



Free event...

The truth about Shared Services: triumphs and tribulation

East Midlands
Improvement and
Efficiency Partnership

9.30 – 4, Wednesday, 13th May 2009
Pera conference centre, Melton Mowbray

Shared services and partnerships are never far from the headlines, or from authorities' priority list. With a wide range of speakers, this important event will showcase some of the excellent examples in the region and also cover some of the lessons learnt from national projects that have met with difficulties. Table discussions will be held about the implications of shared services and partnerships, so that directors, practitioners and Members can hear advice and share experiences directly.

By covering the different angles – organisational, legal, technical, managerial – we hope to open up the debate about shared services and partnerships, so that you're aware of the triumphs and the tribulation relating to this important topic.

Who should attend?

Directors, Service Heads, practitioners and Members involved with or considering shared services and partnerships. Whichever service area you're from, there'll be something for you here.

Speakers

Confirmed speakers include:

- Rushcliffe BC and Charnwood BC
- Lincolnshire County Council and Lincolnshire Shared Services Partnership
- High Peak/Staffordshire Moorlands Alliance
- Chesterfield, NE Derbyshire and Bolsover Shared Services
- Southwest One
- Audit Commission
- Local Government Shared Services - Northamptonshire, Cambridgeshire and Slough
- Shoosmiths law firm

Participants will hear about:

- Shared services successes – the efficiency savings made and the improvements to service
- Partnership pitfalls – what to avoid
- Procurement and contract guidance
- Different models – from collaboration to full shared services
- ICT challenges of joining up
- HR implications
- Dealing with organisational change

Case studies will cover:

- Shared Customer Services, ICT, Revs & Bens, Procurement, Legal and more
- Back-office transformation
- Cross-border collaboration
- District, Unitary and County examples

To book your free place, contact:

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Agenda

9.30 Registration, tea & coffee

9.45 Welcome

Nick Hodgson, Chair of the EM IEP Officer Steering Group and Chief Executive of Derbyshire CC

10.00 Shared services in perspective

Michael Hughes, Director of Studies, Audit Commission

10.30 Shared services: EU procurement and other legal points to watch

Peter Andrews and David Jackson, Shoosmiths

11.00 Make or Buy: what are the options, how do I source them and how do I benchmark them?

Andrew Ayling, Derbyshire County Council and Geoff Organ, Leicester City Council

11.20 Tea and coffee

Carousel sessions – Please select three sessions to attend from the following list of six. Each of the six will be run in carousel sessions A, B and C.

1 “Nearly **the best thing since sliced bread**” – **Rushcliffe BC and Charnwood BC**

Brian Hayes, Chief Executive, Charnwood BC

Colin Bullett, Deputy Chief Executive, Rushcliffe BC

2 **Strategic Partnerships and Shared Services in Lincolnshire**

David Stubbs, Lincolnshire County Council

Mark Cozens, Lincolnshire Shared Services Partnership

3 **Sharing Services between three councils - Chesterfield, NE Derbyshire and Bolsover**

Bob Truswell, Head of Shared Procurement Unit

Martin Iliffe, Head of Internal Audit

Mark Evans, Performance and Improvement Manager

4 **Learning from a Strategic Alliance Programme – The Challenges of Creating a Shared Environmental Health Service between High Peak BC and Staffordshire Moorlands DC**

Dr Tim Chesworth, Strategic Alliance Programme Manager

Tammy Towers, Business Manager – Joint Environmental Health Service

5 **Proposed Local Government Shared Service (LGSS)**

Paul White, Head of Shared Services and Procurement, Northamptonshire County Council

Dale Squire, Joint LGSS Programme Director

6 **Are you making the most of Government Connect?**

Phil Swan, Olly Baker and Nigel Rainford – Government Connect Benefits Realisation Programme

11.40 Carousel session A – attend one table discussion

12.15 Carousel session B – attend one table discussion

12.50 Video – Midlands Highways Alliance, EM Lawshare and EM Property Alliance

13.00 Lunch

13.45 Southwest One – a unique Somerset Partnership

Jill Sillifant, Relationship Director, Southwest One

14.25 Carousel session C – attend one table discussion

15.00 Support available to authorities for partnerships and shared services

Chris Allison, Director of EM IEP

15.15 Group discussions and next steps

15.40 Tea and coffee

16.00 Close

Presentations

Shared services in perspective

Michael Hughes, Director of Studies, Audit Commission

This presentation draws on recent Audit Commission research into shared services and partnership working. It reviews evidence about what makes shared services arrangements, what makes them work, and it outlines some of the problems and pitfalls that should be prepared for, managed, or avoided.

Shared services: EU procurement and other legal points to watch

Peter Andrews, Partner - EU & Competition, Shoosmiths

David Jackson, Partner - Outsourcing and Commercial, Shoosmiths

We will be outlining various legal structures and the issues they raise under the EU procurement rules. We'll particularly cover how "delegation" of functions is treated, the implications of last year's London Authorities Mutual Insurance case, and designing vehicles to allow the greatest scope for non-founder authorities to access services without further competition. We'll also be looking at some of the commercial and legal things to consider during the early stages of planning to avoid protracted negotiations and to maximise competition during the bidding stage.

Make or Buy: what are the options, how do I source them and how do I benchmark them?

Andrew Ayling, County Procurement Officer, Derbyshire County Council

Geoff Organ, Head of Corporate Procurement, Leicester City Council

A commercial view of the options to deliver shared services, finding suppliers and demonstrating Value for Money.

Southwest One – a unique Somerset Partnership

Jill Sillifant, Relationship Director, Southwest One

Southwest One is a unique public private partnership in Somerset, set up to drive transformational change as well as providing cost effective shared support services to its partners – Somerset County Council, Taunton Deane Borough Council and Avon and Somerset Constabulary. The partnership is unique in that it drives change and provides services to a police force as well as to two tiers of local government.

Carousel sessions

In carousel sessions delegates will be able to hear from the presenter as well as sharing their own experiences in small groups. Presenters will lead the session, but delegates will be free to contribute and ask any detailed questions they have.

There are brief descriptions of each of the sessions below – please select three to attend and email lois.dale@nottscc.gov.uk with your choices.

1	<p><i>"Nearly the best thing since sliced bread" – Rushcliffe BC and Charnwood BC</i> <i>Brian Hayes, Chief Executive, Charnwood BC</i> <i>Colin Bullett, Deputy Chief Executive, Rushcliffe BC</i></p> <p>We will talk about our experience of an innovative, cross-county boundary partnership formed to procure a further private sector partner for transactional and back office services. We will explain the Councils' ambition, the competitive dialogue process, what went right, what went wrong and what was learned and gained.</p>
2	<p><i>Strategic Partnerships and Shared Services in Lincolnshire</i> <i>David Stubbs, Lincolnshire County Council</i> <i>Mark Cozens, Lincolnshire Shared Services Partnership</i></p> <p>Lincolnshire County Council and Mouchel won the Municipal Journal's annual award for the Public Private Partnership Achievement of the Year. The award came as the partnership was confirmed to continue until at least 2015 following a recent contract extension. The partnership, which has existed for eight years, has made savings in excess of £60m. Mouchel deliver a range of services to the county council including HR, IT, Finance, Property and Catering.</p> <p>Lincolnshire is a pathfinder for enhanced two-tier working and the Lincolnshire Shared Services Partnership (LSSP) is a joint venture that brings together the County and District Councils to integrate certain services. Since April 2008 Lincolnshire has had a shared Procurement Service and a shared Legal Service – both hosted by the County Council. The LSSP programme also covers Street Lighting, ICT, Revenues and Benefits Fraud and Training, and recently has begun exploring Public Protection and Public Sector Leadership.</p> <p>The presentation and discussions will look at the highs and lows of partnership working.</p>
3	<p><i>Sharing Services between three councils - Chesterfield, NE Derbyshire and Bolsover</i> <i>Bob Truswell, Head of Shared Procurement Unit</i> <i>Martin Iliffe, Head of Internal Audit</i> <i>Mark Evans, Performance and Improvement Manager</i></p> <p>Chesterfield BC, Bolsover DC and North-East Derbyshire DC have been successfully sharing services for two years now, Together they provide shared</p>

	<p>Internal Audit, Procurement and Building Control services. Two of the authorities also share their Customer Services. This session will cover the implementation, the risks and the advantages of shared services between 3 Councils.</p>
<p>4</p>	<p><i>Learning from a Strategic Alliance Programme – The Challenges of Creating a Shared Environmental Health Service between High Peak BC and Staffordshire Moorlands DC</i> <i>Dr Tim Chesworth, Strategic Alliance Programme Manager</i> <i>Tammy Towers, Business Manager – Joint Environmental Health Service</i></p> <p>The session will provide an overview and background to the Strategic Alliance Programme between High Peak BC and Staffordshire Moorlands DC and will focus on the learning and challenges of creating a shared Environmental Health service using the Alliance Improvement Method for Services (AIMS) which is based on the ‘systems thinking’ method.</p>
<p>5</p>	<p><i>Proposed Local Government Shared Service (LGSS)</i> <i>Paul White, Head of Shared Services and Procurement, Northamptonshire County Council and Dale Squire, Joint LGSS Programme Director</i></p> <p>The session will cover:</p> <ul style="list-style-type: none"> ▪ Our LGSS vision ▪ Our journey so far with our partners Cambridgeshire County Council and Slough Borough Council ▪ Our proposed model and scope ▪ Why we are pursuing this approach ▪ How other Councils can benefit ▪ The challenges we have faced ▪ What next
<p>6</p>	<p><i>Are you making the most of Government Connect?</i> <i>Phil Swan, Olly Baker and Nigel Rainford - GC Benefits Realisation Programme</i></p> <p>All local authorities in England and Wales have signed up to connecting to Government Connect. This session will provide details of how using the Government Connect infrastructure to improve the transfer of information between public sector organisations can enable significant improvements to service delivery and efficiency savings. Local authorities will be able to learn from the experiences of others, and discuss potential opportunities with their peers and the Government Connect programme.</p>