

Open Report on behalf of Judith Hetherington Smith (Chief Information and Commissioning Officer)	
Report to:	Value for Money Scrutiny Committee
Date:	23 June 2015
Subject:	Future Delivery of Support Services Programme (FDSS)

Summary:

The Council's contract with Mouchel to deliver Information Management & Technology (IMT), Finance, People Management, Property, Management Consultancy and Catering services came to an end on 31 March 2015. The Future Delivery of Support Services (FDSS) Programme was set up in May 2012 to explore the options for the Council in the delivery of these key support functions and to then implement the preferred solution for each service. During the programme the Council decided to include the Customer Service Centre (CSC) as part of one of the new contracts and the FDSS Programme also managed this service transfer. This report provides an update of the outcomes of the work of the Programme.

Actions Required:

The Committee is asked to note the outcomes delivered by the FDSS Programme and that operational management arrangements are now in place for service and contract management.

1. Background

The FDSS Programme was established in 2012 to enable the Council to assess how best to procure new contracts to take over from the end of the Mouchel contract, to procure those new contracts and to manage the transition from Mouchel to the new arrangements. This Programme has now completed its work and handed over to operational management and contract management; this report is an update of the outcomes of the Programme. The following sections deal with each area of service change.

2. Serco Contract

The staff delivering IMT, Financial Administration, People Management and Customer Services transferred successfully from Mouchel and the Council to Serco with effect from 1 April 2015; they are now based at Thomas Parker House in Lincoln.

The implementation of Agresso was a key deliverable for 1 April, this is a very large and complex change over from the Council's old SAP system and whilst Agresso is operational, it has a number of problems which have caused disruption to payments of staff and suppliers. The problems are being addressed and Serco are anticipating that the majority will be resolved during June enabling improvements in the June payroll run and removing the backlog of payments to suppliers.

There are a number of IMT projects that are behind schedule, this is due to the impact of problems caused by Agresso and the prioritisation of dealing with this.

The CSC is successfully providing services as part of Serco as this service does not rely on Agresso to be delivered.

This contract is managed by the Corporate Commercial Team with specialist input from relevant service areas. A report regarding the performance of this contract will be provided to the VFM Scrutiny Committee in September.

3. VinciMouchel Contract

The transfer of property services took place successfully and from 1 April 2015 the VinciMouchel partnership took over delivery. The new property helpdesk is now operational and the LCC and VinciMouchel teams are using the new property asset database, Concerto, which was put in place as part of the new contract arrangements. This contract is managed within the Corporate Property Team. A property update will be provided to the Committee by the Chief Property Officer in September.

4. Partnership with West Yorkshire Pension Fund

The transfer of pension administration to West Yorkshire took place successfully on 1 April 2015, with staff transferring to West Yorkshire from Mouchel and moving into County Offices to co-locate with the Lincolnshire County Council Pensions Team. This partnership is managed by the Lincolnshire County Council Pensions Team.

5. Taylor Shaw Contract

The transfer of catering services successfully took place and from 1 April 2015 Taylor Shaw took over catering at County Offices as a subcontractor to VinciMouchel through the Property Services contract. Taylor Shaw also took over the catering at the Secure Unit in Sleaford under a direct contract with the County Council.

6. Insourcing

The Health and Safety Team transferred to the County Council with effect from 1 April 2015 and are now managed as part of the Council's Audit and Risk Management Team.

7. Conclusion

The majority of the transfer of staff and services went smoothly on 1 April 2015 with the variety of new arrangements taking over at the conclusion of the Mouchel contract. There have been difficulties with payroll and payments to suppliers resulting from issues with the implementation of Agresso which are currently being addressed.

8. Consultation

The Executive Portfolio holders for the areas concerned were consulted regarding the decisions made as part of the FDSS programme.

9. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Judith Hetherington Smith who can be contacted on 01522 553603 or at Judith.hetheingtonsmith@lincolnshire.gov.uk.

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