

CHESHIRE EAST COUNCIL CHESHIRE WEST & CHESTER COUNCIL SHARED SERVICES JOINT COMMITTEE

Date of Meeting: 24th November 2023

Report Title: ICT Shared Service Business Plan – 2023/24 Mid-Year Review

Senior Officer: Gareth Pawlett, CIO and Head of ICT Shared Services

1. Report Summary

- 1.1 The report sets out the 2023/24 mid-year Business Plan position for ICT Shared Services.

2. Recommendations

- 2.1 It is recommended that Members note the ICT Shared Service 2023/24 Business Plan mid-year update.

3. Reasons for Recommendations

- 3.1 The Shared Service Joint Committee Administrative Agreement sets out (in Schedule 2 – Joint Committee Terms of Reference (page 31)) that the Joint Committee is responsible for approving business plans for shared services including targets, service quality, performance, and efficiency.

4. Background

- 4.1 The ICT Shared Service Business Plan for 2023/24 follows the agreed simplified and risk-stratified approach to business planning implemented 2022/23 following the Shared Services Review.
- 4.2 The report provides a high-level overview of the budget position, priorities, performance against the agreed key performance indicators and associated risks. Further details are outlined in the ICT Shared Service Business Plan 2023/24 mid-year update attached at Appendix 1.

5. Performance Overview

5.1 Budget

- 5.1.1 ICT Shared Services are currently forecasting an overspend of £845,000. This results from reduced income from projects (underachieved income of £1.890m due to a reduction in commissioned hours) and reduced income from schools, plus the impact of inflation. Mitigations have been put in place and this position is a reduction from last year and, although there has been a staffing underspend of £1,040,616, this is insufficient to offset the reduced income position.
- 5.1.2 Contracts continue to be reviewed and forecasts revised. Further work is being undertaken to confirm savings in respect of the Citrix and AppSense to inform business plan for 24/25 and future years.
- 5.1.3 Business as usual (BAU) figures include growth to reflect the current pay offer.
- 5.1.4 Income from schools is forecast to be significantly less than current budget. As this is unlikely to improve, the two councils need to consider realigning BAU to take account of this loss of income stream.

5.2 Priorities & Key Performance Indicators (KPIs)

- 5.2.1 For ICT Services, all objectives are on track. Significant progress has been made in encouraging users to move away from the telephony channel to logging issues and requests on the portal. We have seen a 20-30% increase over the last two years. The councils have now adopted new tools to manage cyber security across the CEC/CWC estate. Gemini mobilised and technical workstream in place to deliver designs and implementation of a new tenancy for CWaC. Build work is underway and a technical partner, Phoenix, has been engaged to assist with user migration. We have had 8 major incidents since the start of the year, compared to 18 over the same period in 22/23.
- 5.2.2 A summary of the Key Performance Indicator (KPI) RAG status compared to 2023/24 target pertaining to the suite of 3 ICT Shared Service KPIs is set out below:

| KPI RAG Status | No of KPIs |
|----------------|------------|
| Green | 2 |
| Yellow | 0 |
| Red | 1 |

5.2.3 A performance overview with supporting narrative for each of the red KPIs is set out in Section 4 of the ICT Shared Service Business Plan.

5.3 Risks and Issues

5.3.1 The ICT Shared Service Business Plan for 2023/24 outlines one red rated risk.

5.3.2 Information management and data security (including Cybersecurity). Areas of mitigation for this risk include new security and compliance capabilities, ongoing activity around security governance, new tools to monitor and capture phishing exploits and Security Operations options being considered to bring in a partner (SOC service) to increase the Councils' ability to monitor and analyse security logs.

5.3.3 There is one issue identified, the original budget is based on the business model of 100,000 commissioned hours. Any reduction in commissioned hours will reduce income and put pressure on the outturn position. Actions to mitigate are detailed in the business plan update however it is recognised that the funding model is no longer fit for purpose and will be replaced as part of the delivery of Gemini Programme.

6. Implications of the Recommendations

6.1 Legal Implications

6.1.2 The business planning process is compliant with the Administrative Agreement requirement for SSJC to oversee business planning (Schedule 2 page 31).

6.2 Finance Implications

6.2.1 The financial implications are set out in Section 5.1 to the report.

6.3 Policy Implications

6.3.1 There are no direct Policy implications.

6.4 Equality Implications

6.4.1 There are no direct Equality implications.

6.5 Human Resources Implications

6.5.1 There are no direct Human Resources implications.

6.6 Risk Management Implications

6.6.1 The risks highlighted at Section 5.3 are managed through service/organisational risk management approaches. Where appropriate, risks appear in the corporate risk registers.

6.7 Rural Communities Implications

6.7.1 There are no direct implications for rural communities.

6.8 Implications for Children & Young People/Cared for Children

6.8.1 There are no direct implications for children and young people.

6.9 Public Health Implications

6.9.1 There are no direct implications for public health.

6.10 Climate Change Implications

6.10.1 There are no direct Climate Change implications.

7. Ward Members Affected

8.1 This report relates to Shared Services that operate across both CE and CWAC councils, therefore all wards are affected in both Councils. There are no direct implications arising from this report.

8. Access to Information

9.1 Documents are available for inspection at:

Cheshire East Democratic Services, Westfields, Middlewich Road, Sandbach
CW11 1HZ

or:

Cheshire West & Chester Democratic Services, HQ Building, Nicholas Street,
Chester, CH1 2NP

9. Contact Information

9.1. Any questions relating to this report should be directed to the following officer:

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Appendices

Appendix 1 – 23/24 ICT Shared Services Business Plan Mid-Year Review