

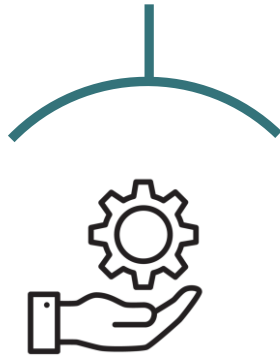
LGSS summary of achievements 2017/18

LGSS Joint Committee 12 July 2018

Agenda item no: 3

Milton Keynes schools and academies
joined LGSS aligning service provision
across the three LGSS partners

Commenced strategic shared service
engagement with Cambridgeshire and
Peterborough



£7.2m savings delivered through
contract reviews and new procurement
activities across the LGSS partnership,
which provided a collective ratio of 6:1
when compared with the cost of the
Procurement team

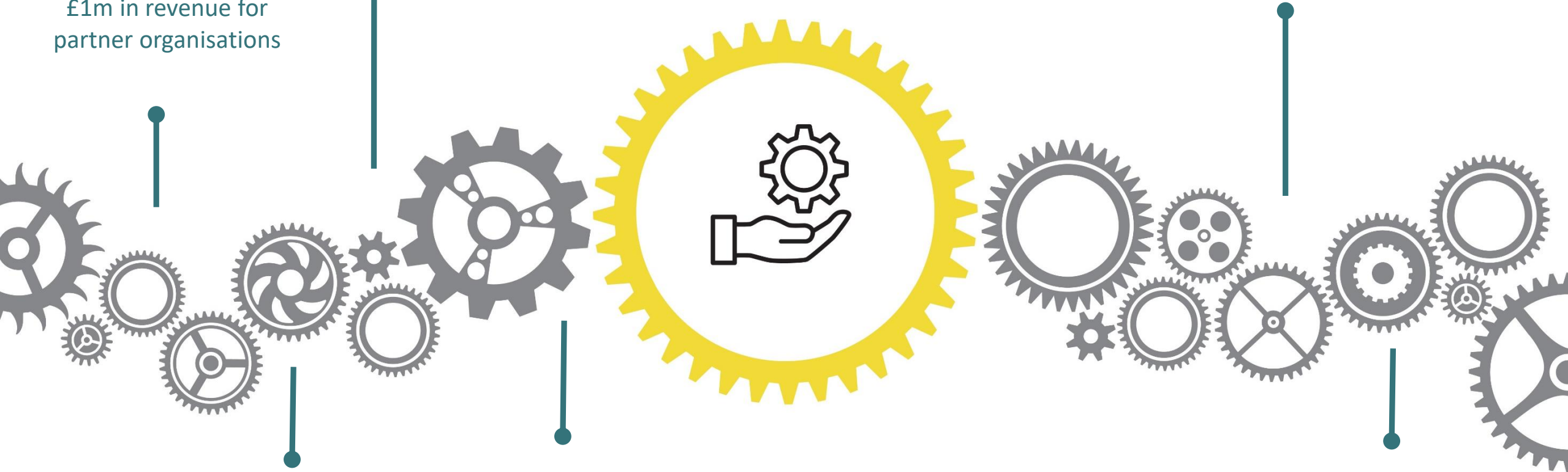
Successfully negotiated and
agreed an extension to the
existing Northampton Borough
Council contract

ERP Gold launched
in April 2018,
facilitating c. £10m
savings for partners
over 7 years

Revenues & Benefits successfully negotiated over £950k of debt into active recovery and generated more than £1m in revenue for partner organisations

Opus LGSS joint venture recruitment agency launches across Cambridgeshire and Northamptonshire to achieve financial savings of c. £500k against a target of £167k, by reducing agency costs

LGSS Customer Satisfaction and Service Improvement Framework achieves 'Complaint Plus' from Customer Service Excellence for the third consecutive year



Horsham District Council joined as a Revenues & Benefits partner at the start of 18/19, providing further efficiencies through scale and service improvements

Revenues & Benefits won the 2017 IRRV Revenues Team of the Year award and were finalists in the IRRV Excellence in Partnership Working category

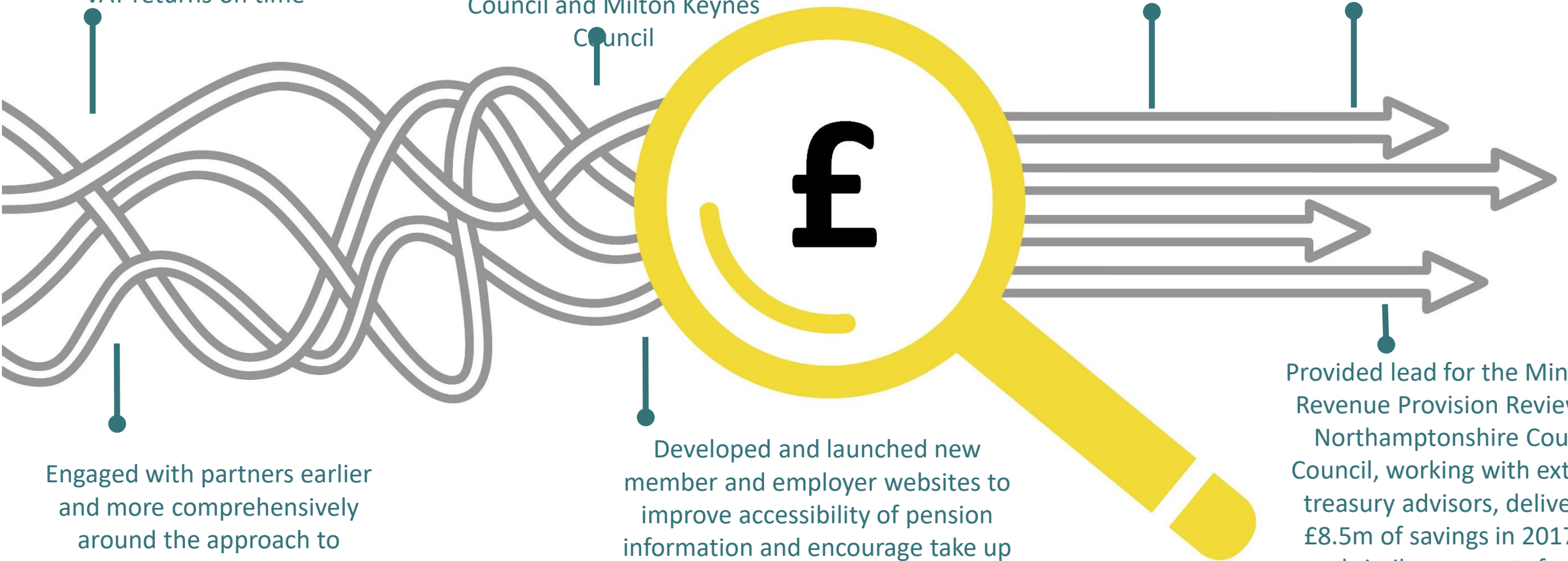
Procurement finalists in five categories at the Procurement Government Opportunity Awards 2017/18

Worked with Public Sector
Audit Appointments to secure
a single external auditor
across all LGSS partners.
Completed and submitted all
VAT returns on time

Implemented the
appointeeship and deputyship
Customer Relationship
Management system on the
LGSS domain for
Cambridgeshire County
Council and Milton Keynes
Council

Delivered the 2016/17 annual
governance statement for
Norwich City Council in mid-
June 2017 in preparation for
the new earlier statutory
deadline for 2017/18 accounts

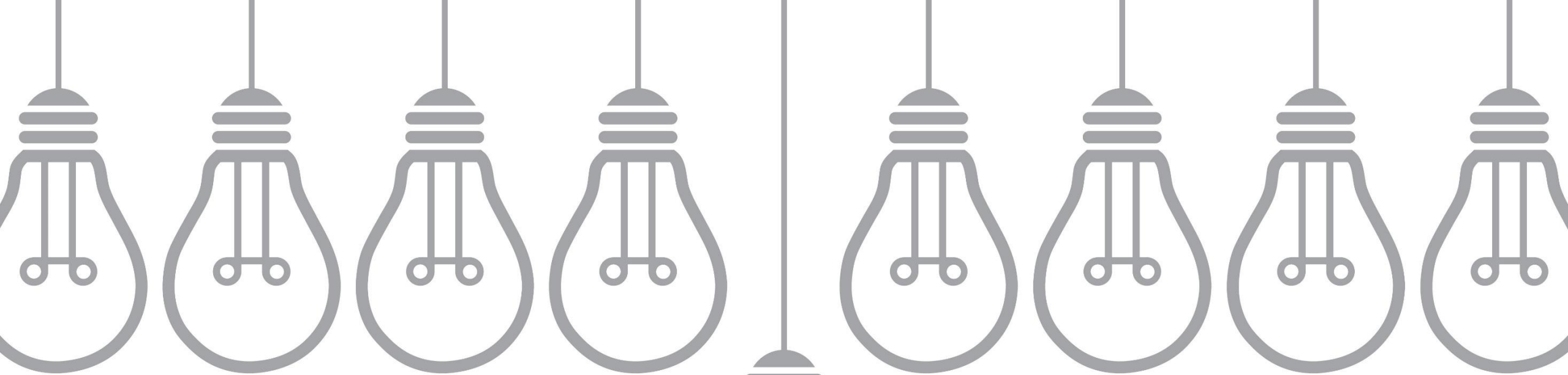
Supported the testing
requirements and
implementation of ERP Gold
and roll out of training to the
wider business, on top of
business as usual



Engaged with partners earlier
and more comprehensively
around the approach to
strategic planning

Developed and launched new
member and employer websites to
improve accessibility of pension
information and encourage take up
of member self-service

Provided lead for the Minimum
Revenue Provision Review for
Northamptonshire County
Council, working with external
treasury advisors, delivering
£8.5m of savings in 2017/18
and similar amounts for the
medium term



Enabled major organisational change at Northamptonshire County Council: created and dissolved companies; managed legal, people and pay implications; integral to behavioural change and transformation as part of the One Angel Square build, facilitated £800k agency social worker savings through innovative recruitment solutions

Improved Employment Essentials by simplifying policy, developing and empowering line managers to deal with workplace concerns (previously grievances) and underperformance

Re-launched a new HR advisory team in Milton Keynes Council, focussed on providing more direct business partner resource with clear role definition and achieving the business case efficiencies

Integrated Peterborough City Council and Cambridgeshire County Council leadership teams

Learning and Development became an official apprenticeship academy delivering apprenticeships and qualifications internally and externally

Procured a shared occupational health provider for LGSS partners and implemented a new approach using an in-house physician

Payroll services independently accredited by Customer Service Excellence for the second year and achieved 'substantial compliance' from internal audit

Engaged the workforce through largescale employee surveys in two councils and focus groups (covering 3000 employee views) to enable development of people and action plans

Shortlisted for the 'Improving the Value of NHS Support Services' category of the Health Service Journal Awards in partnership with Northamptonshire Healthcare NHS Foundation Trust (NHFT)

Upgraded housing systems and rolled out Microsoft Office 2013 across Northampton Borough Council, Northampton Partnership Homes and Northampton Leisure Trust

LGSS Digital and First for Wellbeing delivered Octigo, a health and wellbeing assessment tool for Derbyshire County Council



Won a government grant to fund the implementation of chatbot technology at Milton Keynes Council to respond to common, low complexity planning enquiries, enabling more effective use of professional and technical resource

Rapidly and effectively responded to a global cyber attack, particularly affecting the NHS, earning commendation from the NHFT chief executive


Implemented uninterruptable power supply for Cambridgeshire County Council, further improving network stability and upgraded 3000+ machines to the Microsoft Windows 10 operating system




Since 2016 there has been a 20% reduction in formal complaints




Since 2013 there has been a 12% increase in overall customer satisfaction




97.2% of Cambridgeshire and Northamptonshire county council delegates attending training delivered by Learning & Development felt the sessions were of a 'value to their work'



Availability of IT core systems between 8am and 5pm exceeded 99.8% across the LGSS partnership IT networks



IT system availability at Northampton Borough Council and Northampton Partnership Homes exceeded 99.9%, and Norwich City Council 100% within their contracted timeframes



99.9% payroll accuracy recorded across the LGSS partnership for 2017-18 (total payroll payments in excess of £167m for the year)



Financial assessments completed within 10 working days between August 2017 and March 2018 rose to 91.8% (between April and July 2017 performance was 65.8%) following the introduction of a telephone assessment process for Northamptonshire County Council. In Milton Keynes Council, performance for 2017-18 was 100%