

BROMSGROVE DISTRICT COUNCIL

Performance Management Board 20th September 2010

SHARED SERVICES

Relevant Portfolio Holder	Roger Hollingworth, Leader of the Council
Relevant Head of Service	Kevin Dicks, Chief Executive
Non-Key Decision	

1. SUMMARY OF PROPOSALS

1.1 To update the Board on the Shared Services Project.

2. RECOMMENDATIONS

2.1 It is recommended that the Board:

- i. Considers the attached Shared Service Progress Report and Shared Service and Transformation Programme and makes any recommendations to Cabinet it thinks appropriate.

3. BACKGROUND

3.1 The UK's financial position has changed dramatically in the last twelve months. Every public sector organisation is going to need to make significant savings over the next Parliament, in order to cope with the expected reductions in Central Government Grant whilst at the same time retain and improve services.

3.2 The District Council is comparatively well placed to respond to this agenda, through its shared services project with Redditch Borough Council and the Worcestershire Enhanced Two Tier (WETT) project.

Shared Services

3.3 Shared Services will see Bromsgrove District Council and Redditch Borough Council share services, both front office and back office, whilst remaining separate organisations. The project has proceeded as planned with a single Chief Executive and a number of "quick wins" like Elections and Community Safety. A single management team for both Councils has now been appointed. A project highlight report, supported by a risk register and issues log, is produced each month for the Shared Services Board, made of Members from both Councils. The Shared Services Progress Report (Appendix 1) together with the Shared Services Programme Timeline and Financial Statement 2010-11 are attached.

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WETT Programme

- 3.4 Regulatory Services went live on 1st June 2010 and is hosted by Bromsgrove and Redditch Councils.

4. FINANCIAL IMPLICATIONS

- 4.1 The single management team will deliver a saving of £246,000 in 2010/2011. In addition savings from the joint arrangements with Redditch for CCTV, Lifeline and ICT will generate £120k from 2010/11.
- 4.2 The anticipated savings from the WETT programme are £150,000 in 2011/12.
- 4.3 It is anticipated that once the single management team is in place further reviews of joint working arrangements will be undertaken to generate additional savings and capacity to support the Council over the financial plan period.

5. LEGAL IMPLICATIONS

- 5.1 Every shared service will have legal implications, particularly, if we are not the host authority. Each shared service whether with Redditch or with one of the other councils in Worcestershire will be supported by a detailed service level agreement (a form of contract).

6. POLICY IMPLICATIONS

- 6.1 None.

7. COUNCIL OBJECTIVES

- 7.1 Shared Services and WETT contribute to the Council Objective:

Improvement and the priority: Value for Money.

8. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

- 8.1 The main risks associated with the details included in this report are:
- Non delivery of savings.
 - Non delivery of service improvements.

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8.2 These risks are being managed as follows:

Risk Register: Shared Services.
Key Objective Ref No: Separate Risk Register
Key Objective: Separate Risk Register

9. CUSTOMER IMPLICATIONS

9.1 It is important to remember that while there is bound to be an emphasis on making savings our expectation is that each shared service will also seek to improve services to the customer. This will be achieved using techniques like lean systems, customer first training, customer services accreditation and the use of technology.

10. EQUALITIES AND DIVERSITY IMPLICATIONS

10.1 None.

11. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

11.1 The whole report is concerned with value for money.

12. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

12.1 The report is not directly concerned with climate change, but each new shared service will be expected to consider how to contribute to reducing CO2 emissions. The expectation is that each merged service will have one service business plan that includes a section on climate change.

13. HUMAN RESOURCES IMPLICATIONS

13.1 The single management team and shared services in general will have significant HR issues and we will need to ensure sufficient capacity to respond to this.

14. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

14.1 See previous point about SLAs.

15. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

15.1 The Community Safety service is one of the shared services.

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16. HEALTH INEQUALITIES IMPLICATIONS

16.1 None.

17. LESSONS LEARNT

17.1 A separate lessons learnt report has been produced.

18. COMMUNITY AND STAKEHOLDER ENGAGEMENT

18.1 Shared Services has concentrated on protecting front lines services through improved efficiencies. If the intention is to change service provision to the public then they will engage with the community.

19. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	Yes
Executive Director (S151 Officer)	No
Executive Director – Leisure, Cultural, Environmental and Community Services	No
Executive Director – Planning & Regeneration, Regulatory and Housing Services	No
Director of Policy, Performance and Partnerships	No
Head of Service	No
Head of Resources	No
Head of Legal, Equalities & Democratic Services	No
Corporate Procurement Team	No

20. WARDS AFFECTED

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All

21. APPENDICES

Appendix 1 - Shared Service Progress Report (including Appendices A, B and C)

22. BACKGROUND PAPERS

Not applicable

23. KEY

Not applicable

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