

ESSENTIAL REFERENCE PAPER 'C'

<p>Contribution to the Council's Corporate Priorities/ Objectives</p>	<p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p>
<p>Consultation:</p>	
<p>Legal:</p>	<p>See report</p>
<p>Financial:</p>	<p>See report.</p>
<p>Staffing Implications</p>	<p>The proposed transfer of SBC staff to EHC on 1st August 2011, will follow TUPE principles. This means that staff terms and conditions of employment will be protected in the transfer. Shortly after the transfer, a proposed single structure will be implemented, subject to consultation with staff and unions. A recruitment and selection process will be undertaken to appoint to that structure.</p> <p>At this stage it is uncertain whether any staff will actually be placed at risk of redundancy as a result of the transfer and restructure. The flexible working policies at EHC will provide opportunity for staff transferring from Stevenage, to vary their hours or days of work. There may also be some 'natural' loss of staff from both authorities during the implementation period.</p> <p>Approximately 40 members of SBC's workforce will be subject to the proposed transfer, all of whom currently work in Daneshill House.</p>
<p>Human Resource:</p>	<p>Once the proposed staff transfer takes place, East Herts Council becomes wholly responsible towards the transferring staff.</p> <p>It is a legal requirement that Stevenage Borough Council indemnify EHC against any claims that may arise from the transferring staff group, where the cause of the claim predates the transfer.</p>

Risk Management:	Significant risks, together with mitigation are set out in a table on pages 15 and 16 of the appended business case. Additional risks have been identified, as part of the detailed implementation plan. Those risks can be managed through the council's project management protocols and the corporate risk management framework.
Equality	Equality impact assessments for East Herts Council have been completed. The work force is predominately female and there are DDA issues that will need to be addressed. There is a possibility of an unequal impact if appropriate policies and procedures are not carried through and implemented correctly; for example the recruitment and selection procedure and flexible working policy. These issues will be addressed during the consultation and TUPE transfer.
Service Delivery Implications	<p>As far as the customer experience of receiving services from Revenues and Benefits is concerned, it is intended that customers will encounter no perceptible difference following the creation of a joint service. The shared service will retain local identities for Stevenage and East Herts residents.</p> <p>After the proposed shared service is implemented, proposals will be developed to bring innovation and improvements to service delivery, such as on-line customer 'self service'.</p> <p>The proposed changes to Revenues and Benefits are unprecedented at either EHC or SBC and will present new challenges for staff and managers through what at times will be a difficult experience. Not least amongst those challenges will be managing the risk that workforce issues impact negatively on service performance. Through close operational and project management, every effort will be made to protect service performance levels during the period of change.</p>
Other corporate implications	The report has been guided by the work of the Pathfinder task and finish group, chaired by Cllr Ranger.