & HR System Replacement Programme (Best4Business) in finalising the Council's contracts with Agilisys and in mobilising the joint implementation team with Agilisys since the previous report to the Committee in September 2017;
- 2 note that three contractual milestones have been signed off and the Solution Design milestone will be signed off shortly;
- 3 note the approach being taken with regard to assessing the change impact on both Councils and partners resulting from the implementation of the new system;
- 4 note the approach being taken with regard to ensuring the delivery of business process savings as set out in the business case approved in July 2017;
- 5 note the scope and agreed terms of reference for the Joint Scrutiny Working Group and agree to support the work of the Group by receiving support and contributions from the meetings of the Group

which will continue between now and the programme completion;
and

- 6 note the next steps in the programme timeline, reflecting on the challenging nature of the target implementation date the Councils and Agilisys are working towards.

The meeting commenced at 2.00 pm and concluded at 2.35 pm

Councillor JP Findlow (Chairman)