

Major Finance and HR (Shared Services) Projects

Name of Organisation	Detail of Organisations	Function	Description of Programme	Duration
<u>Home Office</u>				
Phoenix Programme	132 prisons across the UK. Circa 48,000 staff	Finance and HR	The National shared services centre for prisons is based in Newport. ERP in-house solution.	Started 2005 Launched May 2006 Fully operational 2008
Metropolitan Police Shared Service	Metropolitan Police Circa 40,000 staff	Finance and HR	Met is undertaking its own Finance and HR solutions	Started 2006 Launch date 2007 Fully operational 2008
Single Transactional Shared Service (STSS)	Core HO, IND, NOMS, Probation, NDPBs, Agencies. Circa 60,000 staff	Finance and HR	3 stages programme comprising "The Rest" excluding Prisons and Police, (under a programme called STSS).	Started 2006 Launched 2006 Fully operational 2008
<u>Health</u>				
NHS Shared Business Services – NHS SBS.	DoH, Arms Length Bodies and NHS Trusts – 600+organisations Circa 1.3m staff	Finance	NHS Shared Business Services (SBS) was officially launched as a 50:50 joint venture between the Department of Health and Xansa	Started 2001 Launched in April 2005
<u>Ministry of Defence</u>				
People programme: People Pay and Pensions Agency (PPPA)	MoD – Civilians Circa 80,000 staff	HR & payroll	PPPA based in Bath and Manchester provides in-house single 'centre of excellence' using PeopleSoft	Started 2004 Launched April 2006
Joint Personnel Administration (JPA)	MoD - Military Circa 275,000 Regular and Reserve personnel plus Circa 380,000 Armed Forces pensioners.	HR	JPA will harmonise and simplify personnel and pay administration across the Services.	Started 2004 (RAF went live March 2006) Navy will be next. Army will be last.
MOD Finance reform programme	13 departmental business units, civilian employees and trading funds.	Finance	Finance shared service programme. Order to Cash and Purchase to Pay based in Liverpool and Fixed Assets based in Bath.	Started 2004. Order to Cash went live Dec 2005. Fixed Assets went live April 2006. Purchase to Pay to go live in 2007.
<u>DWP</u>				
Finance Transformation Programme (FTP)	DWP plus agencies including JC+ Circa 120,000 staff	Finance	Phased implementation of Oracle ERP in-house Shared Services programme.	Started 2000 Launched Sept 2006. Fully operational by 2008.
HR Transformation Programme	DWP plus agencies including JC+ Circa 120,000 staff	HR	Phased implementation of Oracle ERP in-house Shared Services programme	Started 2000 Launched Sept 2006. Fully operational by 2008.
<u>DfT</u>				
Shared service operation	DfT (Central) Highways Agency (HA) Maritime and Coastguard Agency (MCA) Driving and Vehicle Licensing Agency (DVLA) Vehicle and Operator Services Agency (VOSA) Driving Standards Agency (DSA) Vehicle Certification Agency (VCA) Government Car and	HR and Finance	Phased implementation of SAP ERP in-house Shared Services programme based on current DVLA operation in Swansea.	Started 2004 To be fully launched 2008.

	Despatch Agency (GCDA) Circa 22,720 staff			
Transport for London (TfL)	19 different businesses that make up TfL's £3.5bn turnover group. Circa 20,000 employees.	HR	The TfL service centre was launched in January 2005 and is based in West London. HR Services team now cover the full range of HR activity.	Started 2003 Launched 2005
<u>Northern Ireland Civil Service (NICS)</u>				
Northern Ireland Civil Service (NICS)	Northern Ireland's Department of Finance and Personnel (DFP) Circa 28,000 staff	HR	HR modernisation programme including a 15 year contract for the outsourcing of HR transactions to a consortium led by Fujitsu.	Started 2000 Launched 2006
<u>DCLG</u>				
All Local Government Organisations	All local government organisations	HR and Finance	Portfolio arrangements for local government shared services have not been established. Two example local government programmes are provided below.	Ongoing
Welland Sub-Regional Strategic Partnership (For information only)	East Northamptonshire DC, Harborough DC, Melton BC, Rutland CC, and South Kesteven DC	Some Finance (but mainly procurement).	A cross-boundary, cross-community partnership covering 5 districts across 4 counties and working together with local communities to produce efficiency gains for all.	Ongoing
Worcestershire Hub Partnership (For information only)	Bromsgrove DC, City of Worcester, Malvern Hills DC, Redditch BC, Worcestershire CC, Wychavon DC, Wyre Forest DC.	HR and Finance	Provides leadership in taking forward the Worcestershire Hub. The organisations involved share a common vision and commitment; to explore new ways of working together, to strive to improve services and to seek to increase choice in how customers can access services.	Ongoing
<u>DEFRA</u>				
Family Shared Services Directorate (DFSSD) (For information only)	Core Department and its NDPBs and agencies Circa 25,000 staff	HR and Finance	Initial design work done with proposition to base shared services on Defra's Oracle platform and operation in York. Engagement from NDPBs and Agencies yet to be delivered.	Not launched yet.
<u>DfES</u>				
(For information only)	Schools, Higher Education, Further Education, and Children's Services	HR and Finance	Initial phase/s of defining a shared service programme across Education and Skills.	2006 –