

All Systems



SHARED SERVICES PROGRAMME

Volume 1, Issue 1

March 2011

We're off and running!

GO Programme Manager Rob Wood introduces the GO programme.



Welcome to the first All Systems GO, a series of newsletters which will provide information about the GO programme now that we are up and running.

This newsletter will focus on details of the progress we are making as we move towards our two

launch dates – November 2011 for Forest of Dean and West Oxfordshire, with Cheltenham Borough Council, Cotswold District Council and Cheltenham Borough Homes planning to go live in April 2012.

It was extremely useful to get around each partner organisation with the GO Roadshow at the back end of last year and meet many of the people who will be involved. I realise that the GO programme involves a huge change in working practices for those directly affected working in finance, HR, procurement and payroll jobs, and I hope that the Roadshow helped to shed light on the programme's aims and objectives. As I expected, there is a lot of uncertainty and anxiety about many of the changes in the pipeline,

and those who attended the sessions will know that there are a lot of questions which remain unanswered at this stage, including the locations of the HR/Payroll and Finance /Procurement Centres of Excellence and any related bidding process (if, indeed there will be one!).

This situation will change rapidly as the programme matures and that is why it is so important to create and maintain good lines of communication with you all – as soon as we know, we will tell you.

Anyone who wants a copy of my Roadshow briefing can contact me on 01242 264367 (we hope to have a GO website soon which will display this information and many other details online.)

Milestones

Nov/Dec 2010

Project kicked off

Feb/Mar 2011

Training for Project Team

Mar 2011

Solution design signed off and Agresso Business World installed

Mar-May 2011

Build solution

Jun-July 2011

Proposals to Cabinets / Councils on Centres of Excellence arrangements

Sept 2011

User Acceptance Testing (West Oxfordshire and Forest of Dean Councils)

Nov 2011

West Oxfordshire and Forest of Dean Councils go live

Feb 2012

User Acceptance Testing (Cheltenham and Cotswold Councils and Cheltenham Borough Homes)

April 2012

Cheltenham and Cotswold Councils, and Cheltenham Borough Homes go live

Key Contacts for GO

Cheltenham Borough Council— Paul Jones (Finance and Procurement) and Amanda Attfield (HR and Payroll)

Cheltenham Borough Homes—Kate Walton (Finance and Procurement) and Nicola Templeman (HR and Payroll)

Cotswold District Council—Jenny Poole (Finance and Procurement) and Sara Mullen (HR and Payroll)

Forest of Dean District Council—Su Walker (Finance and Procurement) and Karen Gane (HR and Payroll)

West Oxfordshire District Council—Paul Stuart (Finance and Procurement) and Sara Mullen (HR and Payroll)



What is it all about?



The GO partnership (Cheltenham Borough Council - including Cheltenham Borough Homes - Cotswold District Council, Forest of Dean District Council and West Oxfordshire District Council) have been working on a programme of work to procure an Enterprise Resource Planning (ERP) system which can be shared by the four authorities. This will include finance, HR, payroll, and procurement functionality and will be used as the basis of sharing services in these business areas between the organisations. This will result in cashable savings, service efficiencies and improved service resilience. It also addresses an issue facing a number of the partners who are in need of upgrading or replacing their existing business applications.

The work of the GO programme is critical because of the potential to make substantial cost savings through working together – benefiting from economies of scale that one council could not achieve alone.

The key objectives for the GO Project are as follows:

Cashable savings – All GO authorities have within their strategic aims and ambitions, the need to find solutions to budgetary pressures

Staff retention and opportunities – It is essential to retain good staff in local government to meet the challenges currently being faced by councils

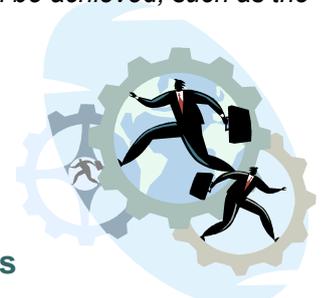
Service efficiencies – At present all Councils undertake similar work, thus duplicating effort and resources. Joint training, single sourcing and standardised documentation also provide opportunities for service efficiencies

Service resilience – All Councils lack capacity and resilience to respond to peaks in demand or absence of staff. The lack of capacity also leads to buying in external expertise which can be expensive

Enhanced reputation – At a strategic level, the implementation of a shared ERP application and services may provide a catalyst for future shared services. If the approach can deliver successful outcomes then it may well serve as a proof of concept that other potential shared services could adopt

Future editions of “All Systems GO” will provide more details as to how these objectives will be achieved, such as the creation of Centres of Excellence and new ways of working.

How will GO affect everyone?



As well as having a greater, direct impact on the work of our Finance and HR teams, the new Enterprise Resource Planning system will change various working practices which are carried out by the majority of staff in participating organisations. The GO programme will be making sure that there is greater communication with these groups

For the majority, it will mean big changes. Certain paper-based processes will be delivered electronically so we will be able to “self service” certain things e.g.

- requesting annual leave
- recording sick leave
- recording business mileage
- notifying changes of personal details such as addresses
- changes in personal details
- ordering and recording receipt of goods and services

Using electronic forms will enable the information to be entered directly into the system so it won't need to be re-keyed, and will be sent automatically to the relevant person for authorisation.

GO FAQs

When will it all happen?

Forest of Dean and West Oxfordshire District Councils will go live in November 2011. Cheltenham Borough Council; Cheltenham Borough Homes and Cotswold District Council will go live in April 2012.

How can we find out more information about the GO Programme ?

Progress will be communicated via a range of channels including : management cascade briefings at each partner; regular newsletters; a dedicated website; leaflets and posters; and roadshows. If in the meantime you have any questions please see the **Key Contacts** section within this edition of the newsletter and speak with your local GO representative.