

Joint Committee	Date 17 th September 2018	Item No. 10
Title Client and Governance Arrangements	Authority All	
Decision Classification N/A	Notice Period N/A	
Chief Officer Client Relationship Director	All	

Recommendation:

To note the progress towards delivery of the revised Shared Client Team

1 Executive Summary

A Client Resource Review is in progress. The team have been consulted with and the new structure agreed. We are in the process of managing change from the previous structure to the new one. Unison have been supportive in the process and are working with me to ensure we have the welfare of the staff at the heart of this process.

2 Objectives of the Client Review

The review of the client team was planned for this point in our contract arrangements as part of the original business case. The experience of the first two years in the contract benefitted the client review and allowed us to reflect on which tasks were better suited at a home authority, which tasks can now be deleted and whether we had the appropriate resources in the right structure to be able to challenge the Contract performance in a robust way.

The new structure is much distilled, providing focus on contract management and delivery through a small team whose role it is to maintain the Contract and ensure that the escalations and communications to and from each Authority flow effectively. This will be described during this meeting in the presentation called 'Governance'.

3 Financial summary

Current Model	New model
£1,536,470	£768,864

The financial benefit is estimated at 50% reduction on current costs. The benefit goal is on track to deliver the savings.

4 Progress

The restructure is in its final stages. The Revenues and Benefits Client team is in the process of merging to provide resilience by adopting a 'one team' approach. The staff who have been displaced by this process have either been redeployed in their home authorities or are under notice of redundancy. The new roles have been advertised and are in the process of being filled.

5 Summary

The restructure should be complete by the end of November pending suitable recruitment start dates. The proposed 2019/20 budget is in line with the business case for the new structure.

6 Governance – by presentation