

# Share It!

## North West Shared Services Programme News Update

October 2007  
Issue 6

### National Perspective

#### CSR07

CSR07 has finally been revealed and, while it is largely as expected, there are a few curve balls and opportunities. The CLG has now also published the Value for Money in Local Government paper and is about to release the 198 new Performance Indicators for Local Government

#### From an efficiency and service transformation perspective, the headlines are:

Local government has a new efficiency programme to realise savings of £4.9bn across 2008-11 as part of a wider £30bn (3%) public sector efficiency drive. The Value for Money in Local Government 2008-11 paper released simultaneously by the CLG shows how this is derived:

	2008-09	2009-10	2010-11
Business process improvement, including collaboration	0.6	1.1	1.8
Smarter procurement	0.9	1.8	2.8
Asset management	0.1	0.2	0.3
Total	1.5	3.2	4.9

**NB: It has been confirmed by Nikki Jackman CLG that in this instance 'collaboration' and 'shared services' are being used interchangeably.**

£150 million will be provided to support the achievement of this Efficiency Delivery Plan. A new Improvement and Efficiency Strategy is being published later this year that will set out how wider improvement and efficiency resources can be best used. With the top-slice and funds to continue the capacity building programme, the total figure available to deliver the national improvement and efficiency programme comes to £380 million, according to the LGA.

The 2007 CSR grows funding for local government by 1 per cent per year in real terms over the next three years.

Government has said that it would like Council Tax increases to be under 5%, although the LGA has already disputed the feasibility of this given pressures on council finances, particularly with regards to adult social care and the children's agenda.

Local authorities will be allowed to levy a business tax with which they can then strategically improve economic development through the regional development agencies.

Provision has been made in Department for Transport budgets of over £200 million a year from 2008-09 to support delivery of a national scheme for concessionary bus fares through local government.

More than £5 billion of grants will be mainstreamed over the CSR, removing ring-fencing and other controls.

There will be 198 performance indicators for local authorities, down from 1,200. These will be announced imminently on the CLG website.

For all of government, a new Performance Management Framework will replace the old Public Sector Agreements. This consists of 30 key PSAs plus a Service Transformation Agreement (STA) that lies across all 30 PSAs. The STA strongly reflects the 2005 Varney report and places strong emphasis on:

- A 50% reduction in the amount of 'avoidable' customer contact.
- A much stronger emphasis on 'self service' and citizen centric services.
- A rationalisation of government websites.
- Requiring all publicly funded contact centres to undergo formal published accreditation (the focus of the October 3 NWeGG Customer Service Managers Forum)
- Improving management of information and identity across the Government's delivery systems

Of significance to CIOs and Heads of ICT, is the "commitment to reduce by 30 per cent by 2010 the total amount of data that central departments and agencies request from the frontline."

In addition, the government has made a commitment to more radical cross-government reform. This aims to be the foundation of personalised services by focusing on the 'totality of the relationship with the customer'.

## What does this mean for the north west?

It is abundantly clear the challenges for councils are becoming very significant, particularly in terms of efficiency and requirements to do business differently.

Among other things, councils are going to need to:

- Look at how citizen centric their services are
- Join up information better with partners and across government
- Generate some huge efficiencies in the context of the CSR07 efficiency plan and other pressures on finance from adult and children service in particular.

- "Be ready to hit the ground running on 01.04.08" Nikki Jackman CLG

## Major Extensions to the Business Improvement Package (Bip) website:

You will recall previous direction by the North West Shared Services Programme to the Business Improvement Package <http://bip.rcoe.gov.uk>. As a result of a collaborative exercise by CLG and the RCEs, this has now been further extended. October has seen the addition of extensive new material collated by the SWCE on behalf of the RCE community, and November will see the addition of further CLG material deriving from the NPIP (National Process Improvement Partnership) projects. The BIP is a continually developing resource, and aims to provide a 'single landing site' for those seeking support with business improvement, providing links to a wealth of freely available good practice materials such as templates, guidance, case studies - and to other sources of support.

## Local Perspective

### High Five for North West Shared Services Programme

A milestone has been reached in the Shared Services Programme. All five of the north west's sub-regions have now put forward successful bids for funding to support their shared service ambitions. The North West Shared Services Programme has been working with AGMA, Cheshire, Cumbria, Lancashire and Merseyside to prepare for April 1, 2008 and the impact of CSRO7 and each of the sub-regions has now been awarded £53,700 of ring-fenced funding.

#### Lancashire

[http://www.nwce.gov.uk/project\\_page.php?id=83](http://www.nwce.gov.uk/project_page.php?id=83)

#### Merseyside

[http://www.nwce.gov.uk/project\\_page.php?id=84](http://www.nwce.gov.uk/project_page.php?id=84)

#### AGMA

[http://www.nwce.gov.uk/project\\_page.php?id=80](http://www.nwce.gov.uk/project_page.php?id=80)

#### Cumbria

[http://www.nwce.gov.uk/project\\_page.php?id=82](http://www.nwce.gov.uk/project_page.php?id=82)

#### Cheshire

[http://www.nwce.gov.uk/project\\_page.php?id=81](http://www.nwce.gov.uk/project_page.php?id=81)

Lancashire, Merseyside, AGMA and Cumbria will be using their funding to help carry out the base-lining of current services to help them prepare a 'road map' to an effective three-year, shared services strategy. Drafts of these strategies are due with the North West Shared Services Team by the end of December 2007 so that they can be used to influence the content of the CLG for the RIEP or post March 31, 2008.

Cheshire's cash will be used to fund a programme director to help to co-ordinate the implementation of their three-year strategy.

The North West Shared Services Programme Board is next due to meet on November 15, 2007 when the content of the RIEP will be the main focus of the meeting.

### What's in it for us? Events

The event on September 19 was well attended and received excellent feedback following the speed updates provided by five, sub-regional representatives and some excellent presentations from Ashley Pottier CLG, James Ingham Scarborough and Mark Whiddup Rochdale.

The next event was due to take place on December 20, 2007 but it has been agreed that this should be moved to **January 23, 2008** because the first date is a bit too close to Christmas and - more importantly - because the sub-regional draft strategies should all have been received by the North West Shared Services Team and the bid to CLG should be drafted/written and more information available to share.

### Business Process Improvement Free Training Programme

Since our last ShareIT we have been contacted by many of you to register interest, with some of the bigger numbers coming from Chorley – 50, South Ribble – 60, St Helens – 15, Tameside – 50, Wirral – 50 and interest being registered by other public sector colleagues such as Cheshire Police and Merseyfire. As a result we now have the necessary minimum of 250 officers registering interest that was needed to move this forward. NAC have been in touch with some local colleges who have sought

funding and gone out to tender so that they should be ready to start the programme in the New Year.

Just in case any of you are hearing about this for this first time or have held back from registering interest until the programme is in place, please see the presentation from Don Burns NAC <http://www.nwegg.org.uk/docstore/126.ppt> Anyone wanting to register either as an individual or group of officers from an authority please email [Rosemary.cowgill@tameside.gov.uk](mailto:Rosemary.cowgill@tameside.gov.uk) stating numbers and contact details.

For those who have been waiting patiently and have not heard much at the present time could we please assure you that Don Burns has your contact details and will be in touch soon.

Please see the NW Shared Services website for more information on the North west Shared Services Programme <http://www.nwce.gov.uk/project.php?id=42>

Any questions please contact Rosemary Cowgill North West Shared Services Programme