

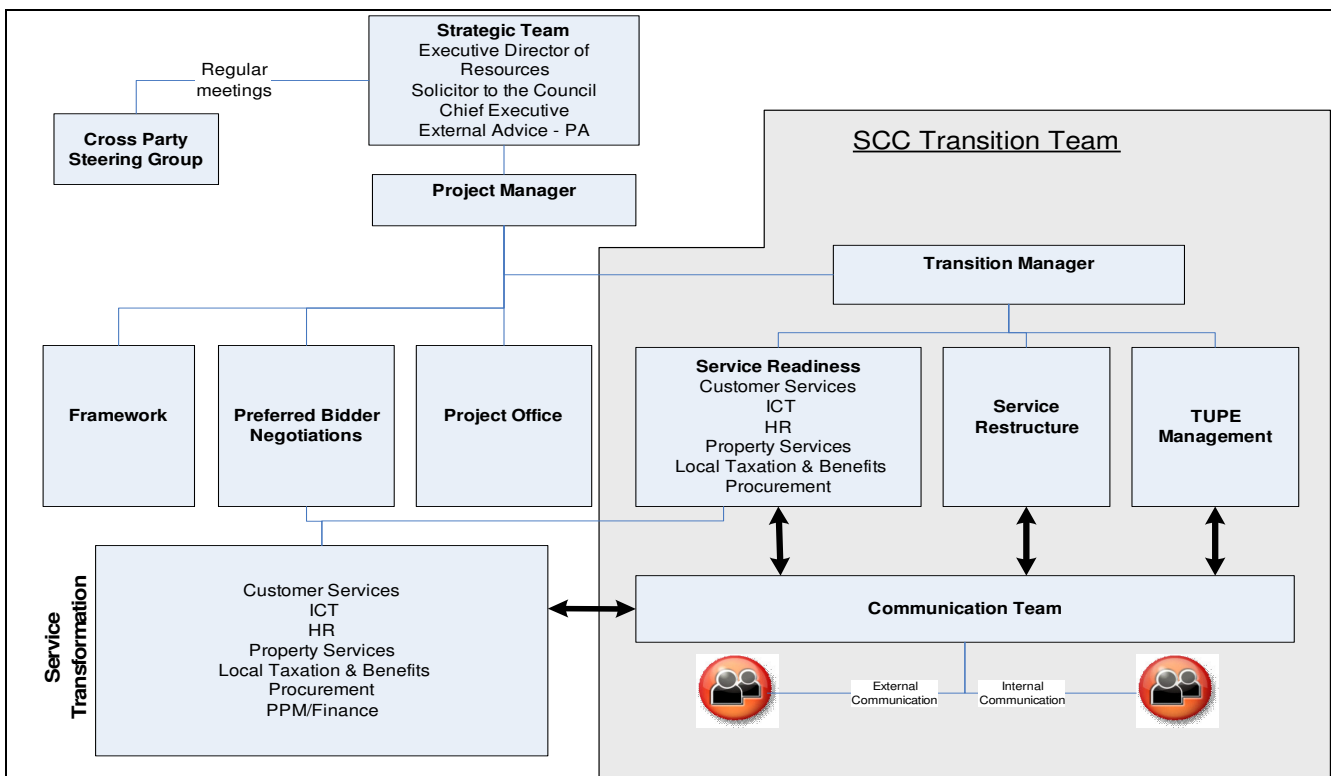
## Transition Plan Summary

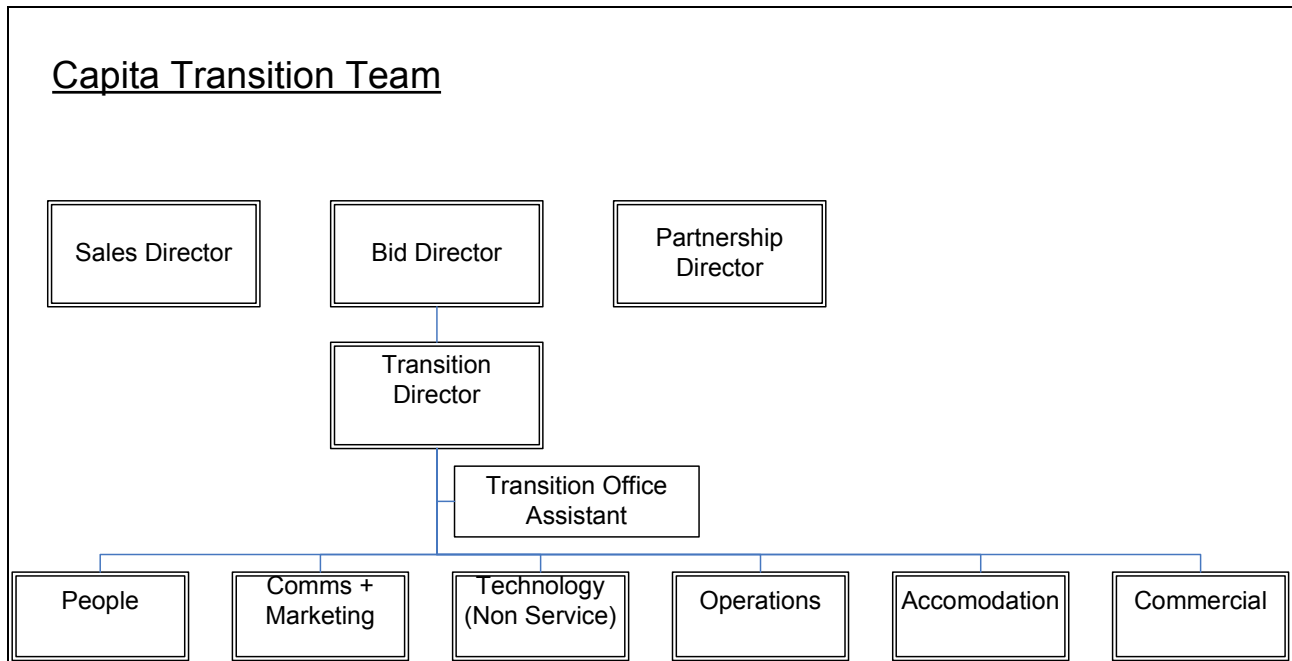
### Background

1. Following the decision in March to progress with Capita as a preferred bidder joint transition project teams have been created to progress and plan the significant work required to ensure a smooth transition to Capita in October if the decision to progress with a partnership is approved.
2. Based on discussion with other organisations that have developed similar partnerships and advice from Capita it is essential that buy-in and resources from both organisations at all levels is required to ensure that the partnership is successful from the day of transfer.

### Project Team Structures

3. The diagrams below show the high level organisation of both SCC and Capita's Transition teams.





4. Following a kick off meeting in April the respective teams have been working together effectively with major issues being resolved by the respective transition managers.

Scope of work

5. Transition is a crucial period as it not only moves the services to the new partnership but also begins the process of service improvements; marks the beginning of true collaboration and lays the foundation for the ongoing partnership.

6. Transition will comprise the following key activities and deliverables:

- Development and implementation of the client structure which includes a support and transformation function.
- Transfer under TUPE (Transfer of Undertakings and (Protection of Employment) of the Transferring Employees. This is a critical piece of work that requires carefully planning and a significant amount of communication to all affected staff.
- Completion of negotiations relating to the transfer of employees terms & conditions including the relevant policies and procedures.
- Liaise with Hampshire Local Government Pension Fund to ensure that Capita achieve Admitted Body Status prior to transfer.
- Undertake the relevant consultation with the Unions.
- Recruitment and training of any additional staff required for the delivery of the Services.
- Development and implementation of a communications plan addressed at all customers and stakeholders.
- Novation/ assignment/ right of use of 3rd party contracts and assets to the Provider.
- Definition and development of Management Information (MI) required to support the reporting of Key Performance Indicators (KPIs) and Performance Indicators (PIs)

- Complete due diligence activities including the baselining of current performance.
  - Ensure that the service areas are fully prepared for the transition to Capita.
  - Adapting and managing any changes to accommodation.
  - Development of joint Capita/SCC governance arrangements.
  - Development of business continuity plans - internally/externally
  - Development of a planned audit programme with the City Council's internal auditors
  - Completion of any outstanding legal requirements
  - Finalisation of the exit plan
7. All these activities will be underpinned by jointly owned project documentation that includes:
- a Project Initiation Document incorporating:
    - Background
    - Objectives
    - Project Scope
    - Outline Deliverables
    - Constraints
    - Project Approach
    - Project Organisation structure
    - Project Communications plan
    - Project Quality Plan
    - Project Acceptance Criteria
  - Project Plan (Gantt chart)  
Providing details of the key tasks and activities to be completed by each workstream
  - Initial Risks and Assumptions Log

Key Milestones

8. Due to the short timescales between the council decision in July and the service transfer in October a significant amount of work will be taking place concurrently. The following provides the key milestones over the next 5 months.

No.	Milestone Description	Due Date
1.	Communications plan completed.	1 <sup>st</sup> June
2.	Completion of due diligence and agreement on all KPI/PI's.	28 <sup>th</sup> June
3.	Development of joint Capita/SCC governance arrangements	18 <sup>th</sup> July
4.	Council decision to award contract	18 <sup>th</sup> July
5.	Commencement of client recruitment	19 <sup>th</sup> July
6.	Contract Signature	6 <sup>th</sup> August
7.	Completion of client structure	27 <sup>th</sup> August
8.	Completion of negotiations relating to the transfer of employees terms & conditions including pension transfer	3 <sup>rd</sup> September
9.	Completion and agreement of Business continuity plans	10 <sup>th</sup> September
10.	Service Commencement	1 <sup>st</sup> October
11.	Start of TUPE transfer	1 <sup>st</sup> October
12.	End of TUPE process (Following 1 <sup>st</sup> Capita payment to staff).	27 <sup>th</sup> October
13.	Establishment of the interim Contact Centre	Q4 2007
14.	Completion and agreement of Exit Plan	1 <sup>st</sup> January 2008