

Minutes of a virtual meeting of the **Shared Services Joint Committee**  
held on Friday, 21st January, 2022

**PRESENT**

**Cheshire East Council**

Councillors Paul Findlow, Jill Rhodes and Amanda Stott

**Cheshire West and Chester Council**

Councillors Paul Donovan, Carol Gahan and Karen Shore

Councillor in attendance

Councillor A Moran, Cheshire East Council

Officers in attendance:

**Cheshire East Council**

Jane Burns, Executive Director Corporate Services

Alex Thompson, Director of Finance and Customer Services

Gareth Pawlett, Head of ICT and Chief Information Officer

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

Julie Gregory, Legal Team Manager

Helen Davies, Democratic Services Officer

**Cheshire West and Chester**

Mark Wynn, Chief Operating Officer

Aaron Thomas, B4B PMO and Governance Lead

Jude Green, Head of Transactional Services

Catherine Salt, Corporate Legal Manager

**26 APOLOGIES FOR ABSENCE**

There were no apologies for absence.

**27 DECLARATIONS OF INTEREST**

No declarations of interest were made.

**28 PUBLIC SPEAKING TIME/OPEN SESSION**

No members of the public were present and no questions had been submitted prior to the meeting.

**29 MINUTES OF PREVIOUS MEETING**

**RESOLVED:**

That the minutes of the meeting held on 26 November 2021 be approved as a correct record.

### 30 **BEST4BUSINESS UPDATE**

Consideration was given to the report which detailed the latest position regarding the implementation of the replacement HR and Finance system for the Councils and their partners.

In response to a question about the nature of the ongoing dialogue referred to in paragraph 6.3 of the report and the chance of a satisfactory resolution, it was reported that this matter was confidential due to commercial sensitivity and a more detailed update would be provided after programme closure. It was agreed that the Joint Committee members would be briefed privately on this matter.

In relation to the programme budget clarification was sought on the overspend and if this was on the whole project. It was reported that the closure process was still happening and both Councils had set aside sufficient funding to accommodate the overall costs of the programme. The programme budget would be a component of the review after the programme had closed.

**RESOLVED:** That the Joint Committee

- 1 note the successful transfer of all remaining payroll activity to the new Unit4 ERP system in December.
- 2 note the progress with activities leading to formal closure of the Best4Business programme.
- 3 note the reported financial position of the programme; and
- 4 note the remaining activity in relation to Member oversight and governance.

### 31 **SHARED SERVICES BUSINESS PLANS 2021- 22 - QUARTER 3 REVIEW**

Consideration was given to the report which provided a summary of the 2021-22 Quarter 3 position for the Shared Service arrangements between Cheshire East Council and Cheshire West and Chester Council. The report included financial and non-financial performance information for the period 1 April 2021 to 31 December 2021.

Members noted that section 5 of the report contained summaries of each service for the following key areas: budget position; priorities and objectives; key performance indicators; and risk and issues. Dashboards for each service and a more detailed summary of their position in relation to performance were highlighted in section 6 of the report.

The overall position for the Quarter 3 review point was that most services were meeting expectations. Both ICT and Transactional Services

continued to report financial pressures associated with the Best4Business programme and the achievement of income targets.

**RESOLVED:** That the Joint Committee

- 1 note the Shared Services Quarter 3 performance for 2021-22.
- 2 note the ongoing financial pressures on IT and TSC Shared Services budgets.

### **32 SHARED SERVICE REVIEW UPDATE REPORT**

Consideration was given to the report which provide an update on the progress with the Shared Services Review.

The review of Transactional Services had acknowledged the significant challenges that the services had faced over the past few years, particularly in relation to the implementation of Unit 4. The overall recommendations from C.Co following the review was to optimise the current service first and to aspire to achieve best value and a leading service following the full implementation of Unit 4 ERP. Further work would be undertaken on planning and the necessary resourcing needed to take forward the recommendations from the review.

The review on the findings and recommendations for the six smaller shared service had been completed and consideration would now be given to the benefits and implications of the proposed changes to these shared services.

**RESOLVED:** That the Joint Committee

- 1 note the findings, recommendations, and next steps for Phase 2: Transitional Services
- 2 note the findings, recommendations, and next steps for Phase 3: six smaller shared services.

### **33 SHARED SERVICES FORWARD PLAN**

Consideration was given to the Forward Plan for the Shared Services Joint Committee.

The items for the next meeting on 25 March 2022 were noted. The individual service recommendations from the Shared Service Review would be built into the Shared Services Business Plans for 2022/23 .

With regards to future meeting dates, it was requested that dates did not clash with meetings of the Cheshire Police and Crime Panel and the Cheshire Pension Fund Committee.

**RESOLVED:**

That the Shared Services Forward Plan be noted.

The meeting commenced at 10.00 am and concluded at 10.32 am

Councillor J Rhodes  
Chair