V7

Proposed Shared Service / Transformation Programme

				2010				2011												2012												2013		
Head of Service Area	**Services**	**Lead Officer**	**Status**	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Director of Policy, Performance and Partnerships	Policy incorporating: - LSP - Performance Management & Improvement - Policy (excluding specific strategy) - Consultation and Community Engagement - Communications, Marketing and Promotion (including oversight of web content) - Customer Insight - Special Projects - Inspections	H.Bennett	Started																															
	Equalities & Diversity	H.Bennett	Started																															
	Corporate Administration/ Central Post Opening	H.Bennett	Rescheduled SS																															
	Printing & Reprographics	H.Bennett	Rescheduled SS																															
			Rescheduled SS																															
Head of Legal, Equalities & Democratic Services	Legal Advice & Services	C.Felton	Rescheduled SS																															
	Democratic Services & Member Support	C.Felton	Rescheduled SS																															
	Member Development	C.Felton	Rescheduled SS																															
	Civic Support (BDC & RBC)	Kevin Dicks C.Felton H.Bennett	Rescheduled SS																															
Head of Resources	Accounts & Financial Management & Advice	T.Kristunas J.Pickering	Rescheduled SS																															
	Corporate Income & Debt Management	T.Kristunas K.Dicks	Started																															
	Revenues	T.Kristunas K.Dicks	Started																															
	Benefits	T.Kristunas K.Dicks	Started																															
	Risk Management	T.Kristunas J.Pickering																																
	Human Resources & Welfare	T.Kristunas J.Pickering	Started																															
	Training & Development (Day to day)	T.Kristunas J.Pickering	Started																															
	Health & Safety	T.Kristunas J.Pickering	Started																															
	Organisational Development (including Workforce Planning and Succession Planning)	T.Kristunas J.Pickering	Started																															
	Payroll - Wyre Forest	T.Kristunas J.Pickering	Started																															
Head of Customer Services	Customer Service Centre	A.DeWarr	Rescheduled SS																															
	One Stop Shops	A.DeWarr	Rescheduled SS																															

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Head of Service Area	**Services**	**Lead Officer**	**Status**	**Septembe**	**October**	**November**	**December**	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**Septembe**	**October**	**November**	**December**	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**Septembe**	**October**	**November**	**December**	**January**	**February**	**March**
	Cashiers	A.DeWarr	Rescheduled SS																															
	Customer First	A.DeWarr	Rescheduled SS																															
	Customer Access and Customer Engagement	A.DeWarr	Rescheduled SS																															
	Reception Services	A.DeWarr	Rescheduled SS																															
	Complaints	A.DeWarr	Rescheduled SS																															
Head of Leisure and Cultural Services	Leisure/Sports Centres/Dual Use Facilities	J.Godwin	Business case																															
	Sports and Recreation Development	J.Godwin	Business case																															
	Arts Development	J.Godwin	Business case																															
	Children & Young People, Play	J.Godwin	Business case																															
	Health Education/Interventions	J.Godwin	Business case																															
	Parks and Open Spaces	J.Godwin	Business case																															
	Allotments	J.Godwin	Business case																															
	Events	J.Godwin	Business case																															
	Sponsorship	J.Godwin	Business case																															
	Caretakers / Cleaners																																	
Head of Environmental Services	Refuse & Recycling (inc. Waste Management, Policy, Promotion, Management)	G.Revans J.Staniland																																
	Street Scene / Street Cleansing	G.Revans J.Staniland																																
	Grounds Maintenance/ Landscaping	G.Revans J.Staniland																																
	Highways	G.Revans J.Staniland																																
	Cesspools/Sewers	G.Revans J.Staniland																																
	Public Conveniences	G.Revans J.Staniland																																
	Fly Tipping, Bill Posting	G.Revans J.Staniland																																
	Abandoned Vehicles	G.Revans J.Staniland																																
	Engineering Design	G.Revans J.Staniland																																
	Trees	G.Revans J.Staniland																																
	Workshop & Stores	G.Revans J.Staniland																																
	Street Naming and Numbering (operational)	G.Revans J.Staniland																																
	Car Parks/Civil Enforcement Parking	G.Revans	PID																															
	Cemeteries / Crematorium	G.Revans																																
Head of Community Services	Community Cohesion (Older and Young People) / Social Inclusion	A.Heighway J.Pickering																																
	Anti Social Behaviour Team	A.Heighway	Rescheduled SS																															
	Voluntary Sector & Community Networks,	A.Heighway	Rescheduled SS																															

Phase 3

V7 # Proposed Shared Service / Transformation Programme

Head of Service Area	Services	Lead Officer	Status	2010				2011												2012												2013		
				September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
	Strategic Transport	A.Heighway	Rescheduled SS																															
	Community Transport / Dial A Ride	A.Heighway	Rescheduled SS																															
	Housing Strategy and Enabling (including	A.Heighway	Rescheduled SS																															
	Shopmobility	A.Heighway	Rescheduled SS																															
Head of Planning and Regeneration	Strategic Planning (Planning & Local Development Framework)	R.Bamford H.Bennett																																
	Economic Development	R.Bamford	Started																															
	Development Control (including Planning Enforcement)	R.Bamford H.Bennett																																
	Building Control	R.Bamford	PID																															
	Land Charges	R.Bamford	PID																															
	Emergency Planning / Business Continuity	J.Staniland	Started																															
	Conservation	R.Bamford H.Bennett																																
Head of Housing	Housing Revenue Account activities including DLO for Housing	L.Tompkin S.Hanley	Rescheduled Trans																															
	Homelessness	L.Tompkin S.Hanley	Rescheduled Trans																															
	Capital Improvements	L.Tompkin S.Hanley	Rescheduled Trans																															
	Housing Options	L.Tompkin S.Hanley	Rescheduled Trans																															
	Housing Performance and Database	L.Tompkin S.Hanley	Rescheduled Trans																															
	St David's House	L.Tompkin S.Hanley	Rescheduled Trans																															
	Right to Buy	L.Tompkin S.Hanley	Rescheduled Trans																															
Head of Regulatory Serv	Regulatory Service	S.Jorden	Started																															

Dates of relevent meetings for approval

Shared S. & Transf. Programme Board (FULL)	SSB (members)	Executive Cabinet BDC	Executive Comm RBC		Full Council RBC	Full Council BDC
02.03.11	22.03.11	06.04.11	21.02.11		21.02.11	23.02.11
30.03.11	19.05.11	01.06.11	22.02.11		28.03.11	16.03.11
27.04.11	30.06.11	29.06.11	15.03.11		06.06.11	20.04.11
25.05.11	18.08.11	07.09.11	31.05.11		25.07.11	20.07.11
22.06.11	29.09.11	05.10.11	21.06.11	15.11.11	05.09.11	14.09.11
20.07.11	10.11.11	02.11.11	12.07.11	06.12.11	17.10.11	16.11.11
17.08.11		07.12.11	02.08.11	10.01.12	05.12.11	18.01.12
14.09.11		04.01.12	23.08.11	31.01.12	16.01.12	14.03.12
12.10.11		01.02.12	13.09.11	21.02.12	05.03.12	18.04.12
09.11.11		07.03.12	04.10.11	13.03.12	16.04.12	
07.12.11		04.04.12	25.10.11	03.04.12		

Transformation
Rescheduled Trans

Shared Services
Rescheduled SS