

SHADOW EXECUTIVE
20 January 2009

SUBJECT	Creating Central Bedfordshire – Progress Report To report on overall progress following the adoption of the Implementation Plan by Shadow Executive on 10 June 2008.
REPORT OF	Programme Management Office
<i>Contact Officer: Simon Redmore (01462 611255)</i>	

IMPLICATIONS

SUSTAINABILITY	None arising from this report
FINANCIAL	As at 5 January £8.03m had been spent or committed against the transition budget of £18.2m.
LEGAL	The Shadow Authority is required by the Structural Changes Order to prepare, keep under review and revise as necessary an Implementation Plan.
PERSONNEL/EQUAL OPPORTUNITIES	None arising from this report
COMMUNITY DEVELOPMENT/SAFETY	None arising from this report
TRADES UNIONS	None arising from this report
HUMAN RIGHTS	None arising from this report
KEY ISSUE	No
BUDGET/POLICY FRAMEWORK	No

OTHER DOCUMENTS RELEVANT TO REPORT
1. “Creating Central Bedfordshire Implementation Strategy”, Item 3, Shadow Executive 10 April 2008.
2. “Implementation Plan and Risk Analysis”, Item L2, Shadow Executive 10 June 2008.
3. “Central Bedfordshire Strategic Plan”, Item L1, Shadow Executive 2 September 2008.

RECOMMENDATION:	
That a further report be made to the next meeting of the Shadow Executive	
<i>Reason for Recommendation:</i>	<i>So that Shadow Executive can monitor progress and comply with the requirement of the Implementation Order regarding the need to maintain an implementation plan to deliver the new unitary authority.</i>

Introduction

1. This is the eighth progress report to Shadow Executive since the Implementation Plan was agreed at the meeting on 10 June. The report follows the previously used format.
2. This report is being written immediately after the Christmas and New Year break. At the time of writing not all updates are available and therefore a number of oral updates will be given at the meeting.
3. Since the last monitoring report Deloitte have completed an intensive planning exercise. The New Year saw the start of a strengthened approach to programme management designed to focus effort on key milestones. Those milestones are set out in the form of a wall chart which is being displayed in various locations in the three council offices and will be on display at the meeting. The chart is large and not suitable for attaching to this report but it is a public document.

Contact Centre

4. The meeting of Shadow Executive on 16 December asked for a progress report on the contact centre to be made to this meeting.
5. The Chief Executives of Central Bedfordshire and Bedford Borough, as a result of the guidance given to them by Members, could not reach an agreement to share the existing contact centre function and infrastructure in County Hall. Both authorities were willing to host the service for the other authority. Central Bedfordshire Members were happy to have Central Bedfordshire host the contact centre but, because Bedford Borough had no operational history of operating a customer services contact centre themselves, they instructed the Chief Executive not to accept Bedford Borough's offer to host the service. The reason for Bedford Borough declining our offer to host the service is not understood. As a consequence, officers are now engaged in planning for the disaggregation of the service.
6. At the December meeting of the Central Bedfordshire Shadow Executive, Members were presented with a report to procure the core telephony infrastructure which included the infrastructure required to run Central Bedfordshire's contact centre. This procurement was necessary as a consequence of the disaggregation decision. A Catalyst procurement request was issued for this core infrastructure and responses are being evaluated. A procurement is expected to be placed and work commenced on building the infrastructure required in January.

7. In addition to the core telephony infrastructure, procurement of a single resource management and voice recording solution will also be required to complete the contact centre requirements for vesting day and this will be procured under the delegated authority of the Chief Executive after sourcing several quotes from suppliers.
8. Clive Jones as the Head of Service for Business Transformation and Customer Services at Central Bedfordshire held a series of meetings with Sue Audin (Bedford Borough's contact centre appointed representative), in December on the disaggregation of existing County staff. Agreement has been reached and the County staff informed.
9. In December, the Central Bedfordshire Management Team were presented with options for the location of Central Bedfordshire's contact centre on vesting day. The options presented were to remain in County Hall or re-locate to Melbourne House. Careful consideration was give to both options but the preferred option was Melbourne House. The reasons for this selection were:
 - no need to provide partitioned ICT data network to the 6th floor;
 - the Central Bedfordshire cultural identity can be developed more easily;
 - a lower likelihood of loosing staff to the Bedford Borough Council contact centre because they are not in the same building.
10. Central Bedfordshire will retain the single number telephone contact strategy. The public services numbering range of "0300" will be used and the main enquiry number will be 0300 300 8000. The existing County contact centre Bedford telephone numbers will be taken over by Bedford Borough. Bedford Borough will retain the existing infrastructure in County Hall and pay 40% of the depreciated value to Central Bedfordshire. Detailed communication and service transition plans are being drawn up in January.

Implementation Plan

11. A copy of the latest Implementation Plan is at **Appendix A**. It shows which targets are completed, on track, at risk, or delayed. The Plan is a high level version of the wall chart referred to above. It is proposed to continue to use this Plan for the purpose of issuing monitoring reports to Shadow Executive and the DCLG. The current position regarding exceptions shown on the Implementation Plan is as follows:

Milestone	Status and Proposed Action
Line 8 – CDRP partnership arrangements	Meetings have been held with the Police Authority, Domestic Violence Chief Officer Group (DV COG) and County Council Director of Social Services. Meetings with other partners are in hand. It is likely that all meetings and transitional arrangements will be in place by the end of February. The reason for transitional arrangements is that the Bedfordshire Drug and Alcohol Action Team (BDAAT) and DV COG will continue in their current form as shared services during 2009.

Line 16 – (1) Final disaggregation of County assets with Bedford Borough Council.	The list is currently with DCLG, with decisions to be taken on those assets where agreements have not yet been reached.
Line 18 – 1 st indicative savings report	The detail on this will be part of the budget report to be considered by Shadow Executive on 17 February. Therefore, this December 2008 deliverable has been amended as a February 2009 deliverable.
Line 19 – (1) Detailed initial accommodation plan	This is included within the 'Property and Accommodation Issues' report, which is elsewhere on the agenda for this meeting of Shadow Executive on 20 January. Reasons for the delay include lack of information from the service areas combined with a redirection from Management Team to align with the overall programme.
Line 25 – Service Level Agreements for shared services	This work has slipped and been escalated to Management Team level. Officers are working to a revised target of the end of January for completing SLAs. An oral update will be given at the meeting.
Line 32 – Locality strategy	This will now be available in August because newly elected Members will want to decide on this key policy decision for the authority. This is not an essential deliverable for vesting day.
Line 35 – ICT requirements / implementation plans for each services	Draft project initiation documents for the services, based on the work done to date, have been produced by ICT. At the time of writing these are due for sign-off by the services in mid-January.
Line 45 – (2) Mapping employees to the new structure (3) Employees' role confirmed in writing	Mapping of staff is continuing and expected to be completed by the end of January. Employees' role will not be confirmed until the mapping exercise is completed and agreed.

12. The Implementation Plan continues to evolve and further developments will be made in the coming weeks. Changes to the Plan since the last version which was reported to Members are:

Line 26 – Children's services	New entry for March 2009: Inauguration of Central Bedfordshire Children's Trust (CBCT)
Line 27 – Adult social care	New part 2 entry for February 2009: Safeguarding review completed Previous March 2009 entry (assimilation of delivery arrangements, including safeguarding protocols) now removed.

Line 39 – Roadshows and staff communication events	<p>January 2009 entry amended to: 1) create sounding boards; 2) Members’ drop-in sessions;</p> <p>February 2009 entry amended to: 1) tier 2 management event; 2) tier 3 management event;</p> <p>New entry for April 2009 – welcome pack for all employees.</p>
--	---

Finance

13. The table below shows commitments against the transitional budget as at 5 January.

Budget Monitoring to 5 January 2009
(Against Transitional Budget)

Budget	Element	Spend (£s inc. Commitments to 31/03/09)	Remaining (£s)
0.00	Employees & back-filling	591,750	-591,750
0.50	Accommodation	138,389	361,611
0.90	Change management	1,843,774	-943,774
0.10	Miscellaneous	12,660	87,341
0.70	Contract novation	0	700,000
4.80	I.T.	4,835,291	-35,291
0.50	Training	9,991	490,009
0.20	Communications/ branding	92,530	107,471
0.70	Elections / democracy	118,032	581,968
0.30	Recruitment	388,101	-88,101
0.60	Relocation	0	600,000
5.20	Early retirement	0	5,200,000
2.20	Redundancy	0	2,200,000
1.50	Closedown	0	1,500,000
18.20		8,030,517	10,169,483

14. As noted in previous monitoring reports, the transitional budget remains under review.

Background Papers: “Bedfordshire (Structural Changes) Order 2008”

Location of Papers: Deputy Chief Executive’s office, Priory House, Shefford

File Reference: CG3