

Priority X

Information Request: That further information be provided on the savings proposed within each area of the Shared Service Centre; the impact in 2019/20 on staffing posts as a result; and the capital costs.

Officer Response: The Front Office, Back Office (FOBO) transformation programme will take the form of a digitisation and re-processing of all back office activity and customer contact. This programme will be based on significant ICT investment, the core components of which will be: maximising internal and external customer self-service, end to end digital integration of services and automation of processes where feasible. In addition, our productivity improvement approach, Perform, will be implemented beyond its current area of focus in Customer Services, to include Shared Service teams and, where applicable, other citizen-facing services. The FOBO programme aims to save £2.5m in 2018/19. This equates to c.55 posts but, in reality, the saving will consist of a mixture of post, contract and license cost savings. Total revenue savings from FOBO over the MTFs period will be £4.2m, requiring a capital investment (ICT and change resource) of £8m.