

# Emergency Duty Team Service Transition Log – May 2011

Component	Phase 1 – Plan (service to complete)	Phase 2 – Execute (service to complete)	Phase 3 – Closedown (Service Directorates to complete)	Risk Rating (to be completed by JOB)	Reason (to be completed by JOB)
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Management	<p>Lead Officers: Peter Murphy - CWAC Lucia Scally – CE Service Review – completed. Proposals for disaggregation agreed by Joint Committee Jul 2010. Disaggregation to be completed by 01.04.11</p> <p>Implementation Plans developed to run in parallel subject to regular review at SLG.</p> <p>Service Redesign required in both authorities – structures to be approved and staff disaggregation /recruitment process implemented.</p> <p>Risk Register – Developed 01.10.10 and regularly reviewed</p>	<p>Joint Committee agreed extension to sharing arrangement to avoid immediate impact of new arrangements on weekend service. All staff remained at Winsford office until 04.04.11</p> <p>Implementation has gone to plan although still some minor issues to be resolved but these are not business critical to either authority.</p> <p>New Structures finalised and staff disaggregated accordingly. Recruitment to vacant posts largely completed.</p> <p>Issues arising from reviews of T &amp; Cs e.g. proposals for enhanced payments, to be pursued separately by each councils. Differing approaches to Standby Workers pay for those employed by both teams to be managed in each council..</p> <p>Relocation of CWAC team to Countess of Chester Hospital delayed until May as premises not ready. Team to remain in situ for interim period.</p>	<p>New structures operation from 1 April but physical disaggregation took place on 4<sup>th</sup> as per agreement of Joint Committee.</p> <p>Relocations of operation completed</p> <p>Initial indications that the transition has been successfully completed with separate operations underway in CE and CWAC.</p> <p>Dual employment in place-arrangements in place to ensure staff paid</p> <p>Risks managed and register closed.</p> <p>To be resolved - potential retention of enhanced payments for EDT workers in T &amp; Cs harmonisation. To be pursued to programme in each authority.</p>		
People	<p>Staff Briefing Disaggregation of Staff Recruitment to new structures Potential VRs Trade Union Consultation</p>	<p>Staff and Trade Unions regularly briefed throughout the disaggregation process although some sessions have not been well attended (i.e. CWAC Standby Workers). No major concerns raised.</p> <p>All staff have been successfully disaggregated and recruitment process have largely been completed. The CWAC Team</p>	<p>Emergency Teams in place in both CE and CWAC from 01.04.11.</p> <p>Additional stand-by workers recruited from CEC day staff and on-going advert with staff being interviewed to provide additional capacity.</p>		

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		<p>Leader post is currently out for recruitment for appointment by mid July. Peter Murphy to cover post in the interim. This situation does not affect the disaggregation process.</p> <p>Confirmed AMPH rotas covered in each team.</p> <p>Issue concerning requirement for formal recruitment of Stand-by Workers by both authorities being addressed.</p> <p>Staff reductions achieved via retirements at no additional cost to either authority.</p>	<p>Mutual arrangements to be established to cover potential temporary areas of deficiency arising in either team.</p> <p>The Appointment of CWAC Team Leader will be completed by September 2011</p>		JOB 08.06.11 – Agreed log to be submitted to Joint Committee for endorsement subject to delegation of final sign off once recruitment process completed.
Processes	<p>Disaggregation / duplication of operational policies and procedures to inform and support future working.</p> <p>Arrangements for legal cover.</p> <p>Cross boarder policy and networks</p>	<p>All operational manuals have been cloned and copies available in both teams.</p> <p>On call Legal requirements are in place for both CE and CWAC.</p> <p>Cross boundary protocols are in place between CWAC and CE and respective boundary authorities.</p>	All processes replicated in new teams. No outstanding issues		
Customers	<p>Develop and implement communication plans for each team to include:</p> <ul style="list-style-type: none"> <li>Changes to contact channels e.g. phone numbers</li> <li>Internal communication of changes</li> </ul>	<p>Cheshire East – Comms Plan implemented. Calls now transferred via the Customer Contact Centre systems. No issues have been raised. Recorded calls will be used to aide staff supervision sessions.</p> <p>Cheshire West – Implementation of Comms plan in line with relocation of team.</p>	<p>CE Communication Plan executed.</p> <p>CWAC communication delayed coincide with relocation of team</p> <p>Performance Management systems under development in CE and CWAC tied to broader technological changes</p>		

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	<ul style="list-style-type: none"> <li>External communication of changes to customers and other agencies</li> </ul> <p>Develop and implement Performance Management framework for new teams.</p>	<p>Original EDT phone number (01606) to be maintained until September 2011.</p> <p>Confirmed that alternative arrangements for Meals and Wheels calls from 01.06.11.</p> <p>Performance management systems currently being developed for both teams in line with the disaggregation of PARIS and implementation of Liquid Logic in CWAC.</p>			
Technology	<p>Disaggregation / Access to PARIS and Care Notes</p> <p>Technical Support Requirements</p>	<p>CWAC move to Liquid Logic delayed until June 2011. CE will continue with PARIS. Full lock-down of PARIS for the EDT was not achieved and therefore some information is available across both teams. This issue is not considered to be business critical and will be progressed in line with broader system disaggregation and implementation.</p>	<p>Systems for new EDT arrangements will be developed in line with implementation of Liquid Logic in CWAC and continued use of PARIS in CE.</p>		
Assets	<p>Relocation of new teams to CWAC and CE.</p>	<p>The CWAC team will be accommodated at the Countess of Chester Hospital. However their move has been delayed to allow the accommodation to be brought up to standard. It is anticipated that the move will be achieved by the end of May 2011.</p> <p>The CE team have moved into accommodation at Macclesfield Town Hall.</p>	<p>Relocation of CWAC team to be completed by May 2011</p>		

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	<p>Equipment Inventory to be compiled and disaggregation agreed.</p> <p>Resolution of any leasing arrangements</p> <p>Data Management</p>	<p>Inventory completed and equipment has been largely been disaggregated to plan with a few minor exceptions which will be resolved once the CWAC relocation is achieved. These have limited value e.g. computer hard drive for CE.</p> <p>The lease for the photocopier has been terminated.</p> <p>Paper – Paper records to be maintained by CWaC and to be made available on request</p> <p>Electronic – All electronic records have been replicated and shared between the two authorities.</p>	<p>Assets disaggregation to be finalised once relocation achieved. This is limited in value and should not delay finalisation of transition process.</p> <p>The Share Point site set up to facilitate the sharing of information is currently being decommissioned by CWAC.</p>		
Finance	<p>Disaggregation of remaining budget</p> <p>New arrangements for Payment Cards</p> <p>Finalisation of transitional costs.</p>	<p>Budgets agreed for new structures.</p> <p>All old Visa cards have been destroyed. New cards currently outstanding in CE due to six week delivery.</p> <p>Transitional costs lower than anticipated due to delays in appointments. CE team manager did not start until 31.3.11, CWAC team manager not yet appointed.</p>	<p>Separate budgets in place from 01.04.11.</p> <p>2010-11 outturn position has been agreed (CE £419k, CWAC £387k)</p> <p>Visa cards in place for most CE staff</p> <p>No transitional costs incurred.</p>		
Legals	<p>Contracts</p> <p>Protocols</p> <p>Legal Support</p>	<p>No contracts (other than copier lease addressed under Assets)</p> <p>Confirmed that cross boundary protocols in place between CE and</p>	<p>Regular Collaboration meetings scheduled to facilitate continued cross boundary working.</p> <p>.</p>		

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		<p>CWAC and neighbouring public sector bodies authorities.</p> <p>Options around cross boundary mental health admissions will be explored as new working arrangements start to bed in.</p> <p>Regular collaboration meetings will be scheduled to continue to develop best cross boundary practice</p> <p>Confirmed that new legal support arrangements in place for CE and CWAC ED Teams</p>			