

## Overall Shared Services Dashboard

Service	Overall Rating	Forecast Outturn	Priorities and Objectives					KPIs					Number of risks	Number of issues
			Total	Green	Amber	Red	Blue	Total	Green	Amber	Red	Blue		
APAS		158,817	5	5	0	0	0	5	4	0	0	1	0	0
Archives & LS		470,616	6	6	0	0	0	6	6	0	0	0	0	0
CRTA		84,000	3	3	0	0	0	3	3	0	0	0	0	0
Emergency Plang		302,522	8	7	1	0	0	5	4	1	0	0	3	3
Farms Estate Man		225,938	2	2	0	0	0	9	9	0	0	0	2	0
ICT		17,840,000	23	18	5	0	0	4	4	0	0	0	1	1
Libraries SS		330,836	9	9	0	0	0	11*	10	0	0	0	0	0
Transactional Serv		5,5750,522	7	4	3	0	0	3	3	0	0	0	0	0

- One KPI cannot be assessed due to data availability.

# **INDIVIDUAL SHARED SERVICE BUSINESS PLANS**

## **QUARTER 1 2021/22 REVIEW**

Service Name	Archaeology Planning Advisory Service
Service Manager	Mark Leah
Client Managers	Ian Hesketh (CWAC), Ian Dale (CE)

## BUDGET SUMMARY

	Total Planned Budget £	End of year forecast Q1 £	Q1 Variance (+ or -) £ and %	End of year forecast Mid-year £	Mid -year Variance (+ or -) £ and %	End of year forecast Q3 £	Q3 Variance (+ or -) £ and %	End of Year Outturn £	End of year Variance (+ or -) £ and %
Service Budget	158,817 (annual)	158,817							
Comments		A balanced budget is forecast for the year							

See appendix A for the budget detail.

## STAFFING

Type	Total Number of FTE	CEC FTE	CW&C FTE	£	Notes
Permanent	4.3	0	4.3		
Total	4.3	0	4.3		

A Staffing Structure is in appendix B.

## KEY PRIORITIES AND OBJECTIVES

No	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
1	To develop, maintain and manage a comprehensive public information resource – the Cheshire Historic Environment Record (HER) in accordance with national standards and benchmarks, to inform all policy and development planning decisions and for the better understanding and enjoyment of the historic environment by all.	31.3.22 and recurring at end of financial year					<p>In 2020-21 the HER was subject to external audit to ensure compliance with national standards. The formal report was received from Historic England and no major issues identified. In order to maintain and enhance the utility of the Record, APAS continues to digitise discrete elements. The 'grey literature' library (reports generated by fieldwork) has now been completed and the hard copy reports dispatched to Deep Store in Winsford for storage. In the current financial year, other elements are being tackled, although total digitisation is beyond our current resources and capacity and will require corporate support (a report has been compiled documenting and quantifying the issue).</p>
2	Respond efficiently to general enquiries to the Cheshire Historic Environment Record	31.3.22 and recurring at end of financial year					See below PM2.1 and 3.1

No	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
3	To advise on development by statutory undertakers and environmental management schemes.	31.3.22 and recurring at end of financial year					APAS continues to be heavily involved in HS2A and HS2B and has recently attended and contributed to a number of seminars designed to develop the archaeological research strategy for HS2B. APAS has also attended briefings on the latest detailed design for HS2B and the progress of the Hybrid Bill. With regard to HS2A, APAS has commented on project designs for archaeological investigations in advance of early-stage ecological works.
4	To advise on the archaeological implications of development, in line with national guidance, from pre-determination to post-determination, including the prospective impacts of minerals, waste disposal, highways, and other infrastructure proposals on the archaeological resource.	31.3.22 and recurring at end of financial year					APAS continues to advise on the implications of the whole range of developments in the partner authorities. In CWAC, the Northgate scheme has continued to be the major scheme with the focus moving to post-excavation assessment in 2021-22. In CEC, the preparation, implementation, and reporting with regard to programmes of archaeological mitigation on road schemes continues to be a major theme, although notable discoveries have been made on smaller developments including a site in Bunbury.

No	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
5	Develop and apply initiatives to drive continuous improvement in operations to enable clients to achieve their outcomes thereby increasing customer satisfaction and providing value for money	31.3.22 and recurring at end of financial year					APAS continues to push for the prompt publication of important archaeological work in the area. A report on the excavation of the Bronze Age cemetery investigated in advance of the construction of the A556 has now been published in the Archaeological Journal. A report on excavations in Chester is due to be published in September and a number of other projects continue to work their way through the post-excavation and publication process.

### KEY PERFORMANCE INDICATORS (KPI)

NO	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
1.1	% number of records reviewed in the Cheshire Historic Environment Record per annum	Suspended due to Covid 19	5%					This continues to be on hold at present in view of the Covid 19 epidemic and the requirement for home working which means that records contained in the HER cannot be reviewed on a regular basis. Work will resume when circumstances allow.

N0	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
2.1	% of general inquiries to the Cheshire Historic Environment Record responded to within 15 working days per annum	Achieved (despite being technically suspended due to Covid 19)	90% response within 15 days target					A message has been placed on the APAS website advising that this target has been suspended during the Covid 19 in order to allow the team greater flexibility to deal with core planning work whilst home working (with consequent reduced IT functionality). In fact the team has maintained the standard with a response rate within 15 working days but this approach provides valuable and necessary flexibility in the current circumstances.
3.1	Respond to 100% of Countryside Stewardship inquiries to the Cheshire Historic Environment Record within 20 working days (as required by the National Service Standard) each year	Achieved	100% response within 15 days target					Outcome has been fully achieved in this quarter.

NO	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
4.1	% of archaeological development management advice to the partner authorities (Cheshire West and Chester Council, Cheshire East Council, Warrington Borough Council, Halton Borough Council) responded to within 15 working days per annum	Achieved	100% response within 15 days target					This outcome has been fully achieved in this first quarter.
5.1	Delivery of annual APAS Report	Achieved	Annual report delivered by end of April 2022					Performance statistics continue to be recorded in order to allow the timely compilation of the annual report at year end.

## KEY RISKS

Number	Key Risk Description	Q1 Rating	Mid year Rating	Q3 Rating	End of year Rating	Comments
	none					

## ISSUES SUMMARY

Number	Key Issues Description	Date issue arose	Date issue closed	Comments
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	none			
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## APPROVAL

Approval	Name	Job title	Date Agreed
Service Manager	Mark Leah	Development Management Archaeologist and Team Leader (APAS)	2.8.21
Client Manager CEC	Ian Dale	Manager, Heritage and Design	2.8.21
Client Manager CW&C	Ian Hesketh	Manager, Total Environment	2.8.21
Head of Service/Director	Gemma Davies	Director – Economy, Housing & Planning (CW&C)	

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## ANNUAL PLANNED BUDGET DETAIL (2021-24)

EXPENDITURE	ITEM	Total 21/22 £	% change from previous year
	CW&C Clerical	182,895	0%
	Travel Budgets	4,570	0%
	Office Equipment, Public, Printing, Telephones	2,930	0%
	Hired and Contracted Services	7,500	0%
	Computer Equipment and Software	12,028	0%
	Professional Fees	62,293	0%
INCOME	ITEM	£	% change from previous year
	Shared Service re-charge	-93,140	0%
	Joint Arrangements-Warrington	-12,250	0%
	Joint Arrangements-Halton	-8,309	0%
NET BUDGET		£	
		158,817	0%

Staffing Structure

ARCHAEOLOGY PLANNING ADVISORY SERVICE (APAS)

Total Environment Manager  
*0.3 FTE Grade 12*

Total Environment Team Leader  
(Archaeology Planning Advisory Service)  
  
*1 x FTE Grade 10*

Development Planning Archaeology Officer	Historic Environment Record Officer	Historic Environment Record Officer	Historic Environment Record officer
<i>1 x FTE Grade 8</i>	<i>1 x FTE Grade 8</i>	<i>0.6 x FTE Grade 8</i>	<i>0.4 x FTE Grade 8</i>

## SERVICE DETAILS

Service Name	Archives and Local Studies
Service Manager	Paul Newman
Client Managers	Rachel Foster (CWaC)/Helen Paton (CEC)

## BUDGET SUMMARY

	Total Planned Budget £	End of year forecast Q1 £	Q1 Variance (+ or -) £ and %	End of year forecast Mid-year £	Mid -year Variance (+ or -) £ and %	End of year forecast Q3 £	Q3 Variance (+ or -) £ and %	End of Year Outturn £	End of year Variance (+ or -) £ and %
Service Budget	£470,616	£470,616	0						
Comments									

See appendix A for the budget detail.

## STAFFING

Type	Total Number of FTE	CEC FTE	CW&C FTE	£	Notes
<b>Total</b>	16.3	0	16.3	607,508	Includes 0.8 FTE externally funded temporary staff (to Nov 2021)

NB. This is for the current year (21/22) and will be updated annually

A Staffing Structure is in appendix B

## KEY PRIORITIES AND OBJECTIVES

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
1	<p>Fulfill the statutory duty of Councils under the 1972 Local Government Act to make proper provision for the archives in their care</p> <ul style="list-style-type: none"> <li>Continue to receive Council records which are required to be preserved permanently</li> <li>Finalise solution with resources requirements for long term digital storage of and access to corporate memory</li> <li>Successfully re-accredited by The National Archives</li> </ul>	Ongoing					Re-application to Archives Accreditation Scheme due by 30 Nov 2021
2	<p>Meet the needs of residents and businesses and deliver services at a local level: provide a high quality onsite service for researchers and volunteers; support community history projects and activities and deliver services through libraries; ensure collections are made easily accessible</p> <ul style="list-style-type: none"> <li>Training programme for library staff in CEC and CWaC</li> <li>Reopen searchroom service as Covid pandemic allows</li> <li>Provide remote research, enquiry and digitisation service</li> <li>Develop remote volunteer programme and restart onsite volunteer programme</li> </ul>	Ongoing					<p>Onsite volunteer programme restarted July 2021</p> <p>Online training embedded within library staff training programme</p> <p>Collections improvement plan in place to direct collections management/conservation priorities (photographs, railway records, ensuring new accessions made available within one month of receipt)</p>

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
3	<p>Continue to develop project to secure new premises for the service and new ways of delivering services to bring the collections closer to more people</p> <ul style="list-style-type: none"> <li>• Mid point review of National Lottery Heritage Fund project due Oct 2021</li> <li>• Funding bid to be submitted Mar 2021 (decision due Summer 2022)</li> </ul>	Spring 2026					Delivery of project contingent on securing delivery phase funding Summer 2022. This would enable the delivery phase of the project to begin in Q3 2022.
4	<p>Work with partners to secure income for the service and improve access to collections through digitisation</p> <ul style="list-style-type: none"> <li>• Begin new digitisation programme with commercial partner, for phased launch Autumn 2022-Spring 2023</li> <li>• Renew contract with existing commercial partner Oct 2021</li> </ul>	Oct 2021, Spring 2023					<p>Plan as it stands is to begin new digitisation Autumn 2021 (18 month programme)</p> <p>Contract renewed with existing partner May 2021</p>
5	<p>Ensuring excellence in service delivery through securing the Archives Accreditation standard</p> <ul style="list-style-type: none"> <li>• Re-application by Nov 2021</li> </ul>	Nov 2021					Confirmation of accreditation early 2022

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
6	<p>Continue to be innovative in extending and improving access to its services, in consultation with communities: developing online services and digital means of engagement; new events piloted and evaluated</p> <ul style="list-style-type: none"> <li>Complete digital strategy for service to identify priorities and resources/skills requirements</li> <li>Community engagement programme undertaken</li> </ul>	Ongoing					<p>New events piloted Summer/Autumn 2021</p> <p>Extensive community engagement undertaken Spring-Autumn 2021</p>

### KEY PERFORMANCE INDICATORS (KPI)

Number	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
1	Quality of service: rating of 9.5/10 or above in survey of visitors	9.5 (2019/20)	9.5					National survey of visitors to archives due to restart in 2021/22
2	Pass NLHF Mid Point Review		Pass					Due October 2021
3	Reaccreditation achieved	Maintained	Pass					Due early 2022
4	Levels of engagement with service	Est 2 million	2 million	0.606 million				Includes digital engagement, enquiry count, onsite visitors
5	Percentage of new collections of archives made accessible to service users within 1 month of receipt	95%	85%	100%				Numbers of accessions received in 2020/21 were down 200% on a normal year. Number of accessions received in 2021/22 are expected to be higher than in an average year

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Number	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
6	Percentage of volunteers who would recommend volunteering with service to a friend	NEW	80%  To be measured annually					A survey of volunteers in spring 2021 established baseline that 81% would 'strongly recommend' volunteering with the service.

## KEY RISKS

Number	Key Risk Description	Q1 Rating	Mid year Rating	Q3 Rating	End of year Rating	Comments
	none					

## ISSUES SUMMARY

Number	Key Issues Description	Date issue arose	Date issue closed	Comments
	none			



**APPROVAL**

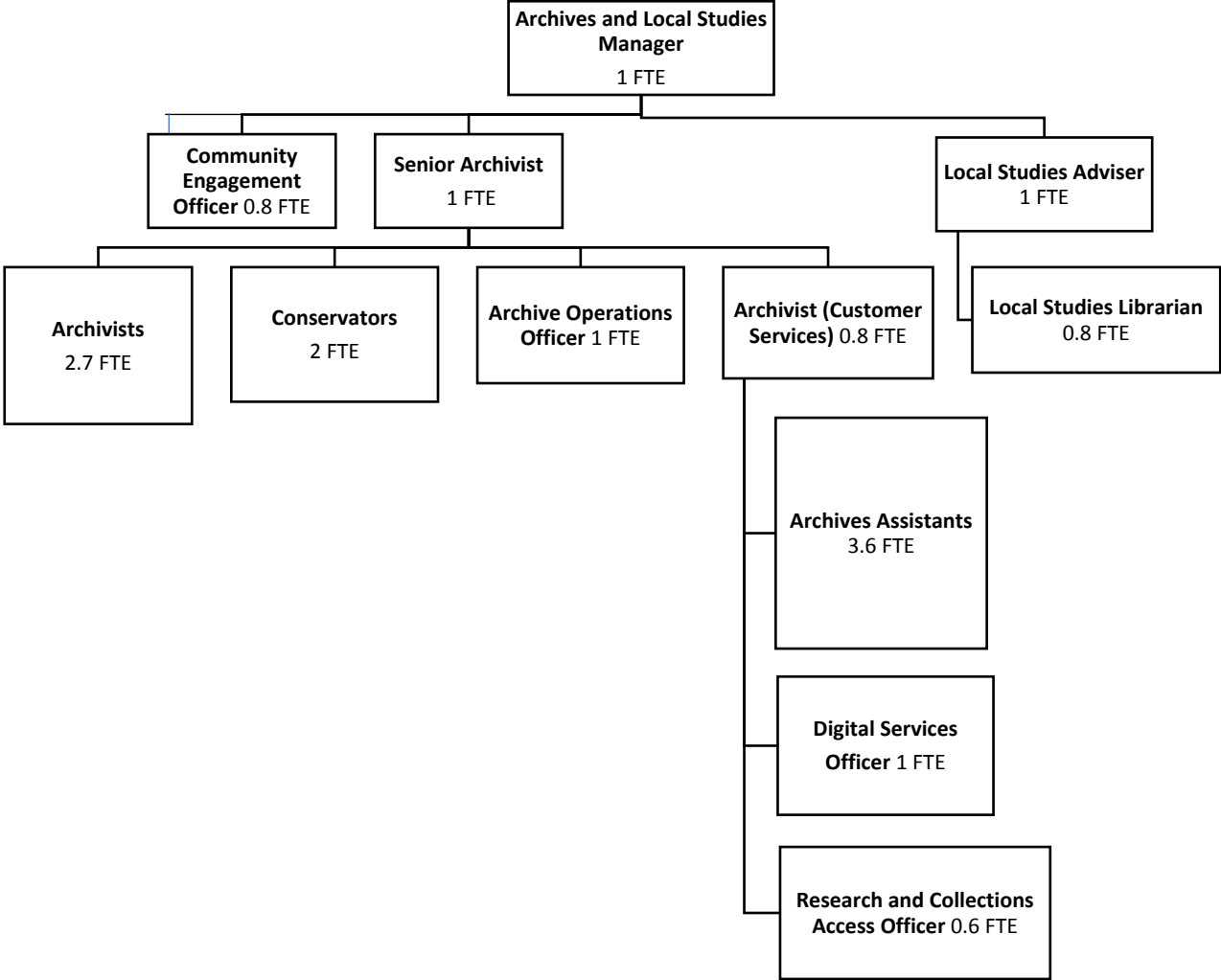
Approval	Name	Job title	Date Agreed
Service Manager	Paul Newman	Archives and Local Studies Manager	
Client Manager CEC	Helen Paton	Cultural Economy Manager	
Client Manager CW&C	Rachel Foster	Head of Communities, Culture and Libraries	
Head of Service/Director	Rachel Foster	Head of Communities, Culture and Libraries	

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## Budget Detail

EXPENDITURE	ITEM	Total 21/22 £	% change from previous year
	Staffing	614,008	0
	Premises	61,840	0
	Transport	2,050	0
	Supplies and services	39,649	0
	GROSS COSTS	717,547	0
INCOME	ITEM	£	% change from previous year
	Joint arrangements - SLA (Warrington BC and Halton BC)	148,608	0
	Royalties - via agreement with commercial partner, Find My Past	64,323	0
	Fees and charges - e.g. for research, conservation work, certification	19,500	0
	Sales - copies from collection	14,500	0
	INCOME	246,931	0
NET BUDGET		£	% change from previous year
		470,616	0

Staffing Structure



## SERVICE DETAILS

Service Name	Cheshire Farms (Management Costs)
Service Manager	David Job
Client Managers	Andy Kehoe(CEBC) & Andrew Playfer (CW&CBC)

## BUDGET SUMMARY

	Total Planned Budget £	End of year forecast Q1 £	Q1 Variance (+ or -) %	End of year forecast Mid-year £	Mid -year Variance (+ or -) %	End of year forecast Q3 £	Q3 Variance (+ or -) %	End of Year Outturn £	End of year Variance (+ or -) £
Service Budget	£225,938	£162,720	-£63,218						
Comments	CWAC Budget £97,975 (same as 20/21) CEBC budget £127,963	Underspend linked to retained vacant post							

Full budget details are in appendix 1.

## STAFFING

Type	Total Number of FTE	CEC FTE	CW&C FTE	£	Notes
Permanent (Assistant Land Agent & Business Support Officer)	1.6	1.6			Cheshire Farms Shared Service Salary Budget - £211,252 East Budget £113,277 (Forecast £62,623) West Budget £ 97,975 (Forecast £97,975)
Secondment County Land Agent & Clerical Officer)	1.7		1.7		Seconded west to east
<b>Total</b>	3.3	1.6	1.7		

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## KEY PRIORITIES AND OBJECTIVES

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
1	Both Authorities - Provide effective and efficient property management function for the farms estate and other rural property	Continuous					Whilst most elements of the management function are being provided and the team has responded well to working from home, Covid 19 has interrupted the delivery of the annual property maintenance programme and the extent of physical oversight of property.
2	Develop and apply initiatives to drive continuous improvement in operations to enable clients to achieve their outcomes thereby increasing customer satisfaction and providing value for money.	Continuous					Efforts have been focussed on maintaining client outputs, evolving management practices and planning ahead for the delivery of lettings to ensure that prospective customers are served appropriately.

## KEY PERFORMANCE INDICATORS (KPI)

Number	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
Cheshire West & Chester BC								
1	Regular Reporting / Good Financial management		Monthly reporting					ERP system to be implemented
2	Completion of Management Policy Review	New	Completion					Joint Member Working Group in place. Target completion date mid October.
3	Value of property identified for and/or marketed for disposal.	£1.585m	To be agreed					Shotwick Park disposal approved.
4	Planning potential investigations	All disposals	All disposals					
Cheshire East BC								
5	Revenue & Capital Budgets - Quarterly reporting cycle	Completed	As and when required					
6	Report progress upon estate reorganisation plan	Submitted	End Year submission to CIPFA					
7	Value of property identified for and/or marketed for disposal.	£1.55m identified £1.22m marketed.	£1.65m identified and marketed for sale.					£310,000 completed sales £542,750 agreed STC £725,000 identified for sale in year
8	Planning potential investigations	All disposals	All disposals					
9	Contribution to the delivery of the Councils carbon management plan	One site identified	Contribute to ongoing evaluations & project adoption.					Peatland restoration project being implemented and Carbon Land Use Assessment collaboration ongoing.

## KEY RISKS (taken from the shared services risk log and score 9 or above)

Number	Key Risk Description	Q1 Rating	Mid year Rating	Q3 Rating	End of year Rating	Comments
1 (West)	Impact of reducing income as a result of disposals	9				
5	Delays in delivery, performance failure due to programmed business critical systems changes i.e. Atrium property records, document management system and ArcGIS.	9				

## ISSUES SUMMARY

Number	Key Issues Description	Date issue arose	Date issue closed	Comments
	None			

## APPROVAL

Approval	Name	Job title	Date Agreed
Service Manager	David Job	County Land Agent	01/09/2021
Client Manager CEC	Andy Kehoe	Head of Estates	
Client Manager CW&C	Andrew Playfer	Senior Manager – Asset Management and Development	
Head of Service/Director	Andy Kehoe	Head Of Estates	

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## Appendix 1

### PLANNED BUDGET DETAIL

EXPENDITURE	ITEM	Total 21/22 £	% change from previous year
	R1000 – Salaries Costs	211,252	+0.04%
	R3400 - Vehicle Allowances	2,510	0
	R4000 – Equipment & Furniture	2,494	0
	R4300 – Office Expenses	1,250	0
	R4520 – Communications & Computing	1,000	0
	R4701 – Grants & Subscriptions	4,590	0
	R4400 – Supplies & Services	2,842	0
	Total Costs	225,938	
INCOME	ITEM	£	0 % change from previous year
	This analysis does not detail the income generated or expenditure incurred through the management of the physical assets which is separately reported and monitored corporately.	0	0
NET BUDGET		£225,938	+0.04 % change from previous year



## SERVICE DETAILS

Service Name	Cheshire Rural Touring Arts (CRTA)
Service Manager	Jen Henry
Client Managers	Carmel Clapson CWAC Helen Paton CE

## BUDGET SUMMARY – For Year 2021/22 to be updated annually and via quartely reporting

	Total Planned Budget £	Q1 Forecast £	Q1 Variance (+ or -) %	Mid Year Forecast £	Mid Year Variance (+ or -) %	Q3 Actual spend £	Q3 Variance (+ or -) %	End of Year Actual Send £	End of year Variance (+ or -) £
Service Budget	84,000	84,000	0						
Comments	21/22 Budget is to be agreed with in Feb 2021. All future budgets will be determined on a yearly basis. CRTA has NPO funding from Arts council until March 2022. An extension year funding bid for 22-23 is being sent to ACE in Sept 21. NPO funding bid and detailed planning for 23-25 will begin at the end of 2021								

The budget detail is in appendix 1.

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## STAFFING

Type	Total Number of FTE	CEC FTE	CW&C FTE	£	Notes
Scheme manager	0.5		0.5	21,651.50	
Scheme manager	0.5		0.5	21,651.50	
Administrator	0.4		0.4	12,897.86	
<b>Total</b>	1.4		1.4	56,200.86	Salary figures for 2021+ are tbc with finance (yearly increases in on costs need to be known and budgeted for)

A Staffing Structure is in appendix 2.

## KEY PRIORITIES AND OBJECTIVES 21/22

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
1	Risk and Resilience: Manage risk and respond to challenges to our business and programming practice and changing landscape due to COVID-19.	31/03/2022					<p>Financial mangment, activty planning and community support is being ammended and actioned as we progress through this quarter and respond to the ever changing landscape.</p> <p>We are revising all CRTA activity in response to the new landscape of arts delivery due to the effects of C19. We will be revising our buisness planing for Arts Council England in 2021 , to implement in 21/22 and beyond. The impact of COVID on the arts will be felt for many years, in terms of funding, artists available and audience and volunteer confidence to return to live events. We will be able to plan further for 2022-2025 once we know the outcome of an ACE NPO application for core funding for the CRTA for 2022-2025, the result of which is expected in early 2022.</p>

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Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
2	The CRTA will support artists, venues and promoters communities to rebuild a programme of live events in rural communities in Cheshire.	31/03/22					<p>Live events have been programmed and some have taken place from August-Dec 21</p> <p>As we reopen our venues to live events in 21/22, our priorities will be to help our venues and volunteers as they host live events and look to build up their audiences again. We will work with artists and companies to ensure there is confidence in touring work again into rural communities.</p>
3	Bid to Arts Council England for National Portfolio core funding for 2022-2025						<p>An extension year bid is to be submitted in Sept for funding for 22/23. The NPO bid will go in later this year or early next year (exact dates for submission tbc by ACE)</p> <p>The bid will be submitted at the end of 2021 with the result known in early-mid 2022.</p>

## KEY PERFORMANCE INDICATORS (KPI)

Number	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
1.1	CRTA finances are regularly monitored and reported to our partners and ACE. Any suitable fundraising streams are explored and applied to when necessary.							<p>Finances are monitored and reported. A review meeting with the CWAC finance officer at CWAC is due to take place in Sept.</p> <p>CRTA finances are monitored and reported on quarterly for Arts Council England , CWAC finance admin and for shared services.</p>
1.2	CRTA is able to programme quality , diverse and engaging artistic activity during the year.							<p>Work is programmed for August-December PPlanning for Spring/Summer 22 is also underway</p> <p>We will explore a range of live programmes and work with promoters to programme and promote the work. We will continue to explore digital and alternative performance and engagement activity that we trialled and learn from during the closure of our live events in 2020/21.</p>

Number	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
2.1	Promoters are supported and are able to continue with CRTA as they wish. If we have spare venue capacity we will also look at engaging new venues/volunteer promoters.							<p>We have been working with our promoters to support them to open up venues and begin showing live events.</p> <p>This is a gradual process with some venues needing more time before they open.</p> <p>Support to promoters is bespoke depending on their needs.</p> <p>Some promoters may not return to CRTA in 21/22 after closure of their venues or lack of activity during lockdown. We may need to explore new venues and bring in new promoters in 2022 – 2025. We already have a model on how we would approach this, having CRTA for nearly 20 years and any new venues would be in response to the volunteers interest, geographic spread of venues and funding requirements at the time of recruitment. We will also support existing promoters as they rebuild their venues audiences and seek to find new ones.</p>

**KEY RISKS (taken from the shared services risk log and score 9 or above)**

Number	Key Risk Description	Q1 Rating	Mid year Rating	Q3 Rating	End of year Rating	Comments
	None					

**ISSUES SUMMARY**

Number	Key Issues Description	Date issue arose	Date issue closed	Comments
	None			

**APPROVAL**

Approval	Name	Job title	Date Agreed
Service Manager	Jen Henry	Rural Arts Officer (job share)	
Client Manager CEC	Helen Paton	Cultural Economy Manager	
Client Manager CW&C	Carmel Clapson	Cultural Strategy Development Officer	
Head of Service/Director	Rachel Foster	Head of Communities, Culture and Libraries	

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## Appendix 1

### PLANNED BUDGET DETAIL 21/22

Further budgets will be added annually. A 3 year indicative budget for 2022-25 will be available when we know the result of our NPO funding bid from ACE in 2022.

EXPENDITURE	ITEM	Total 21/22 £	% change from previous year
	Salaries	£56,000.00	+5.6% (due to additional on costs now accounted for in our budget as of end of 20/21 year)
	Artists fees core network (activity and development)	£15,500	No change
	Printing and distribution	£5000	+1566%
	Subscriptions ( Nrtf)	£535.00	No change
	Training for staff/promoters	£1000	+100%
	Website/digital dev	£2,000.00	No change
	Promoter go and see fund	£500	+100%
	Office costs(phone/postage)	£200	+100%
	Mileage	£3000	+200%
	<b>Total exp</b>	<b>£83,735.00</b>	
INCOME	ITEM	£	% change from previous year
	ACE	£44,503	No change
	Local authority	£24,800	No change
	Box office income	£ 8000	+900%
	Other grants and General Contributions	£1000	-95%
	Income from partnership projects	£500	+100%
	Private donations/sponsorship/income to find	£4000	+100%
	Carry over core and cultural recovery funds for programme delivery to 21/22	£9000	n/a new line
	<b>Total income</b>	<b>£83,803</b>	
NET BUDGET		<b>£68</b>	<b>0% change from previous year</b>

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**Staffing Structure**

**CRTA staff – Jen Henry and Anne Crabtree (jobshare each 0.5)**

**Maria Owen – CRTA administrator (0.4)**

**All report to Carmel Clapson CWAC**



## SERVICE DETAILS

Service Name	Joint Cheshire Emergency Planning Team (JCEPT)
Service Manager	Chris Samuel
Client Managers	Vanessa Whiting (CWAC)/ Paul Bayley (CE)

## BUDGET SUMMARY

	Total Planned Budget £	End of year forecast Q1 £	Q1 Variance (+ or -) £ and %	End of year forecast Mid-year £	Mid -year Variance (+ or -) £ and %	End of year forecast Q3 £	Q3 Variance (+ or -) £ and %	End of Year Outturn £	End of year Variance (+ or -) £ and %
Service Budget	303,716	302,522	-1,194						
Comments									

See appendix A for the budget detail.

## STAFFING

Type	Total Number of FTE	CEC FTE	CW&C FTE	£	Notes
	7	3	4	£355,901	Staffing at end of Q1 is 6 FTE with one officer on long term sickness absence. Full capacity returns in late September.
<b>Total</b>	7	3	4	£355,901	

A Staffing Structure is in appendix B

OFFICIAL

## KEY PRIORITIES AND OBJECTIVES

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
1	Continue implementation of the Emergency Management Training & Exercise Programme.	31/03/2022					Training continues to take place virtually for those managers who need refreshers, or are new to rota.
2	Continue implementation of the off-site planning and exercise regime to ensure that both authorities meet their statutory emergency planning obligations under the COMAH, REPPiR, PSR, and Flood & Water Management legislation.	31/03/2022					<ul style="list-style-type: none"> <li>PSR (Pipelines) area specific and generic plan reviews are outside timescales - work continues to resolve.</li> <li>4 COMAH off-site plan reviews are overdue due to C-19 impacts; work continues to resolve and HSE are content with progress.</li> <li>All other COMAH, REPPiR and PSR plans were within agreed ONR &amp; HSE timescales as at end of Q1.</li> </ul>
3	Ensure relevant On-Site and Off-Site Response Plans for CWAC and CE Reservoirs (as per Flood & Water Management Act, 2010) are revised and tested.	31/03/2022					On target.
4	Increase community resilience and emergency preparedness levels by continuing the implementation of medium and long-term projects.	31/03/2022					Chester CT Project – ongoing post-completion issues being worked on; Community Resilience work continues post flooding (Jan 2021) – several TPCs interested in developing Community Emergency Plans.

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
5	Increase levels of emergency preparedness across both authorities generally.	31/03/2022					Levels of generic preparedness in both Councils are at a high level with the response to, and recovery from, the ongoing C-19 pandemic increasing our resilience to future incidents. A number of work-streams are on hold due to capacity issues caused by C-19 and other priority work-streams.
6	Undertake and participate in appropriate incident debriefs internally and at a multi-agency level for Major Incidents in CWAC and CE.	31/03/2022					Continuing to take work forward linked to the multi-agency and Council (CWaC) debriefs for January 2021 floods.
7	Continue participation in and co-ordination of Cheshire Resilience Forum (CRF) projects, planning, training and exercises.	31/03/2022					CRF Management Group continues to monitor and implement work, training and exercise programmes to ensure High Risk hazards are mitigated and planned for. Staffing resources for CRF being discussed to provide additional capacity.
8	Develop and apply initiatives to drive continuous improvement in operations to enable clients to achieve their outcomes thereby increasing customer satisfaction and providing value for money.	31/03/2022					The main objective this year is embedding the use of Resilience Direct mapping within Service.

## KEY PERFORMANCE INDICATORS (KPI)

Number	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
1	Overall delegate satisfaction with training events provided, i.e. Very Good, Good or Satisfactory.	100%	100%	99%				Continued excellent feedback received on training courses.
2	All CEC Senior Managers (M5 and above) have attended an Emergency Management Workshop within the last 24 months.	96%	100%	96%				Training continues to take place virtually for those managers who need refreshers, or are new to rota.
3	All CWAC Senior Managers (Tiers 1 to 4) have attended an Emergency Management Workshop within the last 24 months.	88.8%	100%	91%				
4	Statutory plans and exercises delivered within agreed timescales	76%	100%	88%				See narrative above – improved situation from Q4 in 2020-21.
5	Major Incidents/ Major Incident Standbys responded to by Duty Emergency Planning Officer within appropriate timescales.	100%	100%	100%				Between 01/04/2021 and 30/06/2021 the Service has responded to 6 incidents (CWAC: 4; CE: 2) including 2 Major Incidents and 2 Major Incident Standbys. The Major Incident for the C-19 pandemic impacting both Council areas, as well as a roof collapse at Northwich Rail Station, and closures of the M6. The Service continues to provide a high level of support and advice to both Councils' pandemic command structures, and at the multi-agency level – this will likely continue for the remainder of 2021.

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## KEY RISKS

Number	Key Risk Description	Q1 Rating	Mid year Rating	Q3 Rating	End of year Rating	Comments
1	Failure to deliver agreed objectives as a result of team responding to a medium to long-term major incident, e.g. influenza pandemic.	9				Consequence of ongoing C-19 pandemic response and recovery efforts. Ratings will likely stay steady for these risks as the year progresses with the team continuing to be involved in C-19 pandemic work-streams long-term. Capacity risks for the team would increase should we see a major surge in pandemic response combined with concurrent incidents; mitigation would be through requests for redeployed staff from both Councils and re-prioritising of objectives.
2	Failure to deliver agreed objectives as a result of team responding to significant number of Major Incidents/ Major Incident Standbys throughout year.	9				
3	Statutory requirements of COMAH, REPPiR and PSR legislation. Failure to meet those duties in line with the statutory deadlines could lead to: improvement notices or civil action, impact on the community and/ or the environment due to off-site emergency plans being unfit for purpose or untested, damage to reputation of CWaC and CE, and loss of public/partner confidence.	9				<ul style="list-style-type: none"> <li>HSE (regulatory body) were updated at start of pandemic regards impacts on statutory plans and exercises, and suggested way forward.</li> <li>Further update regards mitigating actions to be taken were issued to HSE during Q1 (2021-22) as an increased number of plans and exercises were out of timescales due to the pandemic.</li> <li>Situation is improving.</li> </ul>

## ISSUES SUMMARY

Number	Key Issues Description	Date issue arose	Date issue closed	Comments
1	Failure to deliver agreed objectives as a result of team responding to a medium to long-term major incident, e.g. influenza pandemic.	01 April 2020	Ongoing	The team's ongoing involvement in the C-19 pandemic has continued to have a significant impact on the team's capacity to deliver the agreed objectives in the business plan for 2021-2. This is likely to continue and the Team Manager will prioritise those objectives that are (a) statutory, (b) related to High Risk hazards, (c) related to income/ cost recovery and (d) have the greatest impact on the Councils' capability, preparedness for and resilience to future incidents. The Team Manager is also (a) seeking growth in 2021-22 to provide additional capacity and resilience for the Service, and (b) has made the HSE (regulatory body) aware of our plan to bring statutory plans and exercises back within agreed timescales.
2	Failure to deliver agreed objectives as a result of team responding to significant number of Major Incidents/ Major Incident Standbys throughout year.	01 April 2020	Ongoing	
3	Statutory requirements of COMAH, REPIR and PSR legislation. Failure to meet those duties in line with the statutory deadlines could lead to: improvement notices or civil action, impact on the community and/ or the environment due to off-site emergency plans being unfit for purpose or untested, damage to reputation of CWaC and CE, and loss of public/partner confidence.	01 April 2020	Ongoing	See risk narrative above; improving situation.

## APPROVAL

Approval	Name	Job title	Date Agreed
Service Manager	Chris Samuel	Senior Manager – Emergency Planning	07/09/2021
Client Manager CEC	Paul Bayley	(Director, Environment and Neighbourhood Services, Cheshire East Council)	07/09/2021
Client Manager CW&C	Vanessa Whiting	Director, Governance, Cheshire West and Chester Council)	
Head of Service/Director	Vanessa Whiting	Director, Governance, Cheshire West and Chester Council)	

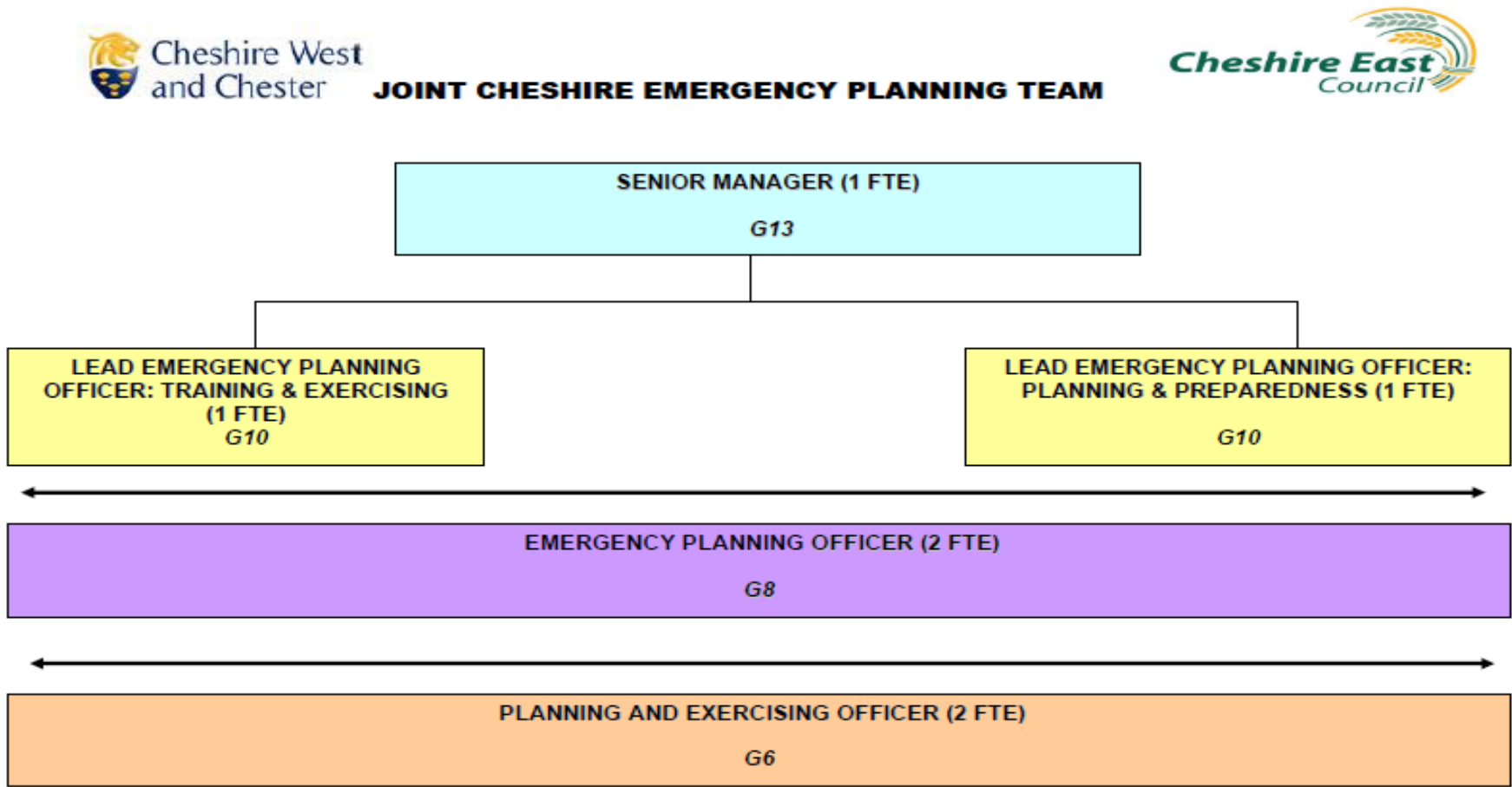
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## Budget Detail

EXPENDITURE	ITEM	Total 21/22 £	% change from previous year
	Salaries	355,901	4.1%
	Training	3,178	-47.2%
	Transport	11,884	-10.8%
	Supplies & Services	24,450	0%
	3rd party agency costs for exercises	20,000	0%
	Accommodation - Cheshire East only	6,425	0%
INCOME	ITEM	£	% change from previous year
	Annual COMAH and REPIR Charge	-98,122	4.3%
	Reimbursements for 3rd party agency costs	-20,000	0%
NET BUDGET		£	% change from previous year
		303,716	2.4%



Staffing Structure



(07/09/2021)

<b>SEService Name</b>	<b>ICT SERVICES</b>
<b>Service Manager</b>	<b>GARETH PAWLETT</b>
<b>Client Managers</b>	<b>Peter Lloyd / Valda Williams</b>

The business plan has 2 major caveats

- (i) it will need to take into account the outcome of the shared services review
- (ii) there will be a need for further work to understand any changes in demand and the subsequent impact on the budget and capacity/resourcing.

## BUDGET SUMMARY

	<b>Total Planned Budget £</b>	<b>Q1 Forecast £</b>	<b>Q1 Variance (+ or -) %</b>	<b>Mid Year Forecast £</b>	<b>Mid Year Variance (+ or -) %</b>	<b>Q3 Forecast £</b>	<b>Q3 Variance (+ or -) %</b>	<b>End of Year Actual Spend £</b>	<b>End of year Variance (+ or -) £</b>
<b>Service Budget</b>	<b>£17.35m – net to nil</b>	<b>£0.49m</b>	<b>£0.49m overspend</b>						
<b>Comments</b>		<p>The forecast outturn for 2021-22 is based on 75,000 hours of commissioned projects. Should this not be achieved there will be an increase in the forecasted overspend position.</p> <p>Further clarity is still required on the premise's costs and on the expected school's income.</p>							

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		<p>Pay award pressures have not yet adjusted for the latest position on the 21-22 pay award.</p> <p>Additional pressure may come from the B4B project. Currently the two councils have allocated provision to cover the pressures in both shared services for a delayed go live 2 to October 2021.</p>			
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The budget detail is in appendix 1.

## STAFFING

Type	Total Number of FTE	CEC FTE	CW&C FTE	£	Notes
Permanent	122.29	122.29	-	8,260,141	Total Permanent inc Fixed and Secondments
Fixed Term Contract	18.40	18.40	-		
Secondment*	10.61	10.61	-		
Agency	54.00	54.00	-	3,678,824	Total Agency Staffing
Total	205.30	205.30		11,938,965	

\*Staff who have a status of secondment are occupying roles other than their substantive but both roles are within the Shared Service i.e. there are no staff seconded in or out of the department. There are no staff seconded to the B4B programme. All work for B4B takes place within the department and is time recorded as business change. This work normally contributes towards an income target but is classed as unrecoverable in this instance.

A Staffing Structure is in appendix 2.

## KEY PRIORITIES AND OBJECTIVES

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
<b>1</b>	<b>Continuous Improvement – delivery of a jointly agreed service improvement plan based on the following key themes: New Business, Delivery on commitments, New metrics (security and compliance), User experience, Process improvement and Operational Strategy; and an associated Performance Management Framework (PMF).</b>						
<b>1</b>	Service Improvement Plan (SIP) to drive continuous improvement in operations	31/03/2022					Revised SIP for 21/22 in place and agreed with both Councils. Themes listed below. <ol style="list-style-type: none"> <li>1. Produce a fully costed and prioritised SIP.</li> <li>2. Self-Serve and Self-Help implementation and communications plan.</li> <li>3. Renewed approach to Agile commissioning and management of projects.</li> <li>4. Improved Reporting and dashboards</li> <li>5. Self-service password reset facility</li> <li>6. AI/Chatbot responses embedded within Halo.</li> <li>7. Create a customer experience focus group</li> <li>8. Customer Satisfaction Survey</li> <li>9. Review effectiveness of performance reporting, produce lessons learnt and produce updated SIP for 2022-23</li> </ol>
<b>2</b>	Customer Satisfaction Survey	31/10/2021					Not applicable for Q1. Will be run in October
<b>3</b>	Implement changes to Performance Management Framework (PMF)	31/03/2022					Revised PMF in place. A review will be scheduled for September for some metrics where targets had been reduced at the beginning of the year
<b>4</b>	Implementing the recommendations of the shared services strategic review	Tbd					Further due diligence on the review recommendations.

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
<b>2</b>	<b>Culture - To ensure all senior managers are highly visible and consistently display the positive behaviours of the council. To ensure all staff have the skills, support and frameworks to enable them to be successful and to deliver effective services. To ensure the service embraces change and champions the Brighter Futures cultural standards, values and behaviours that employees of CEC strive to achieve which will be beneficial to our shared service partners.</b>						
<b>1</b>	Extended Leadership Programme initiatives driving cultural and operational change						There is a current focus on the development of Product Management, Agile (to cover both business as usual and change delivery) and Value Proposition work which consolidates and supercedes the initial five initiatives we had last year.
<b>2</b>	Support Champion Networks in both Councils – to improve staff engagement, innovation and visibility	31/03/2022					Continued high level of engagement across the Service – Brighter Future Champions Network, Bright Sparks, Workplace Recovery and Transformation. Content shared with Technical champions in CWaC.
<b>3</b>	Undertake a Skills Audit of the service to ensure the organisation has the right skills and capabilities now and for the future (including talent management)	30/09/2021					Not applicable for Q1
<b>4</b>	Undertake roadshows and workshops in both Councils – to improve visibility and awareness of ICT across the Councils	31/03/2022					Regular bitesize sessions scheduled monthly and advertised on Centranet. Weekly sessions for Bright Sparks. Specific training/drop in sessions arranged and successfully delivered for major change activity, e.g. InTune, MFA, Teams PBX Telephony. Content shared with Technical champions in CWaC.

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
5	Develop strong relationships with both Councils their ICT Client teams and the wider business						Monthly JSIB, JBDA, JSB, service and change delivery reviews with client teams. BRMs also work closely with client team in relation to major service change and service escalations.
6	Ensure all staff have access to PDRs, 1-2-1s and Team Meetings	31/03/2022					Monitored by ELT and SMT – 2021-22 PDR objective setting. Scheduling of mid-year conversations.
3	<b>Strategy and Design - To explore strategic partnerships and promote how ICT can be utilised effectively and efficiently as an enabler in the delivery of the Councils and other customers business objectives. To define the technical architecture and roadmaps to support Council business objectives.</b>						
1	Refresh of Strategic Roadmaps (Infrastructure / Applications) to improve business planning processes and product support.	30/06/2021					Business cases drafted reflecting on the work achieved through Evolution and ongoing Essential Replacement programmes. Additional items identified for Security and Compliance (feedback from external MTI review and AON external cyber insurance work) and Technical Debt (any legacy applications or infrastructure that would benefit the shared service from being switched off but that has information management requirements for each council). Application Lifecycle Management embedded within Directorate Procurement roadmaps to reflect a consolidated commissioning model for all line of business systems.
2	Review of Technical Debt Register to inform business planning and to assist with simplification and cost optimisation work	30/06/2021					Technical Debt register reviewed and where appropriate used to inform business case development.  Further work underway to identify what can be decommissioned.

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
3	Deliver Essential Replacement activity to ensure ICT Services are performant and compliant	31/03/2022					Progress as planned.  Key focus on core Network and Data Centre Services.
4	Support the Councils (Joint Business Design Authority) to enable exploitation of existing ICT investment or design of new services	31/03/2022					A sharing agenda is proving difficult for both Councils, this was highlighted in the recent Shared Services Review.  Core infrastructure components for the Councils continue to be shared.
5	Strategic partnerships to exploit ICT Investment and support transformation	31/03/2022					Working with Microsoft (M365, Azure), Capita (Networks), Gartner/Infotech (Bsuiness/Technical/Architecture Assurance) and Apptio (Cost Transparency and Business Management), further opportunities being explored.  Working with Health colleagues and assessing implications of latest Health and Social Care integration legislation (ICS/ICP) and proposed technical architecture.

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
<b>4</b>	<b>Governance - To provide a framework of governance to ensure the provision of robust information, intelligence and business cases to support effective decision-making.</b>						
<b>1</b>	Provide effective decision-making support to operational services through Joint Strategic Board, Joint Service Improvement Board, Joint Business Design Authority	31/03/2022					Governance and regular reporting in place.  JSB has agreed to review governance model following Shared Service review feedback.
<b>2</b>	Technical Design Authority to ensure all new ICT capabilities follow appropriate design process and adhere to strategic principles of Simple, Standard, Share and Self Serve	31/03/2022					Governance and regular reporting in place for managing the design process.  Adherence to strategic principles are difficult to ensure at a technical level if there is no alignment of business requirements or business appetite to share.
<b>3</b>	Establish Business Management Function with responsibility for Financial Reporting, Project Management Office, Vendor Management and Sourcing and Resourcing within ICT Services	30/05/2021					Interim Business Management function established with responsibility for Financial Reporting, Project Management Office, Vendor Management and Sourcing and Resourcing within ICT Services.  Regular monthly reporting to JSB.
<b>4</b>	Ensure all technical change is managed through the formal change process including ICT Change Advisory Board (CAB)	31/03/2022					This is a mature process within the ICT Shared Service.  The transition of Business World is being incorporated within the technical change process.



Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
5	<b>Financial Sustainability - To ensure the ICT Shared Service operates at the optimal cost base to support the Councils, challenging existing service delivery models whilst maximizing resource utilisation. To create a sustainable ICT Shared Services structure to support the Councils and its partners.</b>						
1	Development of a sustainable financial strategy (balancing customer demand and growth pressures) with the need for an affordable cost model	Tbd					Good progress made around the service information, utilisation, cost transparency, demand, contracts and resourcing. Work on the transition to a new model will continue in 21/22 subject to the recommendations from the Shared Service Review.
2	Agree a new ICT Service Product Catalogue	Tbd					Having taken advice from Gartner and discussions with Cornwall Council we are focussing our attention on developing Value Propositions. A Value Proposition (VP) is the description of a Service and its associated Products, that are offered by ICT Services, to meet current known and future business needs in both a 'Business As Usual' and 'Change' related context. A Value Proposition also provides the following detail: <ul style="list-style-type: none"> <li>• The Business Outcomes that will be supported</li> <li>• The Resources and Tools required to deliver the VP</li> <li>• The full cost of delivering the VP</li> <li>• Associated KPI's to confirm performance expectations</li> </ul>

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
3	Recruitment of/New staffing structure for ICT Services	Tbd					<p>This has been deferred several times because of the uncertainty over the required target operating structure to meet Council requirements and the associated funding, and due more recently the C.Co Shared Services Review.</p> <p>In the absence of a full restructure, the service continues to review the most appropriate route to resourcing skills/capability and capacity gaps. The service has reduced the number of contractors required in the area of project management and has focussed on bringing through, training and mentoring our own staff to great success.</p> <p>Targetted Recruitment areas include Hosting, Server and Networks.</p>
4	Regular Financial reporting through JSB	01/04/2021					<p>Regular monthly reports to JSB covering:</p> <ul style="list-style-type: none"> <li>• Annual Budgeted position</li> <li>• Monthly Actuals</li> <li>• Forecast Outturn for 2021-22</li> <li>• Commissioning tracker</li> <li>• Staffing</li> <li>• 3rd Party Growth Pressures</li> <li>• Budget Risks &amp; Issue</li> </ul>

## KEY PERFORMANCE INDICATORS (KPI)

Number	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
1	Annual Customer Satisfaction Survey covering full range of services		75%	Not run in Q1				Not run in Q1
2	Delivery of projects to time, cost and quality milestones	78.9% (97/123)	75%	95.5%				21 out of 22 projects passed each of the three milestones during Q1.
3	Customer Satisfaction (Project Delivery)	96.8%	70%	NA				Not Applicable for 21/22. This is now included in 2 above as the quality element of Delivery of Projects, as of 1/4/21.
4	Availability of basket of critical systems and services	99.8%	99.0%	99.5%				

## KEY RISKS

Number	Key Risk Description	Q1 Rating	Mid year Rating	Q3 Rating	End of year Rating	Comments
2	Any lack of clarity in funding, sourcing, skills, inventory, service levels, governance, and operating procedures may result in failure to provide adequate end user support within reasonable time frames with potential loss of credibility. Failure to keep infrastructure, systems, and solutions in a compliant state. Ageing infrastructure which is either EOL and non-compliant or has a significantly greater risk of failure.	12				<p>Further revision of service levels under Performance Management Framework</p> <p>Develop user self-service knowledge base and self service requests.</p> <p>Further development of the Product Catalogue.</p> <p>Further develop monitoring processes and information flows. Refine reporting structures.</p> <p>Continue to develop and monitor the compliance of the estate to ensure there are no non-compliant equipment on the infrastructure. A significant amount of remediation was achieved under the Evolution Programme.</p> <p>A detailed list of projects to address and refresh technologies has been included in the latest High-Level Business Cases.</p>

## ISSUES SUMMARY

Number	Key Issues Description	Date issue arose	Date issue closed	Comments
1	Service is forecasting an overspend position of £494K in Q1	01/04/2021		ICT is working with governance groups on budget mitigations actions including vacancy management, review of third party contracts and permanent recruitment to replace certain contractor roles. The draft outturn for 2021-22 is based on 75,000 hours of commissioned projects. Should this not be achieved there will be an increase in the forecasted overspend position. JSB receive monthly reports on commissioned projects and will monitor closely

## APPROVAL

Approval	Name	Job title	Date Agreed
Service Manager	Gareth Pawlett	Chief Information Officer & Head of ICT Services	
Client Manager CEC	Valda Williams	ICT Business Planning and Compliance Manager	
Client Manager CW&C	Peter Lloyd	Head of Change and Technology	
Head of Service	Jane Burns	Executive Director of Corporate Services	

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**PLANNED BUDGET DETAIL**

## **Staffing Structure**



ICT Structure Oct  
2020 - No Names.doc

<b>Service Name</b>	<b>Libraries Shared Services (LSS), Education Library Service (ELS) and Bookstart</b>
<b>Service Manager</b>	<b>Lexa Farthing and Ann Cowsill</b>
<b>Client Managers</b>	<b>Rachel Foster (CWC); Joanne Shannon (CEC)</b>

## BUDGET SUMMARY

	<b>Total Planned Budget £</b>	<b>End of year forecast Q1 £</b>	<b>Q1 Variance (+ or -) £ and %</b>	<b>End of year forecast Mid-year £</b>	<b>Mid -year Variance (+ or -) £ and %</b>	<b>End of year forecast Q3 £</b>	<b>Q3 Variance (+ or -) £ and %</b>	<b>End of Year Outturn £</b>	<b>End of year Variance (+ or -) £ and %</b>
<b>Service Budget</b>	<b>330,836</b>	330,836	0						
<b>Comments</b>									

See appendix A for the budget detail.

## STAFFING

<b>Type</b>	<b>Total Number of FTE</b>	<b>CEC FTE</b>	<b>CW&amp;C FTE</b>	<b>£</b>	<b>Notes</b>
ELS Permanent & LSS Permanent	15.8 & 16.5		15.8 & 16.5	1,019,422	All employed by CWC, SLA with CE for LSS and direct contract with schools for ELS
Bookstart Temporary	1.411		1.411	49,469.00	Funded by Starting Well Cheshire West and Early Years Cheshire East. Rolling contract so at present it is until 31 <sup>st</sup> March 2022.
<b>Total</b>			<b>33.71</b>	<b>1,068,891</b>	

A Staffing Structure is in appendix B



## KEY PRIORITIES AND OBJECTIVES

No	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
1	Upgrade and enhance library management system <ul style="list-style-type: none"> <li>Lead and deliver Library Management System upgrade</li> <li>Development of OPAC front end</li> <li>Review communication solutions to library users</li> <li>Respond to B4B impact on library systems and services</li> </ul>	Ongoing  Sept 2021  March 22 March 22					Q1. Upgrade date set for 9 <sup>th</sup> /10 <sup>th</sup> October. Rigorous testing has been undertaken and amendments have been made by the supplier and in house staff. Training materials are in development and will be rolled out to staff shortly. B4B has created significant issues and increased capacity demands for library operations and LSS support has worked hard to support libraries in getting these resolved. B4B challenges are impacting accurate reporting.
2	Digital services: <ul style="list-style-type: none"> <li>Promote and develop e-lending services</li> <li>work with ICT and library services to implement Peoples Network review</li> <li>Support library service initiatives</li> </ul>	Ongoing  March 22					Q1. Take up on the new digital services has been strong. The team has provided support to the public on setting up access and using the services. Promotional materials have been provided to libraries, liaison with suppliers to undertake developments to the services. Provision and monitoring of statistics for usage and expenditure. Reliant on ICT for progression of PN review which has slowed owing to staffing changes in ICT Strategy.

No	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
3	Stock: <ul style="list-style-type: none"> <li>Reprocure stock contracts for public libraries and ELS</li> </ul>	March 2022					Meetings held with procurement team. Contact made and documentation sent out to key staff in library services for review.
4	Service review: <ul style="list-style-type: none"> <li>Delivering policy options and contributing to wider Shared Services review</li> <li>Ensuring service resilience</li> </ul>	Ongoing					Liaising with HR and service representatives to refine prior to implementation.
5	Service Level Agreement: <ul style="list-style-type: none"> <li>Maintain and review</li> </ul>	Ongoing					Quarterly meetings scheduled with CE and CWC representatives to ensure delivering effectively.
6	ELS Buy back <ul style="list-style-type: none"> <li>Review and implement new 3 year subscription offer</li> </ul>	Jan 2022					Liaising with Finance lead to review pricing and ensure offer meets service delivery costs prior to launch in Qtr 4.
7	ELS library systems <ul style="list-style-type: none"> <li>Use data to demonstrate value and support advocacy</li> <li>Respond to B4B impact on library systems and services</li> </ul>	Sept 2021					Qtr 1 - Have been adding consultancy and advice information on to LMS to support value statement Data for all schools invoiced by ELS added to system and invoiced Large amount of work done to rationalise suppliers invoices.
8	ELS Virtual offer <ul style="list-style-type: none"> <li>Deliver increased training and support virtually</li> <li>Further development of social media to maximise engagement with schools</li> </ul>	Phase 1 April 2021					Qtr 1 - 3 training sessions delivered Have given schools options for support and staff meetings , now saying prefer actual visit from ELS staff. Social media engagement increased.

No	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
9	BookTrust initiatives <ul style="list-style-type: none"> <li>Engage with clients to secure ongoing commitment for Booktrust initiatives</li> <li>Delivery of universal early years offers to families across both authorities</li> <li>Delivery of targeted resources including resources for vulnerable and cared for children.</li> <li>Support library services in accessing initiatives including the new planned BookTrust library offer</li> </ul>	Ongoing					Qtr 1 – service delivered and engaged with clients, reviewing new national offer.

### KEY PERFORMANCE INDICATORS (KPI)

No	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
1	Orders from Cheshire East libraries are submitted to the supplier within 3 working days	Stock orders submitted in under 1.1 days	3 days					Q1 KPI being exceeded at 1.1 days
2	New stock arriving at LSS, processed and despatched to the correct library within 5 working days	New stock supplied to services within 3 days	3 days					Q1 KPI being met
3	ILU - Search for item, place request and respond to library within 5 working days	5 days	5 days					Q1 KPI being met

No	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
4	Libraries enquiries mailbox – Response and resolution to all public and staff enquiries	Respond within 1 working day Resolution or progression to third party within 1 working day	100%  95%					Q1 KPI being met
4	Deliveries - Adherence to routes and timetable as defined in schedule B	n/a	Route Completion					Q1 Routes are flexible and are adjusted to meet the changing requirements of libraries as services have increased hours following pandemic closures
5	Ensure that ELS is providing level of service outlined in service specification to schools and within agreed budget	Service delivered to agreed level and on budget  274 schools subscribed	On target					Q1 - Currently still 274 schools 57500 items collated and delivered to schools in April, May and June. Advisory and consultancy in person or virtually. Teachers/librarians may visit site to select with appointment .CE primary schools and CWC primary and secondaries resubscribing via EQWlp and CHESS.
7	Send 6 Letterbox packs to targeted children between ages of 5-13	100% CWC CE opted out of Letterbox	100% - all eligible children					Detailed data return delayed due to sickness absence.
8	Number of additional needs resources gifted to target	N/A	100% (BookTrust allocation - 270 resources)					Detailed data return delayed due to sickness absence.

No	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
9	Number of Dual Language resources gifted to set target	CE - 262 books gifted (allocation 300) 87% CW&C - 307 books gifted (allocation 300) 102% 95% overall *2019/20 figures	100%					Detailed data return delayed due to sickness absence.
10	Increase under 5s membership	CE – 2537 new u5 members CW&C – 2065 new U5 members *2019/20 figures	2% increase on previous year	Unknown				Detailed data return delayed due to sickness absence.
11	Number of Universal packs gifted to BookTrust quality standards set target	CW&C Baby packs 2878 (85%) Treasure packs 4229 (100%)  CE Baby packs 3677 (100%) Treasure packs 4688 (100%) *2019-20 figures	95%					Detailed data return delayed due to sickness absence.

## KEY RISKS

Number	Key Risk Description	Q1 Rating	Mid year Rating	Q3 Rating	End of year Rating	Comments
1	-					

## ISSUES SUMMARY

Number	Key Issues Description	Date issue arose	Date issue closed	Comments
1	-			

## APPROVAL

Approval	Name	Job title	Date Agreed
Service Manager	Lexa Farthing & Ann Cowsill	Bibliographical Services Manager & Lead Librarian ELS	6 Sept 21
Client Manager CEC	Joanne Shannon	Library Services Manager	Sent 6 Sept 21
Client Manager CW&C	Rachel Foster	Head of Communities, Culture & Libraries	6 Sept 21
Head of Service/Director	Rachel Foster	Head of Communities, Culture & Libraries	6 Sept 21

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## Budget Detail

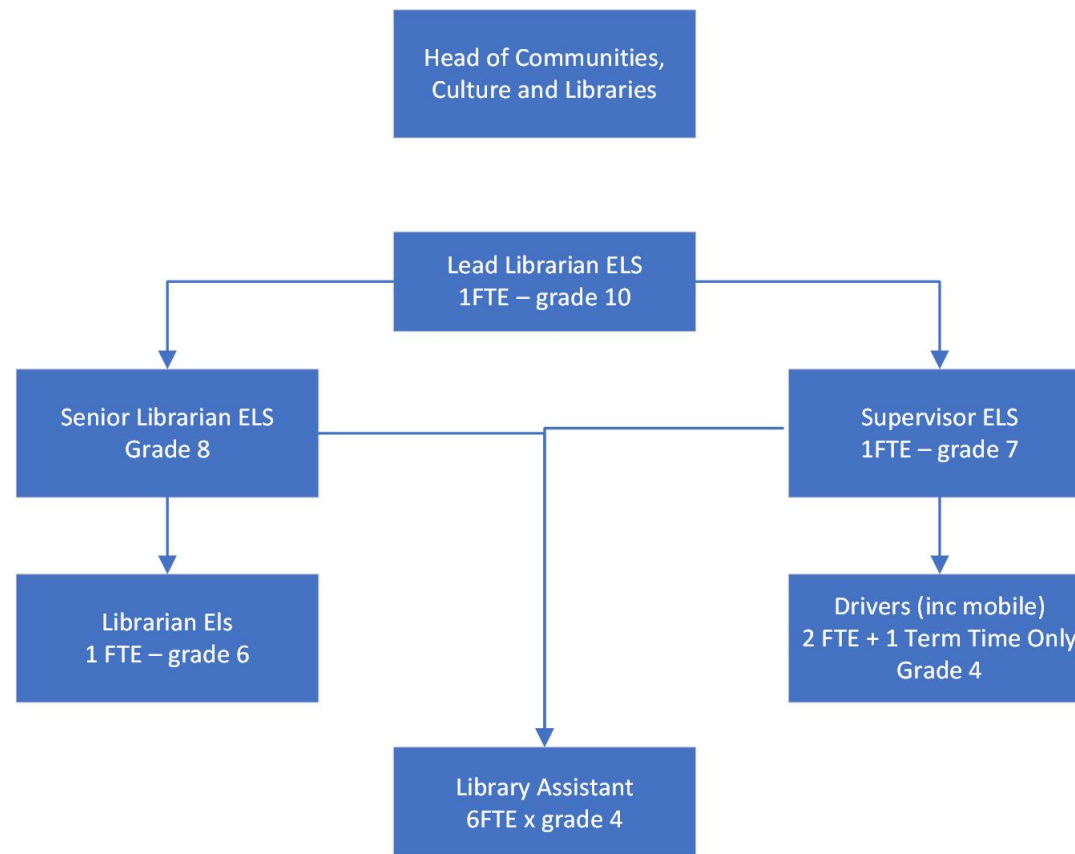
EXPENDITURE	ITEM				Total 21/22 £	% change from previous year
	<b>LSS</b>	Direct Employee Exps	586,562	0%		
		Premises	65,226	0%		
		Transport	30,583	0%		
		Supplies and Services	78,505	-19%		
			760,876			
	<b>ELS</b>	Direct Employee Exps	482,329	0%		
		Premises	68,364	0%		
		Transport	30,800	0%		
		Supplies and Services	319,839	-9%		
		Indirect Employee Exps	1,500	0%		
			902,832			
Gross Costs						

INCOME	ITEM				£	% change from previous year	
	INCOME	ITEM	£	% change from previous year			
	LSS	Book start contributions	-45,000	0%			
		General Fees + Charges	-35	0%			
		Income	-2,325	0%			
		Reimb Re Pan Ches Sh Serv	- 350,454	0%			
			- 397,814				
	ELS	General Fees + Charges	-100	0%			
		General Sales	-78	0%			
		Joint Arrangements	- 165,250	0%			
		School Recharges	- 769,630	5%			
			- 935,058				
NET BUDGET					£	% change from previous year	
					330,836		-11%

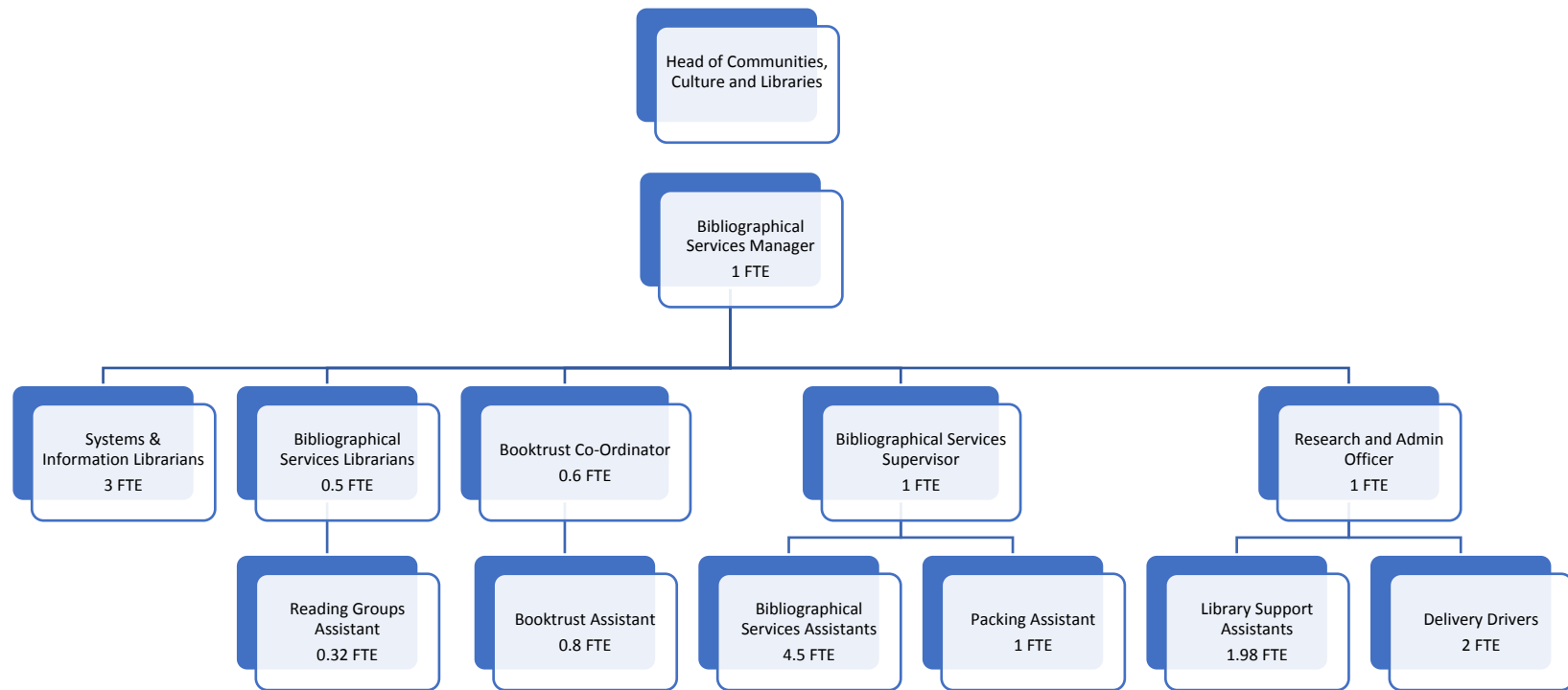
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## Staffing Structure



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## SERVICE DETAILS

Service Name	Transactional Services
Service Manager	Jude Green
Client Managers	Heather Grove/Sandra Cunliffe

## BUDGET SUMMARY

	Total Planned Budget £	End of year forecast Q1 £	Q1 Variance (+ or -) £ and %	End of year forecast Mid-year £	Mid -year Variance (+ or -) £ and %	End of year forecast Q3 £	Q3 Variance (+ or -) £ and %	End of Year Outturn £	End of year Variance (+ or -) £ and %
Service Budget	147,840 net 5,294,018 Gross	5,522,270	228,252 4% (gross)						
Comments		Staffing costs associated with the revised implementation date of phase 2 of the B4B programme							

See appendix A for the budget detail.

## STAFFING

Type	Total Number of FTE	CEC FTE	CW&C FTE	£	Notes
Permanent	126.9	2	124.9	4,308,761	
Agency	5		5	93,000	Backfilling B4B secondments: - 3 based in R&P - 1 based on B4B programme - 1 based in P&I
Total	131.9	2	129.9	4,401,761	

A Staffing Structure is in appendix B.

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## KEY PRIORITIES AND OBJECTIVES

Number	Service Priorities/ Objectives	Date due for completion	Quarter 1 Review RAG rated	Mid Year Review RAG Rated	Quarter 3 Review RAG rated	End of Year RAG Rated	Comments
1	To support the councils delivery of UNIT4 ERP (GL2) ensuring transactional services is change ready	Summer 2021					GL2 date has moved to Autumn 2021 and the team continue to support this by freeing up as many resources as possible
2	To review KPI targets, contractual arrangements and SLAs in line with functionality of UNIT4 ERP.	June 2021					As the GL2 date has moved this will now be undertaken in Q4
3	To maintain and manage an efficient and effective shared service delivering key financial services	March 2022					On target
4	To undertake a review of Transactional Services Service Offer in line with new functionality of UNIT4 ERP	31 January 2022					To be picked up following GL2 and coinciding with the outcome of the shared service review
5	To analyse the reduction in demand on services following the implementation of UNIT4 ERP	December 2021					To be picked up following GL2 and the outcome of the shared service review
6	To lead on the implementation of a Cashless/Paperless strategy phasing out the use of cash/paper	March 2022 (phase 1)					On target
7	To meet service policy options implementing a new structure for the shared service following the implementation of Unit4 ERP	June 2021					Full service review will be implemented following GL2

## KEY PERFORMANCE INDICATORS (KPI)

Number	Key Performance Indicator Description	Previous Year Actual	Current Year Target	Quarter 1 Position RAG rated	Mid year Position RAG Rated	Quarter 3 Position RAG rated	End of year Position RAG rated	Comments
1	Payment to suppliers within terms	CE – 95.34% CW&C – 97.36%	90%					Q1 position CE - 94.34% CW&C – 95.83%
2	Delivery of efficient and effective recruitment processes	CE – 98.55% CW&C – 99.25%	85%					Q1 position CE - 100% CW&C – 100%
3	Delivery of effective payroll system and service	CE – 99.84% CW&C – 99.92%	99%					Q1 position CE – 99.89% CW&C – 99.78%

## KEY RISKS

Number	Key Risk Description	Q1 Rating	Mid year Rating	Q3 Rating	End of year Rating	Comments
17	UNIT4 ERP go live 2 (HRP)					GL2 now delayed to Autumn 21

## ISSUES SUMMARY

Number	Key Issues Description	Date issue arose	Date issue closed	Comments
	none			

## APPROVAL

Approval	Name	Job title	Date Agreed
Service Manager	Jude Green	Head of Transactional Services	08/09/2021
Client Manager CEC	Heather Grove	Senior Manager: Business Development, Assurance and Collaboration	
Client Manager CW&C	Sandra Cunliffe	Transactional Service Manager (QIT&D)	08/09/2021
Head of Service/Director	Debbie Hall	Director of Finance	

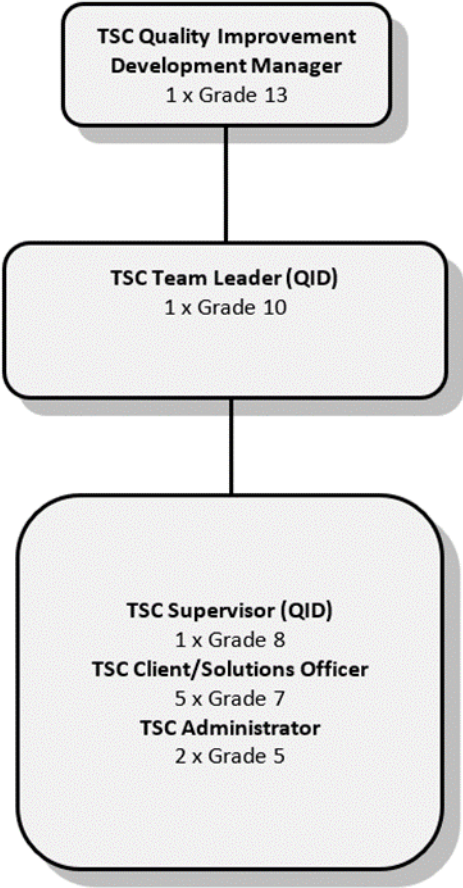
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## Budget Detail

EXPENDITURE	ITEM	Total 21/22 £	% change from previous year
	Employees	3898761	4.1%
	Other	6000	0.0%
	Rent and Service Charge	359890	0.0%
	Mileage Claim	4822	0.0%
	Office Equipment and Printing	220099	0.0%
	Corporate Services Buyback	101201	0.0%
	Oracle Lease	618319	0.0%
	Other Computer	24000	0.0%
	Telephony	12342	0.0%
	Postage	8500	0.0%
	Apprentice Levy	14000	0.0%
INCOME	ITEM	£	% change from previous year
	CWAC income	-1572003	16.9%
	CEC income	-1547989	17.2%
	CEC companies income	-106107	0.0%
	Other companies	-355136	-20.2%
	Schools	-1521525	-12.1%
	Various	-43418	0.0%
NET BUDGET		£	% change from previous year
	Shared service higher pension contributions	121756	0.0%

Current Staffing Structure

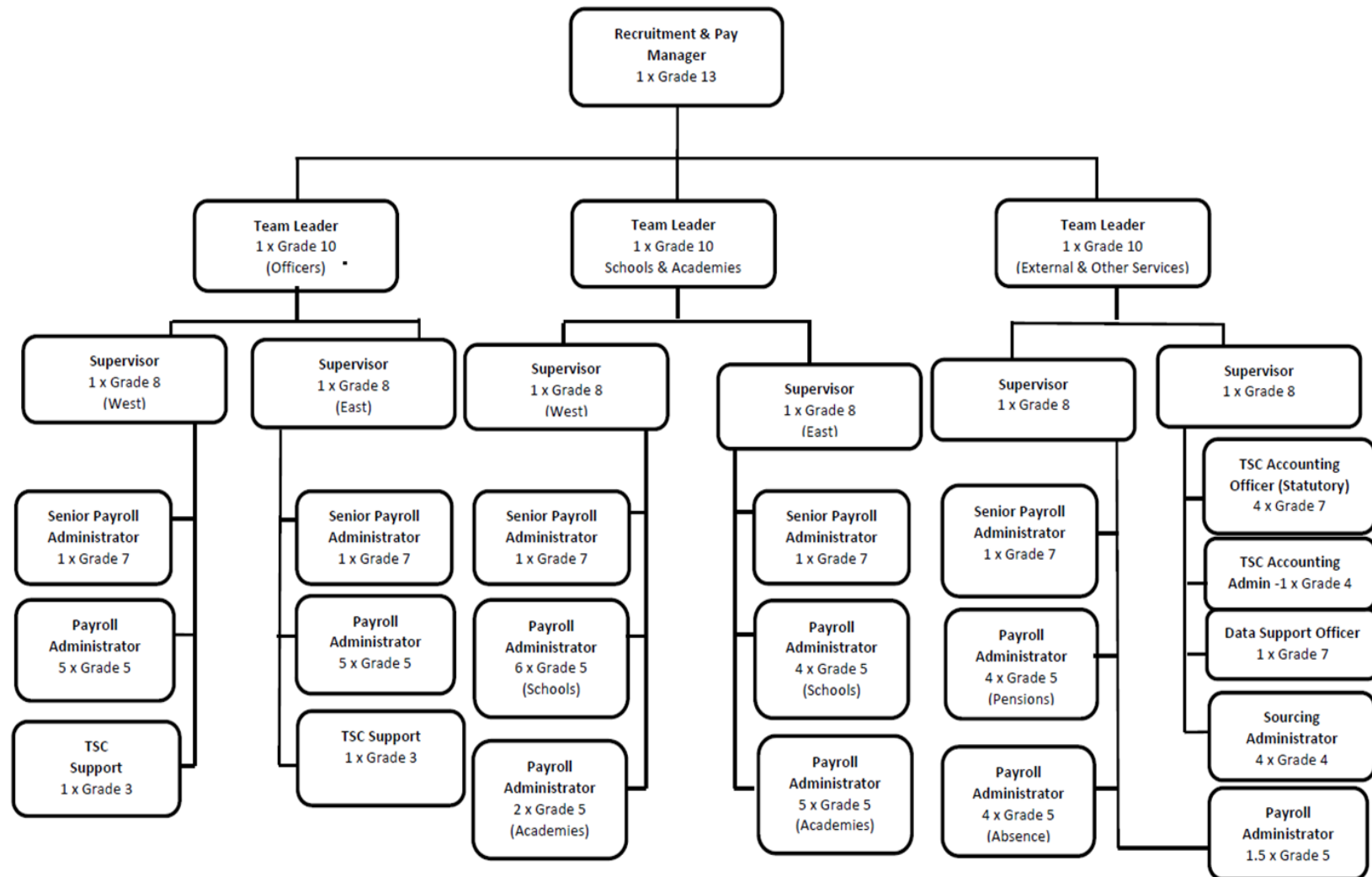
# Quality Improvement Development – As Is Structure



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# Recruitment & Pay As Is Structure



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**Finance Billing and Debt  
Manager**  
1 x Grade 13

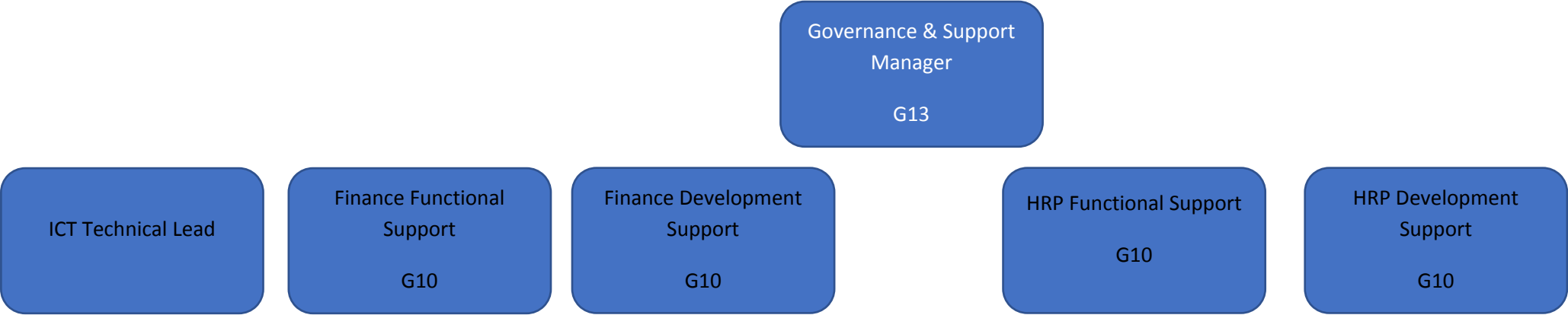
**Payment and Income  
Team Leader**  
2 x Grade 10

**P & I Supervisor**  
3 x Grade 8

**P & I Supervisor**  
3 x Grade 8

**Payments & Income  
Administrators**  
18.5 Grade 5

**Payments & Income Administrator**  
4 x Grade 5  
**Payments & Income General Assistant**  
20 x Grade 3



ICT Technical Support

Fianance Support  
Officer

G8

Finance Support Officer

G8

HRP Support Officer

G8

HRP Support Officer

G8

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