# Proposed Shared Service / Transformation Programme

# Agenda Item 4 - Appendix 2

| | | 2010 | | | | 2011 | | | | | | | | | | | | 2012 | | | | | | | | | | | | 2013 | | |
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| **Head of Service Area** | **Service** | 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:<br>- LSP<br>- Performance Management & Improvement<br>- Policy (excluding specific strategy)<br>- Consultation and Community Engagement<br>- Communications, Marketing and Promotion (including oversight of web content)<br>- Customer Insight<br>- Special Projects<br>- Inspections | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Corporate Administration/ Central Post Opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Civic Support (BDC) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Printing & Reprographics | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Head of Busines Transformation | Organisational Development (including Workforce Planning and Succession Planning) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 Cultural Services | Leisure/Sports Centres/Dual Use Facilities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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# Agenda Item 4 - Appendix 2

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| **Head of Service Area** | **Service** | **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** |
| | Sports and Recreation Development | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Arts Development | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Children & Young People, Play | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Health Education/Interventions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Parks and Open Spaces | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Allotments | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Events | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Sponsorship | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Head of Environmental Services | Refuse & Recycling (inc. Waste Management, Policy, Promotion, Management) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Street Scene / Street Cleansing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Grounds Maintenance/ Landscaping | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Highways | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Cesspools/Sewers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Public Conveniences | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Fly Tipping, Bill Posting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Abandoned Vehicles | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Engineering Design | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Street Naming and Numbering (operational) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Car Parks/Civil Enforcement Parking | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Cemeteries / Crematorium | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Head of Community Services | Community Cohesion (Older and Young People) / Social Inclusion | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Anti Social Behaviour Team | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Voluntary Sector & Community Networks, Grant | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Strategic Transport | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Community Transport / Dial A Ride | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Housing Strategy and Enabling (including | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Shopmobility | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Head of Planning and Regeneration | Strategic Planning (Planning & Local Development Framework) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Economic Development | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Development Control (including Planning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Building Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Land Charges | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Emergency Planning / Business Continuity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Conservation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tree Officers (TPO's) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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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