Proposed Shared Service / Transformation Programme

			20)10							20)11					2012														201:	3
Head of Service Area	Service	Septembe	October	November	December	January	February	March	Apri	May	June	July	August	Septembe	October	November	December	January	February	March	Apri	May	June	JUIV	August	Septembe	October	November	December	January	February	March
Director of Policy,	Policy incorporating:							-						Ť	•									Γ		17	<u> </u>					<u> </u>
Performance and	- LSP																															
Partnerships	 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 																															
	Corporate Administration/ Central Post Opening							_																	_	—	+					
	Civic Support (BDC)	-		-	-	-	-	-	-													-	-	-	_	+-	+		-			
	Printing & Reprographics		-																							+	+					
Head of Busines	Organisational Development (including																								_	+-	+		-	┢───┦	┣──	
Transformation	Workforce Planning and Succession Planning)																															
Head of Legal, Equalities & Democratic Services	Legal Advice & Services																										1					
	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																															

Proposed Shared Service / Transformation Programme

			20	10							20)11					2012													2	2013	
Head of Service Area	Service	Septembe	October	Novembe	Decembe	January	February	March	April	May	June	July	August	Septembe	October	November	Decembe	January	February	March	Apri	May	June	July	August	Septembe	October	November	December	January	February	March
	Sports and Recreation Development												ſ							-	-				1					-	_	
	Arts Development																															
	Children & Young People, Play								1																							
	Health Education/Interventions																															
	Parks and Open Spaces																															
	Allotments																															
	Events																													_		
	Sponsorship																													_		
Head of Environmental Services	Refuse & Recycling (inc. Waste Management, Policy, Promotion, Management)																															
Services	Street Scene / Street Cleansing							-	-																				\rightarrow	\rightarrow		
	Grounds Maintenance/ Landscaping							-																						\rightarrow		
	Highways							-																						\rightarrow		
	Cesspools/Sewers							-																						\rightarrow		
	Public Conveniences							-																						\rightarrow		
	Fly Tipping, Bill Posting							-																						\rightarrow		
	Abandoned Vehicles							-																						\rightarrow		
	Engineering Design							-																						\rightarrow		
	Street Naming and Numbering (operational)																												\rightarrow	\rightarrow		
	Car Parks/Civil Enforcement Parking																												\rightarrow	\rightarrow		
	Cemeteries / Crematorium																												\rightarrow	\rightarrow		
Head of Community	Community Cohesion (Older and Young													8															\rightarrow	\rightarrow		
Services	People) / Social Inclusion																															l
Cervices	Anti Social Behaviour Team																												\rightarrow	\rightarrow		
	Voluntary Sector & Community Networks, Grant																												\rightarrow	\rightarrow		
	Strategic Transport																												\rightarrow	\rightarrow		
	Community Transport / Dial A Ride																												\rightarrow	\rightarrow		
	Housing Strategy and Enabling (including																												\rightarrow	\rightarrow		
	Shopmobility																												\rightarrow	\rightarrow		
Head of Planning and	Strategic Planning (Planning & Local																								-				\rightarrow	\rightarrow		
Regeneration	Development Framework)																															
Regeneration	Economic Development																												\rightarrow	\rightarrow		
	Development Control (including Planning						}																						\rightarrow	\rightarrow		
	Building Control	\vdash		-									1	\vdash					(11)(1)										-+	-+		
	Land Charges			-									+		-									+					\rightarrow	\rightarrow		
	Emergency Planning / Business Continuity											-	+	-									-	+					\rightarrow	\rightarrow		
	Conservation							+	+	\vdash	-	-	+	╞	-										-			_	-+	\rightarrow		
	Tree Officers (TPO's)						-	+				-													-				\rightarrow	\rightarrow		
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Appendix B

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Proposed Shared Service / Transformation Programme

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Head of Service Area	Service	Septembe	October	November	December	January	r ebi uai y	Echritory	March	May	June	July	August	Septembe	October	November	December	January	February	March	April	Мау	eunr	July	August	Septembe	October	November	December	January	February	March
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																															



