

CABINET

Shared Services Programme 19 April 2011

Report of Chief Executive

PURPOSE OF REPORT			
To report to Cabinet on progress made in developing a shared services programme for the Council as requested as an action from the Corporate Performance Monitoring Report Quarter 1 2010, since the last progress report presented to Cabinet on the 18 January 2011.			
Key Decision	<input type="checkbox"/>	Non-Key Decision	<input type="checkbox"/>
		Referral from Officers	<input checked="" type="checkbox"/>
Date Included in Forward Plan	N/A		
This report is public			

OFFICER RECOMMENDATIONS:

- 1 That Cabinet notes the progress made in developing a Shared Services Programme for the Council, since the last progress report presented to Cabinet on the 18 January 2011.
- 2 That officers continue to develop shared service partnership opportunities for achieving service improvements and efficiencies with a view to reporting back as determined by Cabinet and to help achieve future years' savings targets.

REPORT

1 Introduction

- 1.1 At its meeting on the 5 October 2010, amongst other things Cabinet resolved that shared accommodation, customer contact services, strategic partnership and winter maintenance services be identified as the four priority areas for the Shared Services Programme.

1.1.1 Shared accommodation

Full terms have been agreed with the county council for their occupation of Palatine Hall. Their staff are now moving into the premises on a phased basis. Her Majesty's Revenues & Customs have taken occupation of space within the Customer Services Centre at Lancaster Town Hall.

In addition to these recent agreements, the city council already provides accommodation for Morecambe Town Council, the Registrar and the Coastguard.

1.1.2 Customer contact services

The county council operates services on a part time basis from within the Customer Service Centres at Morecambe and Lancaster Town Halls and the Citizens' Advice Bureau operates one afternoon a week from Morecambe Town Hall by appointment only.

Opportunities may exist to provide shared face to face and telephony service between the county council and the city council. Officers from both councils are progressing options on this in the context of the strategic partnership between the county council and BT.

The logic behind this is that the citizens of the district are customers of both the county and the city councils and the same set of taxpayers for both councils' services.

1.1.3 Strategic partnership

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.

The benefits from the Strategic Partnership could be significant and an early appraisal of potential benefits, particularly in respect of ICT, should be available in the near future.

1.1.4 Winter maintenance services

A shared approach to winter maintenance commenced this winter. Residents of the district benefitted from the city council working with the county council to deal with the effects of the harshest winter in decades. This ensured that besides the majority of the roads remaining open, priority footways were gritted. As a result the vast majority of services like waste collection continued to be provided. We intend to continue with these joint arrangements in 2011/12. Feedback received has been positive.

1.2 The full range of shared services opportunities that are in development are set out in the attached as **Appendix A** which provides the latest position on each.

1.3 Cabinet are asked to note the progress made to date on each shared service opportunity.

2.0 **Options and Options Analysis (including risk analysis)**

Option 1

To note the progress being made in respect of the service areas identified in the Appendix and to receive reports back to Cabinet as appropriate to ensure that any service improvements and efficiencies are considered as part of the budget exercise.

Option 2

To note the progress being made in respect of the service areas identified in the Appendix and identify any particular priorities.

RELATIONSHIP TO POLICY FRAMEWORK

The efficiencies delivered from developing a shared service programme will greatly assist in achieving the outcomes of the council's savings and efficiency programme and targets included in the Medium Term Financial Strategy.

It will also support the council's Corporate Plan priorities for working closely with other partner organisations to deliver improved benefits for the Lancaster district community.

CONCLUSION OF IMPACT ASSESSMENT

(including Diversity, Human Rights, Community Safety, Sustainability etc)

The use of business cases to develop options will ensure that benefits identified for introducing shared services will be sustainable and achievable.

FINANCIAL IMPLICATIONS

There are no direct financial implications arising at this stage, although the progression of the shared service programme is expected to deliver further service efficiencies and/or cashable savings in future.

OTHER RESOURCE IMPLICATIONS

Human Resources:

N/A

Information Services:

N/A

Property:

N/A

Open Spaces:

N/A

SECTION 151 OFFICER'S COMMENTS

The S151 Officer has been consulted and has no further comments (subject to seeing final report).

LEGAL IMPLICATIONS

Legal Services have been consulted and there are no legal implications directly arising from this report.

MONITORING OFFICER'S COMMENTS

The Monitoring Officer has been consulted and has no comments to add.

BACKGROUND PAPERS

None.

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