



Theme	Issue	Consultee	UNISON - County/ Trading Standards (A. Gregson letter 15th December 2009)	UNISON - Worcester City Branch (21 December 2009 & Initial response 3 December 2009)	UNISON - Redditch Branch (Ron Colebrook)	UNISON - Wychavon branch (Mark Cox)	Wyre Forest Joint Staff and Unions Response	GMB - Worcester City branch	County Licensing Officers Group	Chartered Institute of Environmental Health - Herefordshire and Worcestershire Branch	Countywide Food Safety and Health and Safety Liaison Groups	Herefordshire and Worcestershire Contaminated Land Officers Group	Herefordshire and Worcestershire Pollution Liaison Group	Wychavon DC Contaminated Land and Dog Warden Service	Worcestershire Trading Standards Team
	No reviews seem to have taken place to ensure lessons learned from previous shared services (Revs and bens, Hub) - especially more focus on implementation issues.			No reviews seem to have taken place to ensure lessons learned from previous shared services (Revs and bens, Hub) - especially more focus on implementation issues.	Comments reflected in the UNISON Worcester City response										
	Loss of local accountability, local knowledge and loyalty to a local employer which could lead to a drop in service level, fragmentation of knowledge and difficulty in managing.			Loss of local accountability, local knowledge and loyalty to a local employer which could lead to a drop in service level.	Comments reflected in the UNISON Worcester City response					Concern that teams will be locally based, leading to fragmentation of the knowledge and difficult to manage.			Concern that teams will be locally based, leading to fragmentation of the knowledge and difficult to manage.		Concern that teams will be locally based, leading to fragmentation of the knowledge and difficult to manage.
	Service standards not identified or will be reduced					Service standards not identified or will be reduced				Service standards not identified	Service standards not identified			Service standards not identified or will be reduced	
	Worcester City Contaminated Land must remain in scope but no resources has been allocated											Worcester City Contaminated Land must remain in scope but no resources has been allocated		Worcester City Contaminated Land must remain in scope but no resources has been allocated	
	Pride and conscientiousness with which the "Wychavon brand" is delivered will inevitably be lost					Pride and conscientiousness with which the "Wychavon brand" is delivered will inevitably be lost									
Finance, savings and investment	Lack of detail to demonstrate service proposals are financially beneficial as not all services or costs are included	Lack of detail to demonstrate service proposals are financially beneficial as not all services or costs are included		Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response								
	Little scope for savings from joined-up working and lack of details about how this will be done	Little scope for savings from joined-up working and lack of details about how this will be done		Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response								
	Proposed senior management salaries appear to be increased whilst cost savings are demanded elsewhere.	Proposed senior management salaries appear to be increased whilst cost savings are demanded elsewhere.													
	Finances are too restrictive and job cuts already decided upon.		Finances are too restrictive and job cuts already decided upon.												
	Inaccurate or misleading data on staffing/ workloads/ performance Cannot determine whether there are potential hidden costs of "additional" services which may already be delivered but will now have to be paid for.			Inaccurate or misleading data on staffing Cannot determine whether there are potential hidden costs of "additional" services which may already be delivered but will now have to be paid for.			Comments reflected in the UNISON Worcester City response. Comments reflected in the UNISON Worcester City response.	Comments reflected in the UNISON co-ordinated response				Comments reflected in the UNISON Worcester City response.	Comments reflected in the UNISON Worcester City response.	Comments reflected in the UNISON Worcester City response.	
	No consideration of impact on (or additional) income options, especially in relation to licensing			No consideration of impact on (or additional) income options			Comments reflected in the UNISON Worcester City response. Particular concerns regarding licensing income.								
	Achieving procurement savings will cause local businesses to lose out.				Migration of service contracts to WCC will cause local (Redditch) companies to loose out										
	Alternative ways of achieving savings should be explored					Alternative ways of achieving savings should be explored									
	Recognition that efficiency savings and transformational change, including Shared Services are inevitable					Not against shared services in principle				Recognition that efficiency savings and transformational change, including Shared Services are inevitable		Recognition that efficiency savings and transformational change, including Shared Services are inevitable	Recognition that efficiency savings and transformational change, including Shared Services are inevitable		Recognition that efficiency savings and transformational change, including Shared Services are inevitable
	Significant costs to the implementation - a huge risk for a well performing council					Significant costs to the implementation - a huge risk for a well performing council									
ICT & technology	Insufficient analysis of ICT and telephony implementation including practicality, reliability, maintenance, confidentiality, security and cost together with the ability to support flexible working.	Insufficient analysis of ICT and telephony implementation including practicality, reliability, maintenance, confidentiality, security and cost together with the ability to support flexible working.		Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response			Comments reflected in the UNISON co-ordinated response		
	No reference to South Worcs ICT Shared Service being set up at same time. How this will join up and work in practice.			No reference to South Worcs ICT Shared Service being set up at same time. How this will join up and work in practice.											
	ICT system must be in place before Shared Service can be undertaken											ICT system must be in place before Shared Service can be undertaken		ICT system must be in place before Shared Service can be undertaken	
	Concerns over the risks and timescales of ICT implementations					Concerns over the risks and timescales of ICT implementations		Comments reflected in the UNISON co-ordinated response							
Worcestershire Hub	Over reliance on the Hub which has been shown to be unable to cope in other areas of demand	Over reliance on the Hub which has been shown to be unable to cope in other areas of demand	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response. Wyre Forest claimed to already use Hub close to its maximum potential.		Comments reflected in the UNISON co-ordinated response				Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response
	Allocation of 4 staff within Hub is unclear	Allocation of 4 staff within Hub is unclear		Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response					Comments reflected in the UNISON co-ordinated response	
	The majority of this service is delivered in person by professional staff, often working on the frontline - the Hub cannot replicate this with low graded telephony posts.		The majority of this service is delivered in person by people on the frontline - the Hub cannot replicate this.	Low graded telephony posts unlikely to deliver level of competency required presenting a risk of decline in the level of service at times of greatest demand.	Comments reflected in the UNISON Worcester City response	Comments reflected in the UNISON co-ordinated response	Comments reflect UNISON Worcester City response			HUB won't be able to respond adequately to the variety of issues currently being dealt with by professional staff.			HUB won't be able to respond adequately to the variety of issues currently being dealt with by professional staff.		
	HUB won't be able to provide an immediate response to major incidents that could increase the risks to public health					HUB won't be able to provide an immediate response to major incidents that could increase the risks to public health				HUB won't be able to provide an immediate response to major incidents that could increase the risks to public health	HUB won't be able to provide an immediate response to major incidents that could increase the risks to public health				
Impact on staff terms, conditions and career prospects	Adequacy of safeguards for employees facing relocation, reductions in pay or redundancy. No evidence of intent to secure alternative employment across partner councils including vacancy freeze, redeployment, alternative work.	Adequacy of safeguards for employees facing relocation, reductions in pay or redundancy. No evidence of intent to secure alternative employment across partner councils including vacancy freeze, redeployment, alternative work.	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response. Does not appear to be a plan on how to deal with any spare capacity left after transfer in HR, Finance, Legal.									
	Honouring existing pay and grading mechanisms	Honouring existing pay and grading mechanisms	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response											
	Proposed structure and ways of working stifle career progression resulting in difficulty in retaining staff	Proposed structure and ways of working stifle career progression resulting in difficulty in retaining staff	Comments reflected in the UNISON co-ordinated response										Comments reflected in the UNISON co-ordinated response		
	Uncertainty leading to staff actively seeking alternative employment	Uncertainty leading to staff actively seeking alternative employment			Comments reflected in the UNISON co-ordinated response										
Hosting proposals	Decision on hosting based on politics not rational argument with question marks over proposed hosts ability to perform adequately. District paying higher wages avoided as host.	Decision on hosting based on politics not rational argument with question marks over proposed hosts ability to perform adequately. District paying higher wages avoided as host.	Comments reflected in the UNISON co-ordinated response												
Governance	Long term commitment sought to keep Regulatory Services in-house as a public sector shared services project. Lack of detail of future governance arrangements beyond proposal for joint committee with locally elected Members having reduced influence and decision making.	Long term commitment sought to keep Regulatory Services in-house as a public sector shared services project. Lack of detail of future governance arrangements beyond proposal for joint committee		Locally elected Members would have reduced influence and decision making and there may be additional issues of detriment to taxpayers if the Joint committee partners fail to reach a consensus on courses of action.	Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response					Comments reflected in the UNISON co-ordinated response	
	No details of scrutiny or monitoring	No details of scrutiny or monitoring													
	No details of joint trade union negotiation	No details of joint trade union negotiation													
	Democratic deficit leading to lack of engagement with tax payers	Democratic deficit leading to lack of engagement with tax payers		Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response				Comments reflected in the UNISON co-ordinated response					

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	Licensing functions raise issues relating to committee structure which do not exist within other areas of regulatory Services			Licensing functions raise issues relating to committee structure which do not exist within other areas of regulatory Services			Comments reflected in the UNISON Worcester City response and lack of testing proposed solution against QC providing original advice		Comments reflected in the Wyre Forest Joint Staff and Unions response						
	Concerns over external scrutiny from Food Standards Agency, Health and Safety Executive, etc Difficulty in providing accurate info for Statutory returns.				Concerns over external scrutiny from Food Standards Agency, Health and Safety Executive, etc		Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response		Difficulty in providing accurate info for Statutory returns.		Difficulty in providing accurate info for Statutory returns.		
Equalities	No evidence of equality impact assessment	No evidence of equality impact assessment		Comments reflected in the UNISON co-ordinated response											
Stakeholder consultation	Inadequate consultation with stakeholders including service recipients, expert and professional bodies and public Public needs to be informed that introduction of a shared service on these grounds, in these conditions, will mean a reduction in services and cuts in standards.	Inadequate consultation with stakeholders including service recipients, expert and professional bodies and public Public needs to be informed that introduction of a shared service on these grounds, in these conditions, will mean a reduction in services and cuts in standards.	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response		
				Comments reflected in the UNISON co-ordinated response			Comments reflected in the UNISON co-ordinated response		Comments reflected in the UNISON co-ordinated response						





Theme	Issue	Wychavon Admin Team	Worcester City Council Environmental Health and EH Business Support Staff	Bromsgrove DC Environmental Health Pollution and General Team	Worcestershire Trading Standards Service - Compliance and Investigation Team	Wychavon DC Commercial Services and Licensing Teams	Wychavon's Environmental Services Department - submission to O&S on 1 st Dec	Worcestershire Trading Standards Home Authority Service Team	Toni Ainscough, Environmental Health Officer, Wychavon DC	Paul Saunders, Technical Officer, Wychavon DC	Richard Williams, Principal Pollution Control Officer, Wyre Forest DC	Peter Maloney, Principal EHO, Wyre Forest DC	Debbie Herbert, Commercial Services Manager, Wychavon DC
	Licensing functions raise issues relating to committee structure which do not exist within other areas of regulatory Services												
	Concerns over external scrutiny from Food Standards Agency, Health and Safety Executive, etc Difficulty in providing accurate info for Statutory returns.								Difficulty in providing accurate info for Statutory returns.				
Equalities	No evidence of equality impact assessment									Comments reflected in the UNISON co-ordinated response			
Stakeholder consultation	Inadequate consultation with stakeholders including service recipients, expert and professional bodies and public Public needs to be informed that introduction of a shared service on these grounds, in these conditions, will mean a reduction in services and cuts in standards.		Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response			Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response	Comments reflected in the UNISON co-ordinated response		