

WIRRAL COUNCIL

EMPLOYMENT AND APPOINTMENTS COMMITTEE

11 AUGUST 2011

SUBJECT:	STAFFING OF IT SERVICES
WARD/S AFFECTED:	ALL
REPORT OF:	DIRECTOR OF FINANCE
RESPONSIBLE PORTFOLIO HOLDER:	COUNCILLOR ADRIAN JONES
KEY DECISION?	YES

1.0 EXECUTIVE SUMMARY

1.1 This report informs Members of changes to the establishment of the IT Services Division following the release of employees through the Early Voluntary Retirement and Voluntary Severance (EVR/VS) scheme. Due to these staff leaving, some of which were at senior management level, it has been necessary to restructure IT Services (ITS) to continue to provide essential services. As part of this restructure it is proposed to create the post of IT Services Manager at grade EPO 14 (£67,400).

2.0 RECOMMENDATION

2.1 Members are requested to approve the creation of the above post within the Division. The post is to be filled by ring-fencing applications to the remaining senior managers within IT Services. It will be partly funded by deleting the post of the successful candidate, EPO9 (£62,000) or EPO2 (£54,500); the balance being realised by deleting posts further down the structure as part of the overall restructure of ITS.

3.0 REASONS FOR RECOMMENDATION

3.1 The structure of the IT Service is shown at the appendices:

- Appendix One: ITS structure as at December 2010
- Appendix Two: ITS structure post EVR/VS
- Appendix Three: Proposed IT restructure
- Appendix Four: IT Services Manager Job Description and Person Specification

3.2 Following the EVR/VS exercise the number of senior managers responsible for ICT fell from five to three, realising a saving of £124,100 with another due to move out of IT Services to provide the division of duties recommended by SOCITM following the review of IT Services. The review was carried out during 2010 with the recommendations approved by Cabinet on 14 October 2010.

3.3 Members approved the retention of the Head of Service post which was filled by the Head of Infrastructure, following a selection process ring-fenced to the three remaining managers, with the Head of Infrastructure post deleted. This realised

a saving of £124,100 but leaves an ICT management structure comprising the Head of Service (DCO3a) and Head of Customer Services and Quality (EPO9), whose specific responsibility is for the Service Desk, Business Support Unit, Scheduling Team and schools account managers. This is not practical.

3.4 IT Services is currently divided into twelve distinct specialist areas:

- Project management
- Applications development & support
- Business Architecture
- Telecommunications
- Printing
- Service Desk and end user support
- Schools Support
- Scheduling
- Database Support
- Office Computer Systems (Windows based)
- Corporate Systems (Unix based)
- Business Support

3.5 The make-up of the teams is flexible, with staff moving to meet the changing demands of the organisation, but subject to the limitation of the skills they possess.

3.6 Each team manager is responsible for the line management of the team. They also acts as the lead technologist for their specialist area; ensuring solutions are effectively implemented, meet the business requirements of the Council, are compatible with the overall ICT infrastructure, are secure and meet legislative requirements. Additionally they assist in strategic planning, disaster recovery planning and business continuity. Some staff within these teams are recognised as experts in their field by other organisations and systems suppliers.

3.7 The structure outlined above was largely endorsed by SOCITM and has proved to be effective in maintaining overall service levels, consequently there are no plans to fundamentally change it. What the proposed structural changes within ITS will do is implement the recommendations made by SOCITM and approved by Cabinet.

3.8 The diversity of services delivered, and number of team managers involved, puts the overall management of the services outside the span of control capable of being exercised by a single individual. It is therefore proposed that the Head of Service will take overall responsibility but with specific focus on; developing a vision for the service and aligning this to the departmental and corporate visions; defining the objectives to deliver the vision, strategic planning to ensure the ICT infrastructure is developed in line with Council business requirements and the emerging requirements of the Government ICT strategy and overall resource planning. Reporting to the Head of Service, the proposed IT Services manager will; deputise for the Head of Service, concentrate on day to day service delivery; develop processes and services to support service users, ensure continuous service improvement and oversee the implementation of corporate policies within the Division. Line management of the various teams will be split between the Head of Service and the IT Services Manager.

4.0 BACKGROUND AND KEY ISSUES

- 4.1 The proposed structure recognises the need for cost savings and has achieved this where possible. However the Division continues to provide ICT infrastructure and computer applications that underpin all areas of Council service delivery. It is also heavily involved in enabling the current programme of cost saving measures by implementing technologies that make the reduction in office accommodation and introduction of agile / home working achievable.
- 4.2 The introduction of Universal Credit and implementation of the Government ICT Strategy will further increase the workload of the Division, although the timescales and full implications of these are still unclear. The Government does however have a stated objective of having the revised Public Sector Network, which will provide telecommunications links between all public sector organisations, in place by February 2012. This is to be followed by a rationalisation of Government computer applications and data centres which, if successful, will be extended to local government.

5.0 RELEVANT RISKS

- 5.1 The proposed changes to the structure recognise the need to make savings whilst maintaining services to all departments, business partners and stakeholders. The success of this could be impacted on by unforeseen changes in legislation, organisational changes within the Council, departmental plans to introduce additional ICT systems as a means to reduce cost and changes in the Government ICT Strategy, most of which have yet to be identified.

6.0 OTHER OPTIONS CONSIDERED

- 6.1 Partnership working with other local councils, the NHS and public sector organisations remains under active consideration.

7.0 CONSULTATION

- 7.1 The proposals have been discussed with HR, Trade Unions and staff within IT Services.

8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

- 8.1 None

9.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

- 9.1 The full year financial implications, including salary oncosts, of the recommendations contained within this report are as follows:-

- (a) Deleting two EPO9 posts as part of the EVS/VS exercise saved £124,100
- (b) Introduction of an IT Services Manager post at EPO14 costs £67,400.
- (c) Deleting the successful candidate's post will save an additional £54,500 or £62,000.

Resulting in an overall saving in excess of £111,000.

10.0 LEGAL IMPLICATIONS

10.1 None

11.0 EQUALITIES IMPLICATIONS

11.1 None

11.2 Equality Impact Assessment (EIA)

(a) Is an EIA required? No

(b) If 'yes', has one been completed? No

12.0 CARBON REDUCTION IMPLICATIONS

12.1 The carbon reduction implications from this restructure are limited to the benefits gained by reducing the number of employees by eight full time equivalents.

13.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

13.1 None

FNCE/171/11

REPORT AUTHOR: **Geoff Paterson**
Head of IT Services
telephone: (0151) 666 3029
email: geoffpaterson@wirral.gov.uk

APPENDICES

Current and revised organisational structures will be available at the Committee

REFERENCE MATERIAL

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Cabinet ~ ICT Strategic Review	14 October 2010