

CHESHIRE EAST COUNCIL

Cabinet

Date of meeting: 3 February 09
Report of: Cheshire East Programme Office
Title: Programme Progress Report

1.0 Purpose of Report

- 1.1 This paper is proposed to provide Cabinet with an update on the Local Government Reorganisation Programme with particular focus on Customer Access and Staffing issues and to draw attention to achievements made within the reporting period and to highlight what the steps will be for the next reporting period. Further detail about Programme progress and programme concerns are contained in Appendix 1.

2.0 Decision Required

- 2.1 Note progress made for this reporting period (section 5.0) and recognise the activities undertaken for the next period. Cabinet members are requested to consider whether they wish to have a more detailed briefing this month on Day 1 issues.

3.0 Background and Options

- 3.1 The Programme has a number of reporting mechanisms from projects and activities delivering Local Government Re-organisation:
- Four weekly highlight reports from projects
 - Two weekly project progress meetings;
 - Regular reporting against Day 1 Deliverable progress;
 - On-going management of programme Risk log and four weekly reviews with Management Team;
 - On-going direct contact between Programme Manager and Project Managers.
- 3.2 Section 5.0, takes details from key programme documents:
- Programme Risk log
 - Day 1 Deliverable database
 - Project Highlight reports

This is just a selection of the 500 plus projects which are actively monitored as part of the Programme. Further details on all aspects of the Programme are recorded in the Day 1 Deliverable database.

4.0 Reasons for Recommendation

- 4.1 The purpose of this report is to ensure appropriate programme progress reporting, providing adequate information and detail required for the critical period from January 09 until April 09, as requested by Cabinet.

5.00 Customer Access and Staffing issues, progress update December 2008 – January 09.

Staff - The main focus of work remains recruitment of third tier and key roles in 4th tier, voluntary redundancy, transitional staffing arrangements and confirmation of transfer letters, critical day one HR policies including CRB, senior manager's conference and induction.

I.D.	Staff - Achieved this period (include day 1 deliverable I.D. where applicable)
D1 25.07	Letters in response to aggregation / disaggregation appeals now being issued & process due to be complete January 09
D1 25.14	Corporate induction of staff to ensure they feel part of the new authority– Management approval expected January 09
D7 23.3	Global email address list now lists officers from all seven councils
D8 1.11	Officer Code of Conduct approved by Council

I.D.	Staff - Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
D1 25.08	County Council to issue letters of termination to those staff who will be part of the voluntary redundancy programme. Letters to be issued week commencing 2 nd February
D8 25.19	CRB/ISA checks - checks paper considered by Management Team and agreed by Cabinet. Need to confirm model for day 1 (linked to forthcoming decision on Shared Services)
D8 25.10	Strategy for pay and HR policy harmonisation agreed (Management Team recommendation expected Jan 09)

I.D.	Staff - Milestone concerns (include day 1 deliverable I.D. where applicable)

Customer Access - Solid progress has been made on defining the form and function of customer access for Cheshire East for vesting day and beyond to ensure seamless transition for the public,

I.D.	Customer Access - Achieved this period (include day 1 deliverable I.D. where applicable)
D8 49.8	Customer Access Guiding Principles, Objectives and Vision document agreed
	Representation on other Groups such as East Project Managers, ICT and Knowledge Management, Revenues and Benefits, Finance and Web is ensuring that dependencies are addressed. Work is ongoing to ensure that both the voice and data networks provide the necessary capacity for vesting day and beyond to ensure good advice to enquirers from Day 1.
	Draft Capital Bids submitted Draft revenue Prioritised Growth Bids submitted

I.D.	Customer Access - Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
D1 49.11	Resource recommendations for Customer Contact Services to be addressed at Cabinet February 09
	Further installations of Technology at East Cheshire sites to support capacity planning

	<p>Procurement of Knowledge Management system and hosting arrangements</p> <p>Ongoing work to improve Customer Access working with Parish Councils, Post Offices, Libraries and East Culture Group.</p> <p>Requirements for Work Force Management system signed off and agreed</p> <p>Procurement of East Cheshire 0300 Telephone Numbers due to be completed</p> <p>Requirements for Contact Centre home workers captured</p> <p>Further engagement with service areas</p> <p>Work is ongoing to ensure delivery of Council services for Cheshire East and West managing joint working, disaggregation of people, processes, and technology</p> <p>Process identified for procurement and build for ICT equipment to improve service</p> <p>Customer Access progress overview produced for stakeholders (co-ordinated through the Communications Group)</p> <p>Requirements captured for Management Information for Cheshire East</p> <p>Development of Service Design migration plans</p> <p>Customer Access budget for 2009 / 2010</p>
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I.D.	Customer Access - Milestone concerns (include day 1 deliverable I.D. where applicable)
	Budgetary considerations for Customer Access could inhibit ability to develop service further during 2009.

Appendix 1

Detailed Day 1 Deliverable programme progress for period December 2008 – January 09

STAFF
Achieved this period (include day 1 deliverable I.D. where applicable)
Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
Milestone concerns (include day 1 deliverable I.D. where applicable)
D1 25.07: Aggregation / disaggregation appeals will impact on F&MW
D1 49.11: Customer Contact Service Post day 1 - Liaison needed with Service Area groups to identify dates for migration for Training plans etc.
PREMISES
Achieved this period (include day 1 deliverable I.D. where applicable)
D2 1.10: Draft Accommodation Strategy produced and agreed by Performance & Capacity Board
Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
D2 1.10: Property & Facilities group to work up detail of Accommodation Strategy
D2 49.6: Produce business case for adaptation of one and a half floors in Delamere House "hot floors" for Flexible & Mobile Workers
Milestone concerns (include day 1 deliverable I.D. where applicable)
D2 49.6: Accommodation Strategy
PLANT & EQUIPMENT
Achieved this period (include day 1 deliverable I.D. where applicable)
Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
D3 22.2: Identify assets such as vehicles due for replacement February 09
Milestone concerns (include day 1 deliverable I.D. where applicable)
FINANCE
Achieved this period (include day 1 deliverable I.D. where applicable)
D4 19.3: Insurance cover now in place for ICT security consideration

Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
D4 19.3: To identify lead authority (East / West) to address outstanding insurance issues. Require proposal for joint Insurance company with two contracts
Milestone concerns (include day 1 deliverable I.D. where applicable)
GOVERNANCE
Achieved this period (include day 1 deliverable I.D. where applicable)
D5 1.2: Delegation of Executive functions agreed by Cabinet
D5 3.2 Appointment of a Health and Adult Social Care Scrutiny Committee
D5 26.13: Independent Members appointed to Standards Committee
D5 25.01: The Local Government (Structural Changes) Transitional Arrangements (No.2) Regulations have now been laid in Parliament
D5 29.1: Cheshire East has been granted Borough Status. The Charter will come into effect on 1 April with the Mayoral appointment being made on the same date
Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
Protocols for Shared Arrangements (due end of Jan 09)
Milestone concerns (include day 1 deliverable I.D. where applicable)
ICT & KM
Achieved this period (include day 1 deliverable I.D. where applicable)
D6 23.6: Joint telephone directory visible to all seven councils. Internal through dialling between all authorities now available.
D6 23.8: Project Plan for implementation of 'Remedy' (system used for logging calls) is complete
Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
Milestone concerns (include day 1 deliverable I.D. where applicable)
BRANDING
Achieved this period (include day 1 deliverable I.D. where applicable)

Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
Milestone concerns (include day 1 deliverable I.D. where applicable)
D7 23.3: Shared inbox being created for F&MW
OPERATIONS: PERFORMANCE & CAPACITY
Achieved this period (include day 1 deliverable I.D. where applicable)
D8 25.11: IIP arrangements for new Authority approved by Cabinet
D8 25.12: Culture and Values of new Authority approved by Cabinet
Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
D8 14.4: Develop clear policy and consistent approach to invoice generation (expected Feb 09)
D8 19.1: Ensure insurance & professional indemnity cover is in place for new council
D8 19.2: Consistent records & system in place for insurance claims
D8 23.5: Internet access in place and Internet Policy developed (due January 09 to go in HR induction pack)
D8 48.3: Review of LSP delegated responsibilities for regeneration management
Milestone concerns (include day 1 deliverable I.D. where applicable)
OPERATIONS: PEOPLE
Achieved this period (include day 1 deliverable I.D. where applicable)
D4 50.15: Extra Care Housing – round 5 now being agreed by Chief Executives and Leaders
D4 50.4: Pooled budget for Services for Adults with learning disabilities agreed
Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
D8 50.9: Set up School Admission Forums
D8 50.10: School Governors re-appointing
D8 35.1: Set up Local Children Safeguarding Boards
D8 50.7: Set up Local Adults Safeguarding Boards
<ul style="list-style-type: none"> • Set up the Children's Trust • Completion of PFI Round 5 Business Case • School Funding Formula • Set up Project Board for Education for 14-19 year olds

Milestone concerns (include day 1 deliverable I.D. where applicable)
Project requires CE MT resolution regarding issues around Shared Services and Pan Cheshire Services in Terms of Housing, Governance and Operational responsibility.
OPERATIONS: PLACES
Achieved this period (include day 1 deliverable I.D. where applicable)
Identified 50 project savings towards MTFS
Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
Milestone concerns (include day 1 deliverable I.D. where applicable)
OPERATIONS: SHARED SERVICES
Achieved this period (include day 1 deliverable I.D. where applicable)
Plan for next period January 09 – February 09 (include day 1 deliverable I.D. where applicable)
Milestone concerns (include day 1 deliverable I.D. where applicable)
Resolution of conflict issues between East and West

For further information:

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Background Documents:

- *Programme Risk log*
- *Day 1 Deliverable document*
- *Project Highlight reports*

*Documents are available for inspection at: Cheshire East SharePoint,
<https://lgr.cheshire.gov.uk/sites/lgreastprogramme/default.aspx>*