

Joint Committee Briefing

Sean Harriss, CEO oneSource
July 2018

Today's Agenda

- Provide a briefing on oneSource – Newham's, Havering's and Bexley's shared service for strategic, support and transactional services
- Explain the rationale for oneSource and its development over the past four years
- Outline the services provided via oneSource and the governance arrangements
- Explain the savings achieved and performance of oneSource
- Outline the future of oneSource and strategic priorities for 2018/19

Introduction: oneSource

- Was set-up in 2014 to release savings quickly to protect front-line services
- Is not a legal entity, it's a brand name for the Councils' shared professional support service arrangement
- Staff remain employed within their parent councils, though many work across the two / three boroughs irrespective of their employing council.
- Has a budget of £40m and employs around 850 staff

Introduction :oneSource

- Currently the largest public sector service partnership in London and one of the largest in the UK.
- Originally formed by the London Boroughs of Havering and Newham by bringing together 22 service areas and 1350 staff, with LB Bexley joining in April 2016.
- Bexley Council shares Internal Audit, Transactional Finance and Strategic Finance only.
- Provides a range of strategic, operational and transactional services.
- Projected £15million annual savings by 2018/19



Finance: Strategic and Operational Finance, Procurement, Assurance (Audit, Fraud, Insurance, Compliance & Risk) and Transactional Finance (Accounts Payable, Accounts Receivable, Systems Reconciliation & Pension Administration)



Legal and Governance: Legal Services, Democratic Services and Election services.



Exchequer: Council Tax and Benefits, NNDR, Client Management of the Bexley Capita contract (covering Council Tax, Benefits, NNDR and debt recovery) Financial enforcement services for the non-payment of council tax and parking (Bailiff Service, Debt recovery)



Human Resources: Strategic and Operational HR, Organisational Development, Transactional HR and Payroll



Technology and Innovation: IT Support, Telephony, Application Development, Website Development, IT Project Management, Business Improvement, Printing, Business Continuity and Disaster Recovery



Asset Management: Facilities Management, Health and Safety, Projects and Programmes, and Property Services



Technical Services: Technical Services and Transport

oneSource Management Team (OMT)



Sean Harriss
Chief Executive



Sarah Chaudhry
Director of Asset
Management



Jan Douglas
Interim Director of
HR & OD



Sarah Bryant
Director of Exchequer
and Transactional
services



Daniel Fenwick
Director of Legal &
Governance



Paul Thorogood
Director of Finance



Priya Javeri
Director of Tech &
Innovation

Background & Savings Achieved

- One of largest and most successful local authority shared services
- Achieved savings of c£15m in total c25% of budget
- Reduced the size of the workforce from c1350 to c850
- Due to the “sharing dividend” has enabled greater savings and created more resilience and service quality
- Provides services to others and therefore income to core Councils

Our Customers

Asset Management

- Beal Academy Trust
- Ensignbus
- Essex County Council
- LB Barking and Dagenham
- Thurrock Council
- Multitude of academies, trusts and associations



Beal Academy Trust
A COMPELLING VISION FOR SUCCESS

THE
STANFORD & CORRINGHAM
SCHOOLS TRUST

A 2-19 Academy schools trust with a Performing Arts specialism



Ensignbus

omnibus suppliers to the world



Essex County Council



Human Resources

- LB Waltham Forest
- Harlow Council
- Thurrock Council



**THURROCK
COUNCIL**



Our Customers

Exchequer and Transactional Services

- Harrow Election Services
- Unison
- Rush Green Primary School
- St. Patrick's Primary School
- Mayfield School
- Leyton 6th Form
- Multitude of academies



Finance

- Newham Legacy Investments
- Royal Docks Trust



ICT

- Brentwood Borough Council
- LGA
- Norfolk County Council



Governance of oneSource

- Its not a legal entity, separate company or “outsourced”
- Operated under Joint Committee model
- Comprises three councillors from each Havering and Newham, and one councillor from Bexley.
- The Joint Committee meet 3 times a year and the meetings generally cover the following
 - Customer satisfaction levels
 - Delivery of the budget
 - Delivery of the savings
 - oneSource strategies

Performance Measures

- oneSource's performance is assessed on four key strategic performance indicators and individual KPI's in each service area:

| | |
|--------------------------------------|--|
| Customer satisfaction | Customer satisfaction with oneSource services |
| Savings achieved | Perform within budget |
| Council tax collection | Percentage of Council Tax collected (LBH only) |
| Non-domestic rates collection | Percentage of National Non-Domestic Rates (NNDR) collected |

Future of oneSource

- oneSource has key role in delivering savings for all Councils
- Making oneSource's own services more efficient through technology
- Supporting the delivery of the Transformation Programme through ICT, HR, Procurement, Property, Finance etc
- Generating more income through growing the Councils who part of oneSource or developing new customers
- Continuing to improve services and satisfaction and supporting delivery of front-line services

Strategic Priorities 2018/19

- Recommendation is to retain oneSource as a shared service governed via a Joint Committee rather than create a separate legal entity
- Range of reasons including strategy, policy, finance, market conditions, oneSource capacity
- Important to embed oneSource more into the respective Councils while having an enhanced “commissioning relationship” to drive improvement
- Focus to be on improving service quality, delivering savings and supporting the Transformation Agendas of the Councils

Any
questions?