# **Proposed Shared Service / Transformation Programme**

# Agenda Item 4 - Appendix 2

		2010 2011																										2013				
Head of Service Area	Service	Septembe	October	November	December	January	February	March	April	May	June	July	August	Septembe	October	November	December	January	February	March	Apri	Мау	June	<b>VIN</b> L	August	Septembe	October	November	December	January	February	March
Director of Policy,	Policy incorporating:				•						,,		ſ	٦	Ť	1	1					_	•	•	•	Ť		7	•		T	
Performance and	- LSP																													ĺ		
Partnerships	- Performance Management & Improvement																													ĺ		
·	- Policy (excluding specific strategy)																													ĺ		
	- Consultation and Community Engagement																													ĺ		
	- Communications, Marketing and Promotion																													ĺ		
	(including oversight of web content)																													ĺ		
	- Customer Insight																													ĺ		
	- Special Projects																													ĺ		
	- Inspections																													ĺ		
	Corporate Administration/ Central Post Opening																															
	Civic Support (BDC)																															
	Printing & Reprographics																															
Head of Busines	Organisational Development (including																															П
Transformation	Workforce Planning and Succession Planning)																													ĺ		
Head of Legal, Equalities & Democratic Services	Legal Advice & Services																															
	Democratic Services & Member Support																															
	Member Development																															
	Equalities & Diversity																															
	Civic Support (RBC)																															
Head of Resources	Accounts & Financial Management & Advice																															
	Corporate Income & Debt Management																															
	Revenues																															
	Benefits																															
	Risk Management																															
	Human Resources & Welfare																															
	Training & Development (Day to day)																															
	Health & Safety																															
Head of Customer Services	Customer Service Centre																															
	One Stop Shops																															
	Cashiers																															
	Customer First																															
	Customer Access and Customer Engagement																															
	Reception Services																															
	Complaints																															
Head of Leisure and Cultura Services	Leisure/Sports Centres/Dual Use Facilities																															

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			20	010		2011													2012													,
Head of Service Area	Service	Septembe	October	November	December	January	February	March	Apri	May	June	July	August	Septembe	October	November	December	January	February	March	April	May	June	July	Augus	Septembe	October	November	December	January	February	March
	Sports and Recreation Development	\ <u>\\\</u>	1	17							, v	+	十	<b>-   "</b>	T	<del>`                                     </del>	T	+	+	Ť	1-	$\top$	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	$\vdash$	1	\u0	_		7	$\overline{}$	$\vdash$	_
	Arts Development												$\top$		1		T					1								$\Box$	П	$\neg$
	Children & Young People, Play												$\top$		1		T					1								$\Box$	П	$\neg$
	Health Education/Interventions															-	T					-							$\Box$	$\Box$	$\Box$	$\dashv$
	Parks and Open Spaces												┪		1		T					1								$\Box$	П	$\neg$
	Allotments												┪		1		T					1								$\Box$	П	$\neg$
	Events												┪		1		T					1								$\Box$	П	$\neg$
	Sponsorship												┪		1		T					1								$\Box$	П	$\neg$
Head of Environmental	Refuse & Recycling (inc. Waste Management,										0.000		┪										N .							$\Box$	П	$\neg$
Services	Policy, Promotion, Management)																													ı J		,
	Street Scene / Street Cleansing					1		1					┪										i i							$\Box$	П	$\neg$
	Grounds Maintenance/ Landscaping							-																					$\Box$	$\Box$	$\Box$	$\dashv$
	Highways					1							1																	$\Box$		$\neg$
	Cesspools/Sewers							-																					$\Box$	$\Box$	$\Box$	$\dashv$
	Public Conveniences					1		1					┪										i i							$\Box$	П	$\neg$
	Fly Tipping, Bill Posting					1		1					┪																	$\Box$	П	$\neg$
	Abandoned Vehicles					1		1					┪										Ī							$\Box$	П	$\neg$
	Engineering Design							-																					$\Box$	$\Box$	$\Box$	$\dashv$
	Street Naming and Numbering (operational)					1		1					┪										i							$\Box$	П	$\neg$
	Car Parks/Civil Enforcement Parking																***													$\Box$	$\Box$	$\dashv$
	Cemeteries / Crematorium																					1								$\Box$	$\Box$	$\dashv$
Head of Community	Community Cohesion (Older and Young																													$\Box$		$\neg$
Services	People) / Social Inclusion																													ı J		,
	Anti Social Behaviour Team							1																						$\Box$	$\Box$	$\dashv$
	Voluntary Sector & Community Networks, Grant							1																						$\Box$	$\Box$	$\dashv$
	Strategic Transport																													$\Box$		$\neg$
	Community Transport / Dial A Ride																													$\Box$		$\neg$
	Housing Strategy and Enabling (including																													$\Box$		
	Shopmobility							1																						$\Box$	$\Box$	$\dashv$
Head of Planning and	Strategic Planning (Planning & Local							1																						$\Box$	$\Box$	$\dashv$
Regeneration	Development Framework)																													ı J		,
3	Economic Development																													$\Box$		$\neg$
	Development Control (including Planning							1									Ш													$\Box$		
	Building Control												T	一	$\top$	T														$\neg$	$\Box$	$\neg$
	Land Charges			t									$\top$	1	+	T	T					T	T	1						$\Box$	П	$\dashv$
	Emergency Planning / Business Continuity										erente			$\top$	1	1						1		1						$\Box$		$\neg$
	Conservation							T			T		T	一	$\top$	T	W													$\neg$	$\Box$	$\neg$
	Tree Officers (TPO's)			1				1																						$\Box$		$\neg$

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			20	010							20	11											2012	1					2	2013	
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Head of Housing	Housing Revenue Account activities including																														
	Homelessness																														
	Capital Improvements																														
	Housing Options																														
	Housing Performance and Database																														
	St David's House																														
	Right to Buy																														
Head of Regulatory Services	Regulatory Service																														

= Transformation

= Shared Services