



oneSource

Value Overview and Scrutiny Committee

April 2014



What we'll be covering today

- Background and timeline
- Estimated savings
- Structure
- Governance
- What will be different - and the same
- Future plans

Services included in oneSource

- Payroll
- HR
- Finance and Pensions
- ICT
- Council Tax, Housing Benefits and Business Rates
- Legal
- Democratic Services
- PMO and Business Improvement
- Property, Asset Management and Facilities
- Health and Safety
- Audit, Insurance and Risk
- Transport (Havering)

Estimated savings (gross)

	Estimated Savings				
	Year 1 2014/15 (£000)	Year 2 2015/16 (£000)	Year 3 2016/17 (£000)	Year 4 2017/18 (£000)	Year 5 2018/19 (£000)
Havering	1,460	2,829	3,314	3,566	3,904
Newham	2,652	4,961	5,629	6,182	6,708
Total	4,112	7,790	8,943	9,748	10,612

Estimated net savings (Havering)

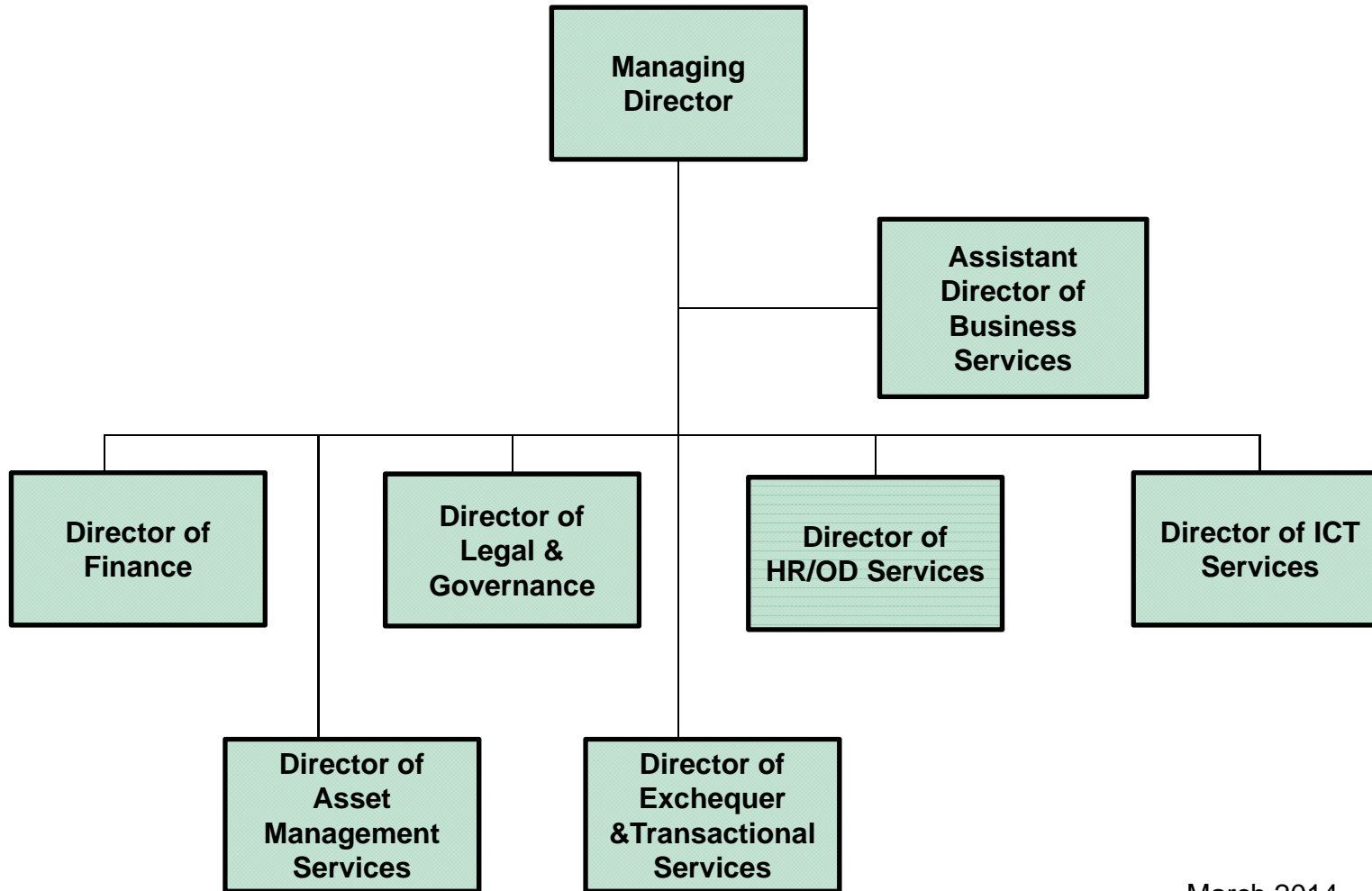
	Estimated savings				
	Year 1 2014/15 (£000)	Year 2 2015/16 (£000)	Year 3 2016/17 (£000)	Year 4 2017/18 (£000)	Year 5 2018/19 (£000)
<i>Gross savings</i>	1,460	2,829	3,314	3,566	3,904
<i>Investment costs (exc redundancy)</i>	337	169	-	-	-
Net total savings (exc redundancy)	1,122	2,660	3,314	3,566	3,904

Savings assumptions

- Based on a shared service industry standard formula
- 30% reduction of fixed costs in the senior management structure
- A productivity gain of 9% by the services coming together and eliminating duplication
- An 11% efficiency gain by re-engineering services / common processes.
- Inclusion of a separate LBN Oracle self-service efficiency calculation.

Joint Committee – Governance model

- Cabinet members (3 & 3)
- Meet at least twice a year
- Rotate chair / vice chair of committee
 - Havering have the chair until May 2014
- Approve service plans, budgets, business/strategic plan
- Monitor service levels and performance
- Approve new business opportunities
- Mediation process
- Termination clause – Mutual / One side only



March 2014



What's the same

- Staff still employed by Havering or Newham
- Staff on same terms and conditions, policies and procedures
- Most people will be in the same roles
- Most people working in the same teams and place
- Providing the same services to customers
- Similar processes



What's different

- Support services now provided by oneSource
- Teams made up of both Havering and Newham staff
- Some changes to service names/structures
- Some staff may work at either Havering or Newham
- Most letters and emails sent out from oneSource
- New email addresses and intranet

What will change after 1 April

- All services to be reviewed and redesigned
- New structures and roles within services
- Aim to converge HR policies and procedures
- Aim to have consistent pay grades
- Review our processes to make them more efficient
- Work with our customers to improve our services
- More self service, including One Oracle
- Start to work for new customers

The timetable for service reviews

2014/15	2015/16	2016/17
<ul style="list-style-type: none"> • Legal (<i>service review commenced 2013</i>) • ICT (<i>service review commenced 2013</i>) • Procurement (transactional / operational / strategic) • NNDR • Democratic Services • Election Services • Facilities Management and Post room • Health and Safety • Management of School Capital • Audit Insurance and Risk • Property • Technical Services 	<ul style="list-style-type: none"> • Payroll • Transactional Finance • Transactional HR • Pensions • Operational / Strategic Finance • Operational / Strategic HR • Debt Management / Recovery team 	<ul style="list-style-type: none"> • Benefits • Council Tax

The oneSource vision

**To be the one source of
innovative, high quality &
affordable support to all
public services**

Future business development

- New customers to further reduce costs for Havering and Newham
- Could offer full back office support or individual services (HR/Payroll/Legal)
- Developing business development and marketing plan and on-boarding model

Any questions