

**OPTION: Transforming Business Support**

**BUDGET SAVING:**

2013/14 £0.5m

2014/15 £1.0m

2015.16 £1.0m

The projected savings for 2014/15 onwards will need to be reviewed further once the total cost of administration is determined to anticipate the potential savings.

Savings are scheduled for six months of 2013/14. This is due to the capacity to deliver the move to Business Administration Units before 1 April 2013/14.

**DESCRIPTION OF OPTION**

This proposal seeks to bring together administration across the Council into three business units to support each strategic area. This will be supported by the rollout of HR self serve technology. The business units will also pick up other areas of administration to re – structure the work and to achieve economies of scale. The saving relates directly to staff who carry out administration across the Council.

**Business Administration Units (BAU)**

The introduction of three BAU's will deliver standard procedures across the Council for back office support processes resulting in improved use of technology and delivering efficiencies. Reviews will cover the following areas (not exhaustive)

Postal Service

Secretarial support

Procurement

Invoices

Photocopying / printing / scanning

HR related admin (e.g. M44, Timesheets, Occupational Health referrals)

Reception cover

Advertising

Travel and subsistence

Petty cash

## **RATIONALE FOR SAVINGS**

The Council needs to reduce its running costs and to look at ways of organising administration differently. The purpose of this project is to streamline processes and improve the efficiency of back office support for the Council so that

- Processes are lean
- Costs are reduced
- The potential of technology is maximised
- Managers and staff are empowered through improved management information

This will be achieved through the continued implementation of HR self serve and the establishment of 3 Business Administration Units, one in each Executive Directorate

## **IMPACT**

There will be a direct impact on staff and the expectations across the Council of administrative support. There should be no impact on front line services

## **MITIGATION**

This will be supported by the rollout of the self serve system; the modules on leave management, expenses and reporting are currently being tested. Further modules will release further capacity across the organisation. All processes above will be reviewed to create efficiency