

Core Business Transformation Programme – Progress Update

Date: 14 October 2024

Report of: Head of Democratic Services

Report to: Strategy & Resources Scrutiny Board

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

Brief summary

As part of work programming discussion at the start of the 2024/25 municipal year the Strategy and Resources Scrutiny Board identified the Core Business Transformation (CBT) programme as an area of interest, to receive an update on progress and overview of ongoing delivery plans.

CBT is aimed at transforming and modernising 'back office' services with a commitment to making it easier to do business in key service areas such as Finance, HR, Payroll and Procurement.

Appendix 1 to this report contains the latest update on the CBT programme considered at Executive Board on 18 September 2024.

Recommendations

- a) The Strategy and Resources Scrutiny Board is asked to note and comment on the progress update on the Core Business Transformation programme contained at Appendix 1.

What is this report about?

- 1 The report provides an update on the effectiveness of the arrangements for successful procurement, design and implementation of the new core business (Finance, HR, Payroll, Procurement) technologies and achievement of the aims and objectives outlined in the business case for the Core Business Transformation Programme.
- 2 Strategy and Resources Scrutiny Board has a remit that covers support and back office functions including setting, supporting and monitoring the council's policies and procedures for:-
 - human resources (including health and safety and equalities);
 - access to information
 - procurement, purchasing, contract management and commercial activity
 - projects and programmes
 - performance, organisational planning and service improvement h) customer relations
- 3 As a result, the Board has a clear interest in the progress being made on Core Business Transformation.
- 4 CBT has also featured at the Corporate Governance and Audit Committee on 29 July 2024 when a report was provided setting out assurances that the governance arrangements established for the Core Business Transformation (CBT) programme are up to date, fit for purpose, operating effectively, and are complied with

What impact will this proposal have?

- 5 Brining the latest position on the CBT Programme to scrutiny offers and opportunity for check and challenge on progress and for further scrutiny of the programme depending on discussion at the board meeting.

How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing

Inclusive Growth

Zero Carbon

- 6 Core Business Transformation is an enabling programme that underpins successful delivery of the ambitions outlined in the corporate Organisational Plan, Financial Strategy, People Strategy and Procurement Strategy and the LGA Procure to Pay Action Plan. Although primarily a business change programme, successful design and implementation of new, modern and fit for purpose technology is key to achieving the ambitions for optimum compliant, efficient and costeffective ways of working in relation to 'core business functions,' all of which supports the Council in achieving its Best City ambition.

What consultation and engagement has taken place?

Wards affected:

Have ward members been consulted?

Yes

No

- 7 This item was identified as an item for the Board's work programme in the 2024/25 municipal year following consultation with Board members, the Chair of the Board and senior officers in the strategy and resources directorate.

What are the resource implications?

8 Resources implications are set out in Appendix 1 to this report.

What are the key risks and how are they being managed?

9 Any identified risks are set out in Appendix 1 to this report.

What are the legal implications?

10 Legal implications are set out in Appendix 1 to this report.

Appendices

- Appendix 1 - Core Business Transformation Programme – Progress Update report considered by Executive Board on 18 September 2024.

Background papers

- None