

For Information / Consideration / Comment / Decision (delete as appropriate)	
Public/Non Public*	
Report to:	Strategic Resources and Performance Meeting
Date of Meeting:	29 July 2015
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Agenda Item:	05

*If Non Public, please state under which category number from the guidance in the space provided.

Implementation of MFSS (governance progress and savings)

1. Purpose of the Report

- 1.1 To provide an update following the implementation of MFSS on 27th April 2015.

2. Recommendations

- 2.1 It is recommended that the contents of the report are noted

3. Reasons for Recommendations

- 3.1 As detailed in 1.1 above.

4. Summary of Key Points

- 4.1 MFSS was successfully implemented on 27th April 2015.
- 4.2 A strong working relationship has been developed between Nottinghamshire Police and the MFSS team.
- 4.3 Post go live training has been well attended and feedback is positive.
- 4.4 The cost of the MFSS project is still tracking in line with the business case cost, showing £3,416k versus £3,435k in the business case. We are not in a position to close off costs to the project at this time, as this is made up of estimates in some cases. The only contingency we have relates to Nottinghamshire's share of a CapGemini invoice to the MFSS of £77k (41% share of the £189k) for costs of the delay to Go Live. This is being challenged with another supplier in respect of their part in the delay as there is the possibility of reclaiming some of this from them.
- 4.5 Officers and staff were encouraged to book on and off the new DMS system using the telephone 'BOBO' line. This initially resulted in some delays due to the high volume of calls at peak times and telephone line capacity issues. Since launch individuals have been reminded of the alternative method of

booking on via the computer system and this issue seems to have been resolved.

4.6 Decisions were taken which have impacted on work volumes post go live. These were:

- Only to transfer positions with individuals assigned to them. The vacant positions have had to be created after go live which has been a significant piece of work.
- To transfer sickness information relating to the previous twelve months only. It transpires that there are longer absences which need to be identified and transferred.
- To transfer all skills. There is now a need to review and reduce the list.
- The way the force structure was built on the new system. This has necessitated some adjustment of the reporting groups visible to line managers.

4.7 Reporting through the MFSS system is more limited than what was previously available. However, we have worked with Northamptonshire Police and adopted the reporting tool used by them in conjunction with MFSS to produce some of our priority reports. Our capability will develop in this area over time.

4.8 There have been some DMS systems stability issues. These have been prioritised by MFSS and Nottinghamshire Police. The latest 'fix' which has been implemented appears to have resolved a critical issue relating to the movement of officers. A 'service pack' is currently being tested which will resolve further priority issues. Until the Force is satisfied that the system is completely stable we have refrained from exiting from the 'early life support' programme.

5. Financial Implications and Budget Provision

5.1 See 4.4 above.

6. Human Resources Implications

6.1 The implementation of MFSS has resulted in a number of job losses at Nottinghamshire Police. One employee has transferred to MFSS. The others who have been either found alternative employment within the force or have been made redundant.

7. Equality Implications

7.1 An Equality Impact Assessment was completed as part of the business case.

8. Risk Management

8.1 All risks are managed through Early Life Support and the MFSS Management Board.

9. Policy Implications and links to the Police and Crime Plan Priorities

- 9.1 There is a need to ensure that the MFSS implementation and service delivery is effectively managed to minimise cost, ensure effective use of resources and allow the Force to 'Spend its Money Wisely'.

10. Changes in Legislation or other Legal Considerations

- 10.1 None

11. Details of outcome of consultation

- 11.1 Formal consultation has taken place with the recognised trade unions and affected staff in relation to the implementation of MFSS.

12. Appendices

- 12.1 None