

BROMSGROVE DISTRICT COUNCIL AND REDDITCH BOROUGH COUNCIL

SHARED SERVICES BOARD

14th OCTOBER 2010 at 5.30pm

THE COUNCIL HOUSE, BROMSGROVE

PRESENT:

Councillors Roger Hollingworth (Chairman), Steve Colella, Geoff Denaro and Stephen Peters (Bromsgrove District Council)

Councillors Carole Gandy, Bill Hartnett and Malcolm Hall (Redditch Borough Council)

Officers: Kevin Dicks, Sue Hanley, Deb Poole and Karen Firth.

1. **APOLOGIES**

It was noted that Councillor Mike Braley was absent.

2. **MINUTES**

The minutes of the previous meeting of the Board held on 19th August 2010 were agreed as a correct record.

3. **MATTERS ARISING FROM THE MINUTES**

Environmental Services – Interim Review of Structures

Reference was made to the question of staff morale within Environmental Services. Mr Dicks responded that whilst there had been some adverse impact, this was not 'across the board' and efforts were being made to keep staff informed and engaged and change support sessions would be held for staff going through Shared Services. Sue Hanley advised that some changes were being made to the proposals as a result of responses received during the consultation process

4. **SHARED SERVICES PROGRESS REPORT**

The progress report reminded Members that from now on the Board would only receive updates for an existing / approved Shared Service where the matter directly related to the issue of it being a Shared Service. Other issues with regard to performance would continue to be reported to each Council.

Mr Dicks highlighted key aspects of the latest progress report with support from Sue Hanley and Deb Poole.

ICT

Deb Poole provided further detail of the significant ICT issues at Redditch Borough Council (RBC) caused by the failure of the air conditioning in the server room and the actions taken in response.

Mr Dicks commented that the RBC Management Team had been let down by past ICT assurances which had not been fulfilled and Members were re-assured that proper back-up procedures were now in place and key systems were being migrated to the new virtual server. The virtualisation programme would prevent a recurrence and RBC would be virtualised to Bromsgrove District Council (BDC) the following week with BDC having already been virtualised to RBC. During the discussion Councillor Gandy paid tribute to RBC staff for coping so well with such severe disruption.

Reference was made to the change to email addresses for officers and Members arising from the new single domain name (bromsgroveandredditch.gov.uk). Mr Dicks undertook to raise the need for advance publicity with the relevant officers at BDC and RBC.

CCTV/Lifeline

Sue Hanley reported that the CCTV/Lifeline Shared Service was now fully staffed and whilst progress was being made with regard to new procedures there was still a lot of work to do.

Payroll

Mr Dicks highlighted that a proposal to deliver the payroll service for Wyre Forest District Council was currently under consideration.

Procurement

The Board was informed that not all District Councils had wished to pursue a Shared Service and therefore it was now proposed that procurement be shared between BDC, RBC, Wyre Forest and Malvern Hills with countywide initiatives pursued where possible.

Future Shared Services and Transformation Programme

Mr Dicks referred to the discussions underway to establish if Improvement & Efficiency West Midlands would be in a position to provide an additional resource to support the new Transformation Team. Deb Poole referred to the progress being made with regard to the establishment of the Transformation Team and to the training for staff and Members that was being planned. It was noted that more in-depth training would be provided for Portfolio Holders. Attention was also drawn to the success of the recent joint BDC/RBC Management Conference which had focused on transformation and systems thinking.

Economic Development

Mr Dicks commented that there had been some concerns about slow progress but it was now on track. However, he cautioned that this could be compromised by the outcome of the Government's decisions with regard to Local Enterprise Partnerships. The position would be clearer the following week

Building Control

Mr Dicks advised that a North Worcestershire Shared Service was under consideration with BDC as host. A Business Case would be submitted to the Board in due course.

Planning Enforcement

It was noted that consideration was being given as to whether it was feasible to share this service across North Worcestershire.

Regulatory Services

It was noted that transformation sessions were being held across all Districts to engage staff. Mr Dicks drew attention to the progress made with regard to the future staff structure including all posts having been evaluated against the Bromsgrove Job Evaluation Scheme. He also updated Members on the issue of pay protection.

Audit

This Shared Service was reported to be progressing well and the new Shared Service Internal Manager was now in post.

Property

Mr Dicks indicated that he had significant concerns with regard to the Property Shared Service both in terms of the way the staffing restructure was being handled and potential impact on service levels with regard to facilities/estates management and valuations. Board Members expressed a wish to address such concerns as soon as possible, and if necessary, to consider other options. Mr Dicks advised that he intended to meet with Peter Parkes, the Head of Property Services at the County Council.

WETT Programme

Mr Dicks highlighted that officers were currently looking at potential further areas for joint working under the Worcestershire Enhanced Two Tier Working (WETT) Programme.

Financial Implications

Mr Dicks drew attention to the Financial Summary appended to the report which showed the position as at the end of Quarter 2 of 2010/11. He suggested that more detail of the savings for each Council be provided in future. Board Members endorsed this proposal.

Human Resources Implications

Mr Dicks drew attention to discussions which had taken place at the Senior Management Team. A report would be brought forward to the Board in due course.

It was AGREED:

- (a) that the progress to date be noted;**
- (b) that in view of the concerns about Property Services, a special meeting of the Board be arranged before the next scheduled meeting to which Peter Parkes, the Head of Property Services at the County Council be invited to attend;**

5. DATE OF FUTURE MEETING

It was noted that the next scheduled meeting would be held on Thursday 9th December 2010 at 5.30 p.m. at Redditch Town Hall.

The Meeting closed at 6.43 p.m.