Portfolio: Finance & Resources

Strategic Intent

We will be the best in class corporate and support services demonstrating efficiency and effectiveness at all levels. We will pursue opportunities to further align and integrate functions with associated bodies and locality public sector partners to develop a corporate core for Stockport. This includes functions such as human resources, policy, service transformation and change, finance, communications, governance and digital alongside a shared use of estates. We will focus on delivering services in line with an affordable resource envelope, maximising automation opportunities, increasing access to online services and continuing to set fees and charges in line with inflation and existing 'balancing the cost of services' policy. This will ensure that we are financially sustainable, efficient, and transparent.

CP priority	MTFP driver	Directorate and Service area	Proposal summary	Saving 24/25 (£000)	Lead Portfolio
Effective and Efficient Services	Robust Corporate Governance	CSS	**Service redesign/ staffing review** Rationalising, reconfiguring and reducing our service offer. Smaller teams/ reductions in posts and vacancy management in some areas. Proposals include looking at all corporate support services. We will be developing a core corporate and support service offer with partners and Council related organisations.	200	Finance & Resources
Effective and Efficient Services	Robust Corporate Governance	CSS	**Increase income** Reviewing income potential, fees and charges for all corporate support services. Proposals include: Considering where Service Level Agreements (SLA) could be increased; Revenues and Benefits – increased	50	Finance & Resources

CP priority	MTFP driver	Directorate and Service area	Proposal summary	Saving 24/25 (£000)	Lead Portfolio
			deputyship caseload in Client Finance.		
Effective and Efficient Services	Robust Corporate Governance	CSS	**Service efficiencies** Reviewing and exploring all Corporate and Support Services budget areas to identify opportunities to reduce costs and deliver services more efficiently. Proposals include: • Member training budget and mayoral hospitality budget – aligning budget to actual spend and reducing the mayoral hospitality budget. • Integrated Care System arrangements – Recognising in the budget external contribution for Council support to the locality board and functions. • Insurance - saving from the Insurance Fund and reduction in usage of external loss adjusters for instruction. • AMI chatbot – consideration of the non-renewal of webchat technology currently used on the Council website.	330	Finance & Resources
Effective and Efficient Services	Radically Digital	CSS	**Digital Enabled Savings** Digital enabled savings in Corporate and Support Services reviewing processes and increasing access to on-line solutions such as digital self-serve and automation options, so that our residents can easily	60	Finance & Resources

CP priority	MTFP driver	Directorate and Service area	Proposal summary	Saving 24/25 (£000)	Lead Portfolio
			access information and support. We will also continue to review internal processes to maximise automation opportunities.		
			Total MTFP Savings	**640**	

Project	Service redesign/ staffing review (£0.200m)
Lead portfolio	Finance and Resources
Council Plan Priority	Effective and Efficient Services
Senior responsible officer	Michael Cullen
MTFP Lens	Robust Corporate Governance
Service	Corporate and Support Services (CSS)
Proposal summary	**Service redesign/ staffing review** Rationalising, reconfiguring and reducing some service offers, including smaller teams/ reductions in posts and vacancy management in some areas. We will also be developing a core corporate and support service offer with partners and Council related organisations.
How will the saving be	Services will be redesigned, service offer will need to be reviewed and reduced. Some work will be stopped.

Project	Service redesign/ staffing review (£0.200m)
achieved 24/25	
Outline any internal / organisational impact of the proposal	There may be an overall reduction of FTE. These changes may impact current service levels and internal support offers around a range of support services. Proposals will impact on internal service delivery, delivery of SLA support to external partners and may impact key programmes that rely on these services to support and enable transformation and change. The responsiveness of corporate and support business areas and capacity to support services across the organisation will reduce.
Any benchmarking information available to compare Stockport with comparable authorities	No.
Outline any risks or changes to service delivery and impact this proposal may have on service users	Further work to be carried out
Workforce impact. Outline any changes to the workforce as a result of this proposal	Staff consultation will be undertaken with any staff affected by this proposal.
Delivering the change List key milestones and delivery dates (where known)	If approved, proposals will be implemented from April 2024. Staff consultation and engagement will be undertaken where required. These timeframes are under development.
Will reserves/ double running be needed in order	To be confirmed

Project	Service redesign/ staffing review (£0.200m)
to deliver this proposal?	
Is public consultation needed?	Consultation will take place where any changes have a significant impact on the delivery of a statutory service.
Is a separate EqIA (Equalities impact assessment) needed?	An EqIA will be appropriate and undertaken where proposals have an impact on service delivery.
Is a separate EIA (Environmental impact assessment) needed?	No EIA is required.

Project	Increased Incom
Lead portfolio	Finance and Resources
Council Plan Priority	Effective and Efficient Services
Senior responsible officer	Michael Cullen
MTFP Lens	Robust Corporate Governance
Service	Corporate and Support Services
Proposal summary	**Increase income** Reviewing income potential and fees and charges for corporate and support services. Increased income across a number of areas including: • Considering where SLAs could be increased. • Revenues and Benefits – increased capacity for deputyships within Client Finance. Whilst deputyship fees are set nationally by the Court of Protection and may increase, the growth in income planned for relates to increasing caseloads.

Project	Increased Incom
How will the saving be achieved 24/25	Savings will be achieved through: • Reviewing and increasing SLAs. • Revenues and Benefits - an additional postholder will be recruited to provide the capacity to manage an increased volume of deputyships.
Any benchmarking information available to compare Stockport with comparable authorities	No.
Workforce impact. Outline any changes to the workforce as a result of this proposal	There will be no changes to staffing as a result of this proposal.
Outline any internal / organisational impact of the proposal	If Council prices for services to schools increase there is a risk that fewer schools will buy into the service, especially given that schools budgets are already reducing. Increases have been kept to a minimum to limit impact for schools.
Outline any risks or changes to service delivery and impact this proposal may have on service users	These changes will have no impact for frontline service delivery. Revenue and Benefits - whilst service provision won't change, there will be more capacity to offer deputyships as part of a client needs assessment. Deputyship services will only be payable as part of a needs assessment and an agreed care plan carried out by the social worker and client.
Delivering the change List key milestones and delivery dates (where known)	If approved, proposals will be implemented from April 2024.
Will reserves/ double running be needed in order to deliver this proposal?	No.

Project	Increased Incom
Is public consultation needed?	Consultation will take place where any changes have a significant impact on the delivery of a statutory service.
Is a separate EqIA (Equalities impact assessment) needed?	An EqIA will be appropriate and undertaken where proposals have an impact on service delivery.
Is a separate EIA (Environmental impact assessment) needed?	No EIA is required.

Project	Service Efficiencies (£0.330m)
Lead portfolio	Finance and Resources
Council Plan Priority	Effective and Efficient Services
Senior responsible officer	Michael Cullen
MTFP Lens	Robust Corporate Governance
Service	Corporate and Support Services
Proposal summary	**Service efficiencies** Reviewing and exploring all Corporate and Support Services budget areas to identify opportunities to reduce costs and deliver services more efficiently. Detail around proposals identified: • Member training budget and mayoral hospitality budget – aligning budget to actual spend and reducing the mayoral hospitality budget. • Integrated Care System arrangements – recognising in the budget, external contributions (NHS) to the Council for support to the locality board and functions.

Project	Service Efficiencies (£0.330m)
	• Insurance - saving from the Insurance Fund; reduction in usage of external loss adjusters for instruction • AMI chatbot – with improvements made and planned to the Council website design and accessibility, it is proposed to consider not renewing the webchat technology currently used on the website.
How will the saving be achieved 24/25	The saving will be achieved via a range of measures which will reduce available budgets, funding pots and costs.
Any benchmarking information available to compare Stockport with comparable authorities	No.
Workforce impact. Outline any changes to the workforce as a result of this proposal	There will be no changes to staffing as a result of this proposal.
Outline any internal / organisational impact of the proposal	Most of these proposals will have limited or no impact on staff and service provision. • Member training budget – level of budget reduced to current spend. • Insurance – this is a proposed change in approach to managing (annual) changes required to the fund, in response to Actuarial recommendations on Provisions, by reducing the Council's core contribution and using reserves to mitigate any future risk; at the same time it is proposed to use external loss adjusters less instead making greater use of internal resource provision. • AMI chatbot – without the webchat service available to support residents to find information they need on the Council website; the contact centre and some services may experience an increase in demand. Improvements in the Council website design and accessibility should help residents find their answer on the website without needing this additional technology to support and mitigate the above risk.
Outline any risks or changes to service delivery and impact this proposal may have on service users	Changes in frontline service delivery/ provision include: • AMI chatbot – residents will not have the option of asking AMI the website chatbot to help find information on the Council website however with the planned work around digital access as part of the neighbourhoods and prevention programme any impact of this would be mitigated.

Project	Service Efficiencies (£0.330m)
	• Mayoral hospitality – reduced budget may mean fewer and smaller Mayoral events (for example, the format of the Civic Reception could be revised).
Delivering the change List key milestones and delivery dates (where known)	If approved, proposals will be implemented from April 2024.
Will reserves/ double running be needed in order to deliver this proposal?	No.
Is public consultation needed?	Consultation will take place where any changes have a significant impact on the delivery of a statutory service.
Is a separate EqIA (Equalities impact assessment) needed?	An EqIA will be appropriate and undertaken where proposals have an impact on service delivery.
Is a separate EIA (Environmental impact assessment) needed?	No EIA is required.

Project	Digital Enabled Savings (£0.060m)
Lead portfolio	Finance and Resources
Council Plan Priority	Effective and Efficient Services
Senior responsible officer	Michael Cullen
MTFP Lens	Radically Digital
Service	Corporate and Support Services

Project	Digital Enabled Savings (£0.060m)
Proposal summary	**Digital Enabled Savings** Digital enabled savings in CSS reviewing processes and increasing access to on-line solutions such as digital self-serve and automation options, so that our residents can easily access information and support. We will also continue to review internal processes to maximise automation opportunities. Detail around proposals identified: • Digital procurement - digitisation and automation of some forms and processes related to procurement service requests. • Self-scanning - developing an in-house solution to replace the scan and self-serve product currently in use in Libraries and council receptions, stopping spend on the current contract.
How will the saving be achieved 24/25	Digital procurement – making efficiencies in the online process for requesting services and processing procurement related requests, developing a digital application and automating some tasks. Self-scanning – we currently pay for a product to allow customers to scan and self-serve within Libraries and council receptions delivering copies of documents to the services. A digital application will be developed in-house to replace this stopping spend on the current contract.
Any benchmarking information available to compare Stockport with comparable authorities	No.
Workforce impact. Outline any changes to the workforce as a result of this proposal	Where there is an impact on colleagues, staff consultation will be undertaken.
Outline any internal / organisational impact of the proposal	There may be an overall reduction in FTE.
Outline any risks or changes to service delivery and impact this proposal	These changes will have no impact for frontline service delivery.

Project	Digital Enabled Savings (£0.060m)
may have on service users	
Delivering the change List key milestones and delivery dates (where known)	If approved, proposals will be implemented from April 2024. Staff consultation and engagement will be undertaken where required. These timeframes are under development.
Will reserves/ double running be needed in order to deliver this proposal?	No.
Is public consultation needed?	Consultation will take place where any changes have a significant impact on the delivery of a statutory service.
Is a separate EqIA (Equalities impact assessment) needed?	An EqIA will be appropriate and undertaken where proposals have an impact on service delivery.
Is a separate EIA (Environmental impact assessment) needed?	No EIA is required.