

SHARED SERVICES PROGRAMME
Update for Cabinet Meeting – 18 January 2011

PARTNER	SERVICE ACTIVITY - CURRENT POSITION
	<p data-bbox="539 465 895 499">PROPERTY SERVICES</p> <p data-bbox="539 517 890 551">Facilities Management</p> <p data-bbox="539 591 1449 770">Specifications have been prepared for either advising the shared services process or putting out to tender. This is also to be supported by proposals to restructure the service. It is anticipated that a report will be available following the results of the Govt spending review in October.</p> <p data-bbox="539 810 1445 882">Efficiencies From Proposal:- These will need to be quantified as the process is developed.</p> <p data-bbox="539 922 1294 956"><i>Update: Report considered by Cabinet in December.</i></p> <p data-bbox="539 996 1182 1030">Shared Accommodation - County Council</p> <p data-bbox="539 1070 1449 1285">The County Council are looking for significant office requirement in the district. Details have been provided of the council's accommodation in St Leonards House and Palatine Hall, which under the Access to Services programme, would no longer be occupied by the city council. At this stage the timing of this work is unclear.</p> <p data-bbox="539 1326 1449 1541">Efficiencies From Proposal:- This would result in savings for the council in terms of the operating costs of buildings although these would be offset to a degree by the loss of income received from third parties. It would potentially remove the liabilities of outstanding repair backlogs that exist on the council buildings if those buildings were sold.</p> <p data-bbox="539 1581 1437 1727"><i>Update: Palatine Hall was vacated on target on 1 December 2010 to allow occupation by County Council. Final terms being negotiated with County to whom access has been given to prepare the building for occupation early in the New Year.</i></p> <p data-bbox="539 1767 1134 1800">COMMUNITY ENGAGEMENT SERVICE</p> <p data-bbox="539 1818 967 1852">Customer Contact Services</p> <p data-bbox="539 1892 1401 1964">(1) County officer presence in both Lancaster & Morecambe customer service centres.</p> <p data-bbox="539 2004 983 2038">Efficiencies From Proposal:-</p>

Negotiations are continuing with the County Council about the fee arrangements for their presence in the centres

Update: Discussions ongoing and cross training plan under development to enable delivery of high demand County Council customer service five days a week.

(2) Opportunities to provide shared telephony service. Officers from both councils are progressing options on this.

Efficiencies From Proposal:-

Discussions on the efficiency benefits to be achieved from a shared telephony service are continuing.

Update: Discussions ongoing.

Children & Young People

The County Council has brought forward proposals for opportunities to share staff and pool resources to deliver more effective local children's priorities through the Local Children's Trust. Conversations have taken place between County Council and City Council officers and portfolio holders.

Efficiencies From Proposal:-

No firm proposals at this stage

Update: Agreed to accept County Council's offer of £25K to provide support to new Children's Trust arrangements. Restructuring of the 'Partnerships' service will formalise these arrangements. Restructuring proposals to be brought to Cabinet in January.

Community Pools

Efficiency measures are currently being considered with a view to reporting back as part of the budget process

Efficiencies From Proposal:-

Will depend on the outcome of the discussions referred to above

Update: Officers are currently in the process of introducing a restructure which could save some costs in relation to the operation of the Community Pools. However, costs associated with dealing with contractual issues of staff (moving from 'casual' to permanent) needs further consideration. It is anticipated that joint working arrangement with the County to date will generate up to the £300K target designed to support future operation of the pools and other priorities.

Museums

No firm proposals at this stage.

Efficiencies From Proposal:-

No firm proposals at this stage

Update: Discussions are ongoing with both parties engaging positively in developing options for next year. Efficiencies likely to form part of 2012/13 budget

ENVIRONMENTAL SERVICES**Public Realm - Grounds Maintenance Services**

This Public Realm Integration Project is led by the County. County Cabinet on 08 October agreed a phased approach with roll-out across Districts in two work streams. Lancaster is in the second stream programmed to start in June 2010. Since then officers from County and City Council have met on several occasions to consider the implications of County's proposals for this District. Work is currently taking place to assess the business case for the City Council to take over a range of grounds maintenance activities (mowing, weed spraying, out of hours work, tree works) outside of the urban core from April 2011.

Efficiencies From Proposal:-

Will be identified within the business case but focussed around more joined up approach to service delivery and the customer benefits that will result from that.

Update: Report considered by Cabinet in December.

Public Realm – Winter Maintenance Services

Ahead of this winter County have requested a response from Districts with regards to how winter maintenance could be better delivered by working more closely together.

The City Council has indicated in it's response to the County that we believe that working together to deliver winter maintenance services will result in a better service for residents of the District. Furthermore the City Council has indicated how in practical ways we would propose to work with the County.

Efficiencies From Proposal:-

No firm proposals at this stage in terms of savings, but an improved service to local residents.

<p><i>Update: Shared approach to winter maintenance now in operation and providing an improved service to residents'</i></p>
<p>Depot Relocation</p> <p>There may be mutual advantages to the depot at White Lund Depot relocating to land owned by County adjacent to the Middleton transfer station. Resources are required to assess the feasibility of such a move.</p> <p>Efficiencies From Proposal:- No firm proposals at this stage</p>
<p>INFORMATION SERVICES</p>
<p>Strategic Partnership</p> <p>County are undertaking an exercise to procure a strategic partner for ICT & Customer Services. The exercise will be concluded with a report to the County Council's cabinet on the 7th of October 2010. It is understood that if the report recommends creation of the partnership it will be in place in early 2011. Lancaster City Council has agreed to add its name to the OJEU notice.</p> <p>Efficiencies From Proposal:- The benefits from the Strategic Partnership could be significant and an early appraisal of potential benefits should be available. In the interim, until there is some certainty as to what benefits there could be from participating in the County Council's Strategic Partnership, it has been possible to operate without replacing the previous Head of IT Services following their departure to another council. This arrangement will save the council approximately £50k In 2010/11.</p> <p><i>Update: Discussions with the County Council are continuing and will be broadened out beyond Information Services.</i></p>
<p>REGENERATION & POLICY SERVICES</p>
<p>Land Drainage (Pitt Report)</p> <p>A county wide working group has been assembled to address how best to progress.</p>

	<p>Efficiencies From Proposal:- No firm proposals at this stage</p> <p><i>Update: Restructuring of funding through DEFRA will inform how County Council intend to lead in this area. City Council resource maintained to support new initiatives</i></p> <hr/> <p>National Infrastructure Projects for National Grid Upgrade and Nuclear New Build</p> <p>The City Council has agreed to work in partnership with the Cumbrian local authorities, Lancashire County Council and the affected districts in Lancashire to act as a consortium of local authorities responding to these major national projects.</p> <p>Efficiencies from Proposal:- The local authorities have to submit Local Impact Statements and analyse Community Consultation in relation to these major projects. These are equivalent to considering major planning applications with a resultant public inquiry for each district area. Major duplication is avoided by establishing a central team for the consortium to deal with process and secure funding through a Planning Performance agreement with the developer.</p> <p><i>Update : Discussions taking place to secure a Memorandum of Understanding with National Grid at the present time.</i></p>
<p>PRESTON CITY COUNCIL</p>	<p>FINANCIAL SERVICES</p> <hr/> <p>Revenues And Benefits Shared Service</p> <p>Cabinet at its meeting in August gave officers approval to develop a business case for progressing Phase 2 of this initiative, which would consider amongst other things issues in respect of shared accommodation, systems, service standards, and governance arrangements.</p> <p>Efficiencies From Proposal: As reported to December Cabinet estimated efficiencies from the full shared service proposals amount to £46K per full year, over and above other service efficiencies being taken forward in the lead up, but excluding any one-off costs of transition. These figures will be reviewed and updated during the budget.</p> <p><i>Update: The business case has now been approved by both authorities' Cabinet's and work is underway on the governance arrangements, for consideration by each Council. The arrangements for the proposed transfer of staff are also being taken forward, for consideration by Personnel Committee.</i></p>

	<p style="text-align: center;">INFORMATION SERVICES</p> <p>Disaster Recovery</p> <p>Joint arrangements for provision of disaster recovery provision have been concluded</p> <p>Efficiencies From Proposal:- Savings of approximately £10k have been achieved and have been included in the draft revenue budget for 2011/12 onwards</p> <p><i>Update: Completed.</i></p> <p style="text-align: center;">REGENERATION & POLICY SERVICES</p> <p>Economic Development</p> <p>Joint Integrated Support Team Manager to deliver LDLSP project on worklessness and vulnerable households.</p> <p>Efficiencies From Proposal:- No direct savings for the Council from these arrangements as this is a LDLSP funded scheme.</p> <p><i>Update: In place and completed.</i></p>
OTHER PARTNERS	<p style="text-align: center;">FINANCIAL SERVICES</p> <p>Payroll:</p> <p>The existing payroll system was due for replacement in 2011. There is a mature market for the provision of payroll / HR systems and services and therefore an open EU tender exercise was to be undertaken; this would have allowed other local authorities to bid, as well as the private sector, and a decision on the outcome was expected before 31 December. In view of recent potential changes on the way forward regarding HR, however, the tender exercise was put on hold to allow consideration of potential options available through the Strategic Partnership.</p> <p>Efficiencies From Proposal:- These will be determined through the assessment of viable options.</p> <p><i>Update: Arrangements are in hand to allow consideration of viable options, and reassess likely implementation dates. This</i></p>

will inform any changes needed to current budget assumptions.

Audit :-

Opportunities for sharing audit services are being considered within the Mid Lancs Cluster of Team Lancashire

Efficiencies From Proposal:-

Update: This option is not being taken forward at the present time as it is not considered cost-effective in its current form. Alternative options to make savings on audit provision have been developed and these are included in the budget proposals.

PROPERTY SERVICES

Shared Accommodation - Other Partners

The council is in discussions with HMRC to provide a front desk facility within the customer service centre at Lancaster Town Hall when they close down their existing premises on Dalton Square.

Efficiencies From Proposal:- This would result in the council recouping some of its costs of operating the CSC and would enable a greater variety of services to be provided from a central point for the public.

Update: HMRC have agreed terms to occupy space in CSC with a likely occupation date of March 2011 when existing facility closes. Minor adaptations required prior to occupation.

LEGAL & HR

Human Resources

See comments above under the Payroll section.

Update: HR will be added to the discussions with the County Council regarding the Strategic Partnership.

Other City Council Back Office Support Services

To be discussed at some later stage or as other opportunities arise

Efficiencies From Proposal:-

No firm proposals at this stage

Lancaster District Local Strategic Partnership

	<p>Joint officer working groups have been established amongst partners to review opportunities in respect of developing;-</p> <ul style="list-style-type: none"> • A districtwide Arts Strategy • Joint Asset Management arrangements • Joint Marketing and PR <p>Efficiencies From Proposal:- No firm proposals at this stage</p> <p><i>Update: No change.</i></p>
	<p style="text-align: center;">University Hospitals of Morecambe Bay NHS Trust</p> <p>Opportunities for developing an interceptor car park for South Lancaster following Cabinet's consideration of this in February 2010</p> <p>Efficiencies From Proposal:- No firm proposals at this stage</p> <p><i>Update: No change.</i></p>

23 November 2010
Revised December 2010