Service Transformation

At the start of the year, the balance on the Transformation Reserve stood at £13.6m. Of this remaining funding, £9.5m has been earmarked to fund approved projects which are currently progressing. These projects include the SMARTCORE Programme, Insourcing and Procurement of IT Services Better Use of Technology within Children Services and other smaller projects.

SMARTCORE Programme

This programme is focused upon making business processes more efficient and economic through the replacement of the existing SAP system with Oracle Fusion.

The programme is based on a set of design principles that seek to establish a single source of truth for key data and information relating to Finance, HR, Payroll and Procurement and Contract Management Services; which will support strategic and operational decision making and planning, whist also providing an opportunity to introduce productivity gains via business process improvements.

The council has an implementation partner and a data migration partner alongside Oracle to deliver the change and is supported by a number of specialist interim staff to support the programme.

After an extended review of the predesign phase of the project based on our increased understanding of the Oracle product the project is now increasing in pace with a planned implementation in the spring of 2023.

Insourcing and Procurement of IT Services.

The contract for IT services provided by Capita finished on the 30th of September as planned.   The IT service now has a modern service model supporting the organisation with the right tools on first request which aid productivity and can adapt as business needs change. Greater focus on skills/training to get the best from the resources available. Thirty-one former Capita staff have now been integrated into the new operating mode.

Rather than a single supplier the council now has multiple suppliers, smaller and more specialist to support the IT Strategy and Council agenda. We are engaging shorter term outcomes-based contracts which can flex as digital markets evolve.

XMA Ltd are our supplier for the Information Technology Service Desk and End User Compute. Twenty-one former Capita staff moved to XMA to continue to deliver services to the County.

Some transformation activity will continue as the new service beds down over the coming months.   It is anticipated the costs of transition will be contained within the agreed project budget of £2.750m.   The transformed services will also deliver the anticipated budget savings of £0.750m per annum.

Better Use of Technology within Children Services

A decision was taken by the Cabinet Member for Children and Young People in August to procure a recording system for Children, Young People and Learning. This project is at an early stage and will support the transformation of the current recording systems in ensuring a coherent and connected view of an individual child through system consolidation and integration. The project will reduce the number of systems requiring support and maintenance and will make efficiencies and improvements to ways of working which will benefit children, families and staff. The planned completion date is the end of 2022/23

Future Projects – Earmarked Commitments

A number of new projects are currently being scrutinised through the Service Transformation Governance Process. Currently, £2.0m has been earmarked for these emerging plans. If all these funding requests are successful, the remaining unallocated funding within the Service Transformation Reserve will reduce to £2.1m. Further transformation projects are envisaged to improve the productivity of the council and the need for increasing the service transformation budget for projects will be considered as part of the budget process.

Table 1 – Service Transformation – Overview of Current Projects

Project	Total Project Budget Allocated	Spend in Prior Years (Pre-2021/22)	2021/22 Actuals at September 2021	Final Project Spend Forecast
Smartcore	£7,500,000	£2,526,224	£579,782	£7,500,000
Insource and Procurement of IT Services	£2,750,000	£473,667	£285,158	£2,750,000
Children's Better Use of Technology	£1,800,000	£0	£43,498	£1,800,000
Temporary Expansion of IT Project Team	£668,000	£373,840	£100,702	£668,000
Community Hub – Worthing Library Relocation (*Project completed in 2021/22. Awaiting final account.*)	£150,000	£78,747	£19,157	£150,000
Behaviour Science – Cornerstone *(2021/22 Final year of project).*	£135,250	£101,500	£0	£135,250

Graph 1 – Service Transformation Reserve Position

Service Transformation Reserve 2021/22

Total Transformation Funding Approved - £9.5m

Earmarked Commitments - £2.0m

Transformation Reserve Remaining - £2.1m

£- £1.0 £2.0 £3.0 £4.0 £5.0 £6.0 £7.0 £8.0 £9.0 £10.0 £11.0 £12.0 £13.0 £14.0 £15.0

£m