



REPORT OF THE LEADER

REVISED STAFFING STRUCTURE FOR THE BUSINESS SUPPORT CENTRE (BSC)

Purpose of the Report

1. The purpose of this report is to seek approval for a revised structure to operate from 1 April 2016 for the Business Support Centre (BSC) which is part of the Customer Service and HR function within the Resources Department.

Information and Advice

Background

2. The BSC was established following the implementation of the new Business Management System Programme (BMS) in November 2011.
3. The BSC undertakes employee transactional activity (payroll, contracts of employment, maintenance of HR records, maintenance of organisational structures, recruitment and pre-employment checking); pensions administration activity for the Local Government Pension Scheme (LGPS) for Nottinghamshire; financial transactional activity (accounts payable and accounts receivable (invoice processing, debt recovery and enforcement, income reconciliation); basic treasury management and accounting and clearing house activity). The BSC is also responsible for supporting the day to day operation, maintenance and future development of the Council's integrated Business Management System (BMS) via the Competency Centre. The BSC provides services to all departments of Nottinghamshire County Council, as well as a range of sold services (payroll, recruitment, advertising, disclosure and barring checks) to other organisations including schools, academies, voluntary sector and other organisations generating income for the County Council.

Business Support Centre Proposals

4. The year 3 savings proposals for the BSC are set out in the option for change as approved by Policy Committee 9 December 2015 – Spending Proposals 2016-2017 to 2018-2019 – Appendix 1 – Options for Change A28.
5. The proposals for the BSC are to deliver savings over four financial years, as follows

Business Support Centre Four Year Savings Programme	
Financial Year	Savings
2014-2015	£1m – delivered
2015-2016	£500k – delivered
2016-2017	£349k – delivered in this report
2017-2018	£307k – at the planning stage

6. The BSC 4 year savings programme will deliver a total net savings of 46.5% of the 2013/2014 net budget. The 2016-2017 reductions will be delivered by implementing a revised staffing structure as well as further reviewing and re-engineering business processes across the BSC to reduce cost and improve efficiency; implementing a revised model of operation with the establishment of a multi skilled employee transactional activity team, and reviewing and re-negotiating support and maintenance contracts for major systems. The revised structures will deliver a reduction of 17.5 Full Time Equivalent posts (FTEs), as shown in the table below. It is intended that the revised structures would be effective from April 2016. The reductions will be met through vacancies and approval of voluntary redundancy requests and no compulsory redundancies at this stage.

Business Support Centre Phase 3 Staffing Post Reductions of effected teams				
Team	Current number of posts in structure (FTE) as at 1 April 2015	Proposed number of posts in structure (FTE) as at 1 April 2016	Net number of post reductions (FTE)	Number of current vacancies (FTE)
Employee Transactional Activity Teams	79.65	69.7	11	7.75
Competency Centre	5	3	2	2
Financial Transactional Activity Teams	21	16.5	4.5	4.03
	105.65	89.2	17.5	13.78

Consultation

7. The BSC revised structure proposals have been subject to extensive consultation with BSC employees and the Trade Unions. A series of employee briefings were held in December 2015 and a consultation period ran from 14 December 2015 and closed on Monday 25 January 2016. During this period further meetings were held with teams and individuals. A meeting has taken place with Trade Union colleagues and feedback received during the consultation period has been incorporated into the revised structure.

Other Options Considered

8. A range of options have been considered in developing the revised BSC structure taking into account the development and maturity of the BMS system as well as the maturity of the Council's shared services model. Further discussions are taking place with the BMS implementation partner and the system providers to consider options for future operating models for the BSC.

Reason/s for Recommendation/s

9. The proposed structures reflect the next phase of the development of our BSC and the developing maturity of the BMS system. The proposals also reflect the findings and outcomes of the Lean+ and process re-engineering projects run across the BSC over the last three years. The proposals enable the delivery of the phase 3 savings target set for the BSC for the financial year 2016-2017 and support the maximum use of BMS across the Council. The BSC and how the Authority delivers transactional and support services will be considered as part of the corporate review of the Resources Department to determine the most efficient and effective model of operation for the future across the Council.

Statutory and Policy Implications

10. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Ways of Working Implications

11. The BSC has been based at Trent Bridge House since November 2013. Work is underway as part of the Smarter Working Programme to look at ways of working and space utilisation by the BSC.

Financial Implications

12. The financial implications are covered in paragraphs 4 and 5 of this report

RECOMMENDATION/S

1. It is recommended that Members approve the revised structure as set out in the table at point 6 effective from 1 April 2016.

Councillor Alan Rhodes
Leader

For any enquiries about this report please contact:

Sarah Stevenson, Group Manager BSC on 0115 9775740 or sarah.stevenson@nottsc.gov.uk

Constitutional Comments (SLB 18.2.16)

13. Policy Committee is the appropriate body to consider the content of this report, it has responsibility for matters dealt with by the Business Support Centre. The requirements of the Employment Procedure Rules regarding changes to staffing structures have been included in the report.

Financial Comments (CSB 17.2.16)

14. The financial implications are set out in the report.

Human Resources Comments (JP 17.2.16)

15. The revised staffing structure has been subject to extensive consultation with affected employees and the recognised trade unions.

16. The proposed reductions will be realised through the use of vacancies and consideration of requests for voluntary redundancy. No compulsory redundancies are anticipated at this stage.

Background Papers and Published Documents

Policy Committee 13 November 2013 - Savings Proposals 2014-2015 – 2016-2017 Savings Proposals 2014-2015 – 2016-2017 Appendix A - Outline Business Case, A21 business Support Centre

Redefining Your Council – Transformation and Spending Proposals 2015-2016 – 2017-2018 Redefining your Council – Combined Appendix A - Options for Change A26 Business Support Centre

Policy Committee 9 December 2015 – Spending Proposals 2016-2017 to 2018-2019 – Appendix 1 – Options for Change A28 – Service Delivery changes by creating multi skilled teams at the Business Support Centre

Electoral Division(s) and Member(s) Affected

All