CHESHIRE EAST COUNCIL

Cabinet

Date of meeting: 3 March 2009
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.

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 January 09 – February 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 25.08	Letters of termination issued to those staff who will be part of the voluntary redundancy programme
D1 25.13	Majority of tier 3 appointments made
D1 25.13	Tier 4 appointments process approved by Staffing Committee
	Corporate induction of staff to ensure they feel part of the new authority
	Personal Support Programmes delivered

I.D.	Staff - Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)
D1 25.13	All Senior tier appointments made
D1 25.15	New Joint Consultation & Negotiation Panel (JCNP) arrangements approved by Management Team
	Staff notified of Transitional Arrangements
	Staff 'Practicalities Pack' to be issued
	Mobile and Home Working Policies (awaiting Cabinet approval March 09)
	Pension Discretions (awaiting Cabinet approval March 09)

I.D.	Staff - Milestone concerns (include day 1 deliverable I.D. where applicable)
D1 25.15	Reluctance on the part of the trade unions to agree anything less than levelling up on HR policies, plus the increased time they require to consult with lay members on key issues

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)
D1 1.14	Training needs schedule produced
D1 49.11	Requirements for Contact centre home workers captured
D8 49.8	Customer Access Guiding Principles, Objectives and Vision document agreed
	Requirements for Work Force Management system signed off and agreed
	Requirements captured for Customer Satisfaction for Cheshire East
	Procurement of Knowledge Management system and hosting arrangements
	Legal process for Procurement of East Cheshire telephone numbers
	Work with Service Areas to streamline the Customer experience including providing clear information in written formats reducing the impact and costs for Customers and the Council

I.D.	Customer Access - Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)
	Further installations of Technology at East Cheshire sites to support capacity planning
	Ongoing work to improve Customer Access working with Parish Councils, Post Offices, Libraries and East Culture Group
	Requirements for Work Force Management system signed off and agreed
	Procurement of Cheshire East 0300 telephone numbers
	Further engagement with service areas
	Work is ongoing to ensure delivery of Council services for Cheshire East and West managing joint working, disaggregation of people, processes, and technology
	Process identified for procurement and build for ICT equipment to improve service Customer Access progress overview produced for stakeholders (co-ordinated through the Communications Group)
	Requirements captured for Management Information for Cheshire East
	Development of Service Design migration plans

I.D.	Customer Access - Milestone concerns (include day 1 deliverable I.D. where applicable)
	Concerns regarding the progress of the website have been escalated to the Programme Risk Log: "*Failure to provide adequate electronic service delivery (via the CE website) & meet the critical "go live" date of 9.3.09*". Mitigations to address these concerns focus on CE MT driving the relationship between Customer Access & the internet & intranet

Appendix 1
Detailed Day 1 Deliverable programme progress for period January 09 – February 09

PREMISES
Achieved this period (include day 1 deliverable I.D. where applicable)
D2 1.10:   Agreed that the fifth and sixth floors of Delamere House will be refurbished providing space for around 180 new workstations with occupation ready from October
Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)
D2 1.10:   Negotiations are well advanced to take a short-term lease on a new office building on the Crewe Business Park which will provide space for around 350 staff with occupation ready for September
Milestone concerns (include day 1 deliverable I.D. where applicable)

PLANT & EQUIPMENT
Achieved this period (include day 1 deliverable I.D. where applicable)
Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)
D3 22.2:   Identify assets such as vehicles due for replacement
Milestone concerns (include day 1 deliverable I.D. where applicable)

FINANCE
Achieved this period (include day 1 deliverable I.D. where applicable)
D4 1.01:   County Balance Sheet disaggregated (in principle)   D4 16.1:   Budget for 2009/10 set by Council   D4 17.1:   Council Tax for 2009/10 set by Council
Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)
D4 1.01:   Final agreement of Balance Sheet   D4 1.01:   Produce closure of accounts   • Finalise contractual arrangements
Milestone concerns (include day 1 deliverable I.D. where applicable)
• Impact of County's Icelandic Investment to be reviewed, possible impact on inherited reserves position

GOVERNANCE
Achieved this period (include day 1 deliverable I.D. where applicable)

D5 1.1: Reports agreed by Governance & Constitution Committee on executive arrangements (including executive schemes of delegation and local choice functions)
D5 1.1: Reports prepared for Governance & Constitution Committee on remaining Constitutional content to prepare authority for full local authority functions on Vesting Day
D5 1.1: General delegation sought to prepare the Borough Solicitor to make urgent Constitutional additions and changes if the need comes to light
- Agreement of staffing structures and increased budget for Legal and Democratic Services

Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)

D8 1.22: Code of Corporate Governance

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

ICT & KM

Achieved this period (include day 1 deliverable I.D. where applicable)

Government Connect
D6 23.2: Bid submission for grant funding complete
D6 23.2: Funding of £140k secured for remedial action

Service Operation
D6 23.8: Remedy licensing model agreed (system for logging calls)
- Change Management distribution list created

Information Security
D6 1.13: Website standards agreed (awaiting approval from ICT/KM Board)
D6 23.4: PCI gap analysis completed (awaiting approval from ICT/KM Board)
D6 23.4: Phase 1 of the Penetration Test completed

Oracle Project:
D6 12.1: Chart of Accounts values finalised and being loaded into production
D6 12.1: Budgets finalised and being loaded into production
D6 12.1: Parallel Run Migration completed for all County Staff
D6 12.1: District payrolls are at testing stage, final stages of parallel running going very well
D6 12.1: External trainers have been recruited
D6 12.1: Cash receipting contract signed

Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)

D6 3.7: Electoral registration & systems
D7 23.3: Awaiting the transfer of MX Records from Macclesfield to Cheshire East. This will enable existing email addresses and new email addresses to be merged
D6 23.8: Distribution of Remedy to all authorities (system for logging calls)

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

D6 1.13: New website created and populated by 1 April 09
D6 23.2: Network Infrastructure cannot support Business Application service delivery plans

• Awaiting decision on how Shared Services will work	

BRANDING
Achieved this period (include day 1 deliverable I.D. where applicable)
D7 23.3: Shared inbox created for F&MW
Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)
D7 1.16: Phased introduction of logo on vehicles
Milestone concerns (include day 1 deliverable I.D. where applicable)

OPERATIONS: PERFORMANCE & CAPACITY
Achieved this period (include day 1 deliverable I.D. where applicable)
D1 1.8: Draft HR Structure for Cheshire East outlined
Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)
D8 25.10: Harmonisation Strategy (Management Team recommendation) • Critical Day One HR Policies agreed (awaiting Cabinet approval March 09)
Milestone concerns (include day 1 deliverable I.D. where applicable)

OPERATIONS: PEOPLE
Achieved this period (include day 1 deliverable I.D. where applicable)
D4 50.12: Agree packages/costs of Support Services for Schools (partially complete) D8 35.1: Set up Local Children Safeguarding Boards (work ongoing) D8 50.7: Set up Local Adults Safeguarding Boards (50% complete) D8 50.9: Set up School Admission Forums D8 50.10: School Governors re-appointing D4 50.12: School Funding Formula (awaiting final Cabinet approval) • Set up the Children's Trust (ongoing) • Completion of PFI Round 5 Business Case • Children's ICT systems capital and revenue spending for aggregation/disaggregation (almost complete, PARIS moving forward)
Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)
• Set up Project Board for Education for 14-19 year olds • TLC – Alsager • Student Discretionary Awards
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 an Operational responsibility.

OPERATIONS: PLACES
Achieved this period (include day 1 deliverable I.D. where applicable)
D1 25.8:   Informed the Voluntary Redundancy process D4 16.1:   Budget scenario finalised   • Away day held on 7th January 2009
Plan for next period February 09 – March 09 (include day 1 deliverable I.D. where applicable)
See highlight report – are activities now complete?
Milestone concerns (include day 1 deliverable I.D. where applicable)

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