East Midlands Shared Service (EMSS) Joint Committee

Wednesday 11th July 2012

Title of paper:	**East Midlands Shared Services – Strategic Business Plan**
Director(s)/ Corporate Director(s):	**Brian Roberts – Director of Corporate Resources, Leicestershire county Council (LCC)** **Angela Probert – Acting Corporate Director of Resources and Deputy Chief Executive, Nottingham City Council (NCC)**
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Other colleagues who have provided input:	**Nottingham City Council and Leicestershire County Council Officers** Angela Probert, Acting Corporate Director of Resources and Deputy Chief Executive, Nottingham City Council (NCC) Simon Nearney, Assistant Director, People and Transformation (LCC)

Summary of issues (including benefits to citizens/service users):
September 2010 Nottingham City Council (NCC) and Leicestershire County Council (LCC) approved an outline business case $^{v\,4.3}$ to develop a programme of shared transactional services. This includes HR, Payroll and Finance services, supported by a single Oracle Enterprise Resource Planning (ERP) application.   The purpose of this report is to present and seek Members approval to, the first three year Strategic Business Plan for East Midlands Shared Services.

Recommendation(s):	
1	**To approve the East Midlands Shared Services Strategic Business Plan 2012 - 2015**

1.   BACKGROUND

1.1.   In September 2010 Nottingham City Council (NCC) and Leicestershire County Council (LCC) approved an outline business case v 4.3 to develop a programme of shared transactional services through the East Midlands Shared Services (EMSS) Partnership. The services include HR, Payroll and Finance services, supported by a single Oracle Enterprise Resource Planning (ERP) application.

1.2.   In March 2012, Members received a presentation from the Head of EMSS about her vision for EMSS and agreed to bring back to Members in July, a three year

business plan for EMSS. This report presents the draft Strategic Business Plan to Members for comment and approval.

2. THE BUSINESS PLAN

2.1 The Business Plan sets out the vision and strategic objectives for the East Midlands Shared Services (EMSS) for 2012 to 2015. It focuses on three strategic phases:

Phase 1 – Short term: July 2012 to March 2013. This is the period in which EMSS is **established** as an entity delivering shared services for LCC & NCC.

Phase 2 – Medium Term: April 2013 to March 2014. This is a period of **stabilisation** and will include preparations for growth.

Phase 3 – Long term: April 2014 onwards. This is the period in which EMSS will be aggressively pursuing opportunities for future **growth**

2.2 The Business Plan sets out the context for the partnership (section 2) and the Strategic Vision (section 3). It includes sections on the service and product portfolio (section 4), Partners and Customers (5) and explores where EMSS will do business (section 6).

2.3 The Plan then describes EMSS's Unique Selling Point (section 7) and explains how the Strategic Vision will be achieved (section 8). Section 9 then summarises the key issues identified throughout the plan by confirming the strategic priorities for the three year period. The Appendices include more details on the Service/Product portfolio and an outline ICT Investment Plan. In addition a performance framework is proposed and if supported by Members, will form the basis on which the EMSS Management Team will monitor performance and the partners, along with the Joint Committee, will receive regular performance reports.

3. RECOMMENDATIONS

3.1 Members are asked to approve the EMSS Strategic Business Plan 2012 – 2015.

4. EQUALITY IMPACT ASSESSMENTS (EIAs)

4.1 An Equality Impact Assessment for EMSS will be conducted and monitored.

5. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

5.1 None

6. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

6.1 None