

Share It!

North West Shared Services Programme News Update

February 2007
Issue 2

Introduction

Welcome to the second edition of **Share It!** – a newsletter aimed specifically at local authority staff across the north west who are involved in large-scale transformational change programmes and shared services programmes.

Since the first edition in December we have been establishing the foundations of the North West Shared Services Programme and seeking out useful offerings from our national partners. Details of this are provided within this newsletter.

As ever, we are always looking for examples of good practice of transforming local public service delivery and shared services and would like to hear from any council who wishes to provide information on their successes. If you would like to give any further feedback on the programme, then please let us know. Should you wish to discuss any of the work underway please contact [Olly Baker](#) (NW Shared Services Programme Manager)

Sign up to the survey

The Programme Board wants to know about the Shared Services activity that has taken place in the north west or is still underway. If we know what's happening in the region, we will be able to determine what works, what the benefits of such activity are and what products are available for use by other councils in the north west. This will help us to ensure that we develop tools, products and support packages that are needed.

As a result, a short, simple survey will be sent to each council. This is a critical piece of work and we would ask that you help us by completing the survey as best you can. If you would like to help by completing the survey it can be found [here](#).

North West Shared Services Programme

The North West Shared Services Programme Board met for the first time in January. All the sub-regions showed a strong desire to be involved in driving the shared services agenda forward in the region. They also showed a strong commitment to delivering work that local authorities genuinely want and need, and to promoting the good work underway across the region.

Terms of reference for the Board have been set, and include:

- The Board will provide a strategic vision for supporting corporate and transactional service delivery and shared service activity in local public service delivery across the north west;
- The Board will be responsible for determining the high level objectives and future direction of the programme, define the scope of the programme and join up the continuing NWCE/NWeGG funded shared services activity within the sub-regions;
- The Board will assist in the development of a regional work programme and help during delivery by removing the barriers to progress.

A vision and objectives paper has also been produced which outlines where the Board would like to see north west local authorities positioned within the shared services arena over the next four years. It also details the broad outcomes that will need to be delivered in order to achieve the vision.

The Terms of Reference, Vision and Objectives paper and minutes from the first Board meeting can all be viewed [here](#).

A programme of work is being developed. This, along with funding and resource allocations, will be approved at the next Board meeting that will be held at the end of March. At present, the funding level is quite limited. However, we encourage councils to continue with their shared services thinking and it is hoped that the programme will be able to provide financial or resource support, particular for sub-regional projects.



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Business Improvement Package

As stated in the Local Government White Paper, the Communities for Local Government are developing a Business Improvement Package, due for release in March 2007, to help and encourage councils to prioritise business improvement as part of their change programmes. The BIP will include tools and good practice examples in:

- business process improvements
- activity based costing
- exploiting customer insight as a strategic asset
- migration of customers to cheaper delivery channels
- collaboration and shared services

We, and a number of councils across the north west, are heavily involved in the development of the BIP to ensure that CLG develop something that will be of use to councils. We'll be evaluating the tools in the package and helping councils to make best use of it.

Guidance documents

[Shared Services Delivery Options](#) – Focusing on corporate and transactional services, this leads local authorities through the choice of collaboration options and the range of service delivery models that local authorities can adopt to deliver services jointly.

[Workforce Issues](#) - Guidance has been produced to assist authorities in dealing with the often sensitive workforce issues which arise during any proposed transfer of staff within local authority public private partnership arrangements. It contains advice on issues such as the application of TUPE, pension arrangements, and other general employee provisions which should be included in all local authority service contracts including the transfer of employees.

On your marks...

The NWCE is working with 4Ps to offer two workshops that will help councils or groups of councils explore the shared services opportunities available to them.

Workshop 1 is designed for authorities interested in developing shared services but who have not yet developed specific projects. It involves understanding the various delivery options, identifying like-minded partners and which service areas are most appropriate, and identifying the critical success factors.

Workshop 2 is designed for those authorities who have begun to develop the vision and outcomes for shared services, or a strategic outline business case. It considers collaboration options more fully in order to develop and appraise the business case and helps to plan for the transition to a shared service.

These workshops have been designed with the 4Ps, and are available at **£800** per session.

For further details please visit [here](#), and if you would like us to arrange a workshop session for you please contact [Olly Baker](#).

Implementation

On the 22nd January the CLG released the first LG White Paper Implementation Plan [here](#). This document will be updated every six months and gives further information on how the Government will play its part in implementing the key proposals in the White Paper. It is intended to be a practical tool for local government and other key partners to plan for the future.



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Events

NWeGG Full Members Meeting – 8 March

This is a great opportunity to hear speakers from Manchester Business School, CLG and the Cabinet Office discuss the Transforming Local Government Agenda, the National Process Improvement Project, the Varney Review and the Business Process Architecture work. Full details and registration can be found at www.nwegg.org.uk

North West Shared Services Special Interest Group

The first Special Interest Group will be held on 18 April (venue TBC shortly). These will be held quarterly and will provide updates on the North West Shared Services Programme, give practical advice from councils undertaking shared services activity and provide an opportunity for attendees to feed into the work of the programme. You will be able to register on the NWCE website for this event shortly.

ProductShare

ProductShare is a website that provides access to more than 2,000 products from local government initiatives, including business cases, road maps and lessons learned. As part of the North West Shared Services Programme we will be sharing the most useful products from websites such as this but, in the meantime, you may wish to visit this resource via <http://www.productshare.org.uk/>

Registering interest

Should you wish to be kept informed of the work of the North West Shared Services Programme and attend future events, please register on the [NWCE website](#).

Contact us

If you have any comments or would like to get in touch with the North West Shared Services Programme support team, please contact Olly Baker via olly.baker@tameside.gov.uk

Thank you!



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