

**BROMSGROVE DISTRICT COUNCIL**

**21 SEPTEMBER 2009**

**PERFORMANCE MANAGEMENT BOARD**

**SHARED SERVICES [July 2009]**

Responsible Portfolio Holder	Cllr. Roger Hollingworth, Leader of the Council
Responsible Officer	Kevin Dicks Joint Chief Executive

**1. SUMMARY**

- 1.1 To ask the Board to consider the latest shared services project highlight report, for July 2009 (Appendix 1).

**2. RECOMMENDATION**

- 2.1 That the Board considers the highlight report and makes any recommendations it sees fit to Cabinet.

**3 BACKGROUND**

- 3.1 Shared services is the Council's strategic response to delivering value for money and along with the town centre is the headline project for the Council.
- 3.2 During 2008 the Board received monthly updates on the Spatial Project, due to the size of investment in this project. At previous meetings, the Board has reviewed its work plan for the year and requested monthly updates on the shared services project.
- 3.3 The project is on target and Appendix 1 provides a summary of progress.

**4. FINANCIAL IMPLICATIONS**

- 4.1 No financial implications arising directly from this report, but clearly the shared services project is designed to produce large scale savings, whilst also delivering service improvement.

**5. LEGAL IMPLICATIONS**

- 5.1 No legal implications arising directly from the report.

**6. COUNCIL OBJECTIVES**

- 6.1 Shared services will eventually affect all aspects of the Council's work.

## 7. **RISK MANAGEMENT**

<b>Corporate Risk Title</b>	<b>Corporate Actions</b>
KO1: Effective Financial Management and Internal Control	SERCO business case and associated costing work.
KO2: Effective corporate leadership	Project manager is Joint CEO.
KO3: Effective Member / Officer relations	Shared Services Board. Reports to Full Council and PMB.
KO6: Maximising the benefits of investment in ICT equipment and training	Proposed transformation team.
KO7: Effective partnership working	In this case, with Redditch BC.
KO8: Effective communications (internal and external)	Communications Plan to support project.
KO10: Appropriate investment in employee development and training	Covered in SERCO business case.
KO11: Effective employee recruitment and retention	Next stage of project.
KO13: Effective two tier working and Community Engagement.	Worcestershire Enhanced Two Tier project chaired by Joint CEO.
KO17: Effective Projects Management	Project management methodology being used for project.

## 8. **CUSTOMER IMPLICATIONS**

- 8.1 Customer First remains a value for the Council and it is recognised by Members and senior management, that we will need to build customer service improvement into our shared services programme as well as delivering efficiencies.

## 9. **EQUALITIES AND DIVERSITY IMPLICATIONS**

- 9.1 See 8.1.

## 10. **VALUE FOR MONEY IMPLICATIONS**

- 10.1 Shared services is the Council's strategic response to the value for money agenda.

## 11. **OTHER IMPLICATIONS**

Procurement Issues: None arising directly from the report.
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Personnel Implications: Move to a single corporate management team.
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Governance/Performance Management: This report ensures that progress is monitored in a democratic setting.
Community Safety including Section 17 of Crime and Disorder Act 1998: Community Safety is one of the initial services going through shared services.
Policy: None directly arising from this report.
Environmental: None directly arising from this report.

## 12. **OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	<b>At Shared Services Board.</b>
Chief Executive	<b>At Programme Board.</b>
Executive Director (Partnerships and Projects)	<b>No.</b>
Executive Director (Services)	<b>At Programme Board.</b>
Assistant Chief Executive	<b>At Programme Board.</b>
Head of Service	<b>No.</b>
Head of Financial Services	<b>No.</b>
Head of Legal & Democratic Services	<b>No.</b>
Head of Organisational Development & HR	<b>No.</b>
Corporate Procurement Team	<b>No</b>

## 13. **WARDS AFFECTED**

13.1 All wards.

## 14. **APPENDICES**

14.1 Appendix 1 Shared Services Highlight Report (July 2009).

## 15. **BACKGROUND PAPERS:**

15.1 SERCO business case.

### **CONTACT OFFICER**

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