

Share It!

North West Shared Services Programme News Update

May 2007
Issue 3

Introduction

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

Since the last edition in February we have defined the North West Shared Services programme, developed a detailed programme of work and seen the launch of the business improvement package.

The next few months are going to be extremely busy. We'll be analysing the shared services activity already underway in the region, rolling out a free programme of business improvement techniques and gathering examples of where shared services have been developed and are producing real results.

We are looking for good practice examples of transforming local public service delivery and shared services and want to hear from councils who wish to provide information about their successes.

Contact [Rosemary Cowgill](#) with your programme information and successes.

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. Once we know what's happening in the region, we can determine what works, what the benefits of such activity are and what products are available for use by other councils in the region. 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 Chief Executive. 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 us by completing the survey it can be found [here](#).

North West Shared Services Programme

The North West Shared Services Programme Board met again in March, with membership being extended to two representatives from each sub-region. The mission for the Programme Board was agreed as:

"The North West Shared Services Programme Board will help north west councils seek to operate as virtual public services through shared services delivery in order to unlock the significant opportunities to improve and deliver effective and efficient customer-centred services."

A detailed programme of work for the next year has been developed which aligns with the messages contained with the Local Government White Paper, the Varney Review and the Transformational Government Strategy. It outlines activities that will take place and their benefits and deliverables.

The programme of work, including the Board's mission, can be found [here](#). The minutes from the last Programme Board meeting can be found [here](#).

New member to the team

The NWCE has now recruited Rosemary Cowgill as a full time project manager to support the shared services programme. Olly Baker will be moving on to implement a number of initiatives from the NWCE's Procurement Programme. Contact details for the members of the team are as follows:

Phil Swan (NW Shared Services Programme Director) – phil.swan@tameside.gov.uk

Rosemary Cowgill (Project Manager) – rosemary.cowgill@tameside.gov.uk

Tel. No. – 0161 342 4080



Improvement through efficiency

Centre of
Excellence
North West

Share It!

North West Shared Services Programme News Update

May 2007
Issue 3

Service Excellence Programme

The North West Shared Services Programme is offering a **free** programme for local authority staff that can improve productivity and make measurable savings.

The Service Excellence programme develops business process re-engineering skills and provides NVQ Level 2 qualification in Business Improvement Techniques.

Participants will be taken through a 16-week 'on the job' learning cycle. They will learn to:

- analyse the process to identify concerns and opportunities for improvement
- train in productivity improvement techniques through the Business Improvement Techniques NVQ
- develop solutions to current working concerns
- provide measurable, sustainable improvement and create a more enjoyable environment in which to work.

Over the training period, as many employees as a council wishes can take part in the programme. The new skills they learn, such as business improvement and productivity and lean techniques, can then be applied within their departments to change the way staff work, improve productivity and make measurable savings.

This programme has been piloted in the north east with huge success and is funded by the Learning and Skills Council. The programme is free to local authorities and training is provided by the relevant, further education college or university.

A short case study outlining the process and benefits can be found [here](#).

To sign up, or to find out more, contact [Rosemary Cowgill](#).

Business Improvement Package

March saw the launch of the Communities for Local Government's Business Improvement Package.

The BIP is a website containing a number of useful improvement tools covering effective use of business process improvement techniques, technology and collaboration. It has been inspired by good practice from local authorities who are already improving and modernising their service delivery, and should help councils as they seek to transform their services during the CSR07 period.

We, and a number of councils across the north west, have been heavily involved in the development of the BIP to ensure that CLG develops a useful resource for councils. The BIP will be continually updated and revised so that its content is fresh and useful and we will be evaluating the tools in the package and helping councils to make best use of it.

The BIP can be found [here](#), with an executive overview document [here](#).

Lessons Learned

[Lessons Learned](#) – as part of the North West Shared Services Programme a Lessons Learned guide has been produced. This practical guide uses experiences gained by a number of north west councils who are undertaking shared services activities and provides advice on what to do – and what not to do - before starting on a shared services project.



Improvement through efficiency

Centre of
Excellence
North West

Share It!

North West Shared Services Programme News Update

May 2007
Issue 3

Events

BIP Practitioners Workshops 16th May 9.30am – 3.00pm - Manchester

Developing Capacity for Business Improvement

As part of BIP's engagement exercise with local authorities on the future development of the Business Improvement Package, they are inviting local authority practitioners to attend the Practitioners Workshop where they are keen to hear your feedback and recommendations on the BIP, and to share your own experiences. These events are free for local authorities to attend, however places are limited. For more information please click [here](#).

Local Efficiency and Transformation Group (LETsGO) Meeting 22nd May - Pendle

This group is a forum for dissemination and discussion of national and regional activities between north west local authorities and government bodies. The sessions are generally quite informal with much debate.

Overall this group aims to build capacity amongst individuals and authorities engaged in change and transformation.

To register for this event and for further information please click [here](#).

North West Shared Services Special Interest Group

The first Special Interest Group will be held on 19 June (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.

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 [Rosemary Cowgill](#).

Thank you!



Improvement through efficiency