

SHARED SERVICES PROGRAMME
Update for Cabinet Meeting – 19 April 2011

PARTNER	SERVICE ACTIVITY - CURRENT POSITION
	<p align="center">PROPERTY SERVICES – Facilities Management</p> <p>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 government's spending review in October.</p> <p>Efficiencies From Proposal:- These will need to be quantified as the process is developed.</p> <p><i>Update: Report considered by Cabinet in December 2010 which approved the concept of shared services and authorised negotiations to take place with South Lakeland District Council (involving Norfolk Property Services as their contracted supplier) and Lancashire County Council. Negotiations are continuing with all parties.</i></p> <p align="center">COMMUNITY ENGAGEMENT SERVICE - Customer Contact Services</p> <p>Opportunities to provide shared face to face and telephony service. Officers from both councils are progressing options on this in the context of the strategic partnership between the county council and BT.</p> <p>Efficiencies From Proposal:- Discussions on the efficiency benefits to be achieved from shared customer services are continuing.</p> <p><i>Update: Work continues to progress options for shared service delivery</i></p>

	<p>COMMUNITY ENGAGEMENT SERVICE - Museums</p> <p>No firm proposals at this stage.</p> <p>Efficiencies From Proposal:- No firm proposals at this stage</p> <p><i>Update: Discussions are ongoing with both parties engaging positively in developing options for the coming year.</i></p>
	<p>INFORMATION SERVICES</p> <p>Strategic Partnership</p> <p>County are undertaking an exercise to procure a strategic partner for ICT & Customer Services with BT. Lancaster City Council 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 saved the council approximately £50k In 2010/11.</p> <p>FINANCIAL AND HR SERVICES – Payroll</p> <p>Being considered in the context of the Strategic Partnership</p> <p><i>Update: The dialogue with county is ongoing. As Liverpool Direct operate a similar structure and HR/payroll system as the one being developed for county, an officer group visited Liverpool Direct in February to see the Oracle HR/Payroll system in operation.</i></p> <p><i>In March 2011, county supplied details of their own implementation plan and an outline of the HR/Payroll system features.</i></p> <p><i>The implementation plan indicates that the earliest which the city council could take up the use of the county HR/payroll system would be September/October 2011.</i></p> <p><i>County commence the rollout of the new system on 4 April 2011. An officer visit to county has been planned for week</i></p>

	<p><i>commencing 19 April 2011. The aim of this meeting being to develop a more detailed understanding of the operational and technical aspects of the system available.</i></p> <p><i>The above information is being considered by Management Team following the meeting with county.</i></p> <p>ENVIRONMENTAL SERVICES</p> <p>Public Realm - Grounds Maintenance Services</p> <p>As a result of county's consultation with the district as part of the review of the 'public realm' the city council approved the business case for delivering a range of grounds maintenance activities (mowing, weed spraying, out of hours work, tree works) outside of the urban core from April 2011. The operational details of this are now being finalised.</p> <p>Efficiencies From Proposal:-</p> <p>Focussed around more joined up approach to service delivery and the customer benefits that will result from that.</p>
	<p>Highways Maintenance</p> <p>Currently the city council acts as a subcontractor to the county council to deliver some Highways Maintenance Works. The formal agreement for this expires 30 June 2011. Discussions are currently taking place to agree new arrangements that are consistent with county's 'one team' approach for highway.</p> <p>Efficiencies From Proposal:-</p> <p>The continued direct delivery of highways maintenance by the council supports other directly delivered services and provides value for money services for our citizens.</p>

Waste Collection Cost Sharing-

The Lancashire Waste Strategy sets out how waste authorities will manage waste. The county as waste disposal authority supports the cost of the waste collection authorities, supporting the delivery of this strategy, through a per household, per annum payment. The details of the cost sharing arrangement are due to be reviewed ahead of the 2012/13 financial year. The city council will contribute to the review with a view to ensuring that the revised cost sharing arrangements will ensure the effective delivery of the Lancashire Waste Strategy

Efficiencies From Proposal:-

TBA

Depot Relocation

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.

Efficiencies From Proposal:-

No firm proposals at this stage

REGENERATION & POLICY SERVICES**Land Drainage (Pitt Report)**

A county wide working group has been assembled to address how best to progress.

Efficiencies From Proposal:-

No firm proposals at this stage

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

National Infrastructure Projects for National Grid Upgrade and Nuclear New Build

The city council has agreed to work in partnership with the Cumbrian local authorities, Lancashire County Council and the

	<p>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 : Advanced negotiations are now taking place leading towards the signing of a Planning Performance Agreement between National Grid and the consortium of local authorities. National Grid have already agreed to pay the local authority team for work undertaken on the PPA process to date and they are being billed for the Head of Regeneration and Policy's time spent working on the project.</i></p>
<p>PRESTON CITY COUNCIL</p>	<p>FINANCIAL SERVICES</p> <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 savings have been incorporated into the approved budget.</p> <p><i>Update: A report elsewhere on the agenda seeks Cabinet's consideration of the governance issues.</i></p>
	<p>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: Scheme options have been prepared and advice received in respect of planning and highways issues. Further advice required from NHS Trust relating to operational issues prior to feasibility work being completed to inform Cabinet.</i></p>
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23 November 2010
Revised December 2010
Revised March 2011