

BROMSGROVE DISTRICT COUNCIL AND REDDITCH BOROUGH COUNCIL

SHARED SERVICES BOARD

22<sup>nd</sup> March 2011

SHARED SERVICES / TRANSFORMATION PROGRAMME TIMELINE

**1. SUMMARY**

- 1.1 This report presents for consideration by the Shared Services Board a revised Shared Services and Transformation Programme timeline. The timeline has been reworked to deliver the programme earlier than originally planned. The original programme was scheduled for delivery over a three year period. The revised timeline shortens this to eighteen months.

**2. RECOMMENDATIONS**

- 2.1 It is recommended that the Shared Services Board:

Approve the revised Programme timeline for the delivery of Shared Services and Transformation between the two councils.

**3. BACKGROUND**

- 3.1 In light of the recent reduction in government grant funding the Transformation Programme Board have explored the possibility of reducing the time it takes to deliver the initial shared services and transformation programme. All Heads of Service have been involved in these discussions and have approved the attached timeline (Appendix 1)
- 3.2 The six key service areas that would benefit from transformational system thinking are unchanged from the original programme timeline. These areas are listed below:

**2011**

- Revenues and Benefits (although these will be undertaken jointly due to the cross over of the issues / working practices it is worth recognising that they are distinct areas)
- Environmental Services
- Housing
- Worcestershire Enhanced Two Tier (WETT) Regulatory Services

**2012**

- Planning (including Development Control, Conservation & TPOs)
- Community Services/Community Cohesion

- 3.3 It is worth noting that the while the main services above are scheduled for transformation in the first eighteen months all services will eventually be transformed by the use of systems thinking. With regard to the service areas outlined above it is felt that these service areas should be “transformed” before a shared service is considered due to their direct impact on customers.
- 3.4 The shared service aspect of the programme (Appendix 1) is based on the same eighteen month timeline and would see a number of services being shared at the same time as the above transformational activities are carried out.
- 3.5 In considering the proposed shared services / transformation programme the Board are asked to note the following:
- As the timeline has been shortened there may be an increased impact on day to day performance in some service areas. This may increase the need for interim management structures to reduce the impact on day to day activities and to free capacity to carryout transformation work.
  - The proposed revised timeline will be released to staff once approval has been obtained from the board.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 None arising directly from this report, although indirectly the intention of the programme plan is for each service area to deliver efficiencies/savings and improvements in service quality.

#### **5. LEGAL IMPLICATIONS**

- 5.1 None

#### **6. POLICY IMPLICATIONS**

- 6.1 None

#### **7. COUNCIL OBJECTIVES**

- 7.1 Each Council will need to ensure any proposals support its own Council Objectives.

#### **8. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS**

- 8.1 None arising directly from this report. However, it is envisaged that risks will be mitigated and controlled as part of the programme and project governance.

**9. CUSTOMER IMPLICATIONS**

9.1 No direct impact on the Customer arising from this report, although indirectly the intention of each area is to deliver efficiencies/savings or improve service quality to the ultimate benefit of the customer.

**10. EQUALITIES AND DIVERSITY IMPLICATIONS**

10.1 None arising directly from this report. These will be addressed as each proposed service area is considered for sharing or transformation.

**11. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT**

11.1 The delivery of efficiencies, in light of recent reductions in central government funding, is the main driving force behind the revision of the shared service/transformation programme.

**12. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY**

12.1 None

**13. HUMAN RESOURCES IMPLICATIONS**

13.1 None arising directly from this report. However, it is envisaged that any HR implications will be included as part of the programme and project governance.

**14. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

14.1 None arising directly from this report. However, it is envisaged that there may be short term performance implications in some service areas while the programme is being delivered.

**15. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998**

15.1 None

**16. HEALTH INEQUALITIES IMPLICATIONS**

16.1 None

**17. LESSONS LEARNT**

17.1 None

**18. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

18.1 None

**19. WARDS AFFECTED**

All Wards

**20. APPENDICES**

Appendix 1 Shared Services / Transformation Timeline

**21. BACKGROUND PAPERS**

None

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