

# The Highway Code Of Shared Services

## What are the regulations and constraints that narrow or enable choices in shared services?

"The current reality is that senior managers are being thrust into the role of leading on a shared service without formal skill or knowledge development. By not preparing senior managers or political representatives for shared service activity, organisations are gambling with the success or failure of their involvement."

## Why attend this seminar?

If you are new to shared services and quickly need to equip yourself with a basic knowledge of the regulations and technical issues that will impact on shared service projects then this workshop is for you.



**100%**

of delegates who have  
attended this seminar  
recommend it to their  
colleagues

To register your interest, contact  
Lois Dale at EM IEP

Email [Lois.Dale@nottsc.gov.uk](mailto:Lois.Dale@nottsc.gov.uk) or  
call 0115 977 4921



**100%**  
rated the seminar  
as excellent or good  
on their evaluation

## Who has designed this seminar for you?

This seminar has been designed, piloted and externally evaluated by shared service practitioners, local government managers and consultants, in association with Canterbury Christ Church University – Faculty of Business and Management.

It has evolved from a year-long research project at Canterbury Christ Church University into the successes and mistakes of 30, completed, shared service projects and consultation with almost 40 experienced shared service practitioners across the country.

Listening to experienced practitioners during the consultation, there was unanimous agreement that senior managers need to learn about the regulations and constraints confronting shared service initiatives, before they start on a project.

The seminar presents the facts in an enjoyable, rapid learning environment. There are full supporting materials and notes so that you can completely immerse yourself in the learning rather than focusing on writing things down.

## What is included with this seminar?

**In addition to the taught session, you will receive:**

- ✓ **Comprehensive notes and materials for each section covered**
- ✓ **A copy of the Shared Service Architect's Toolbox (worth £95)**
- ✓ **A subscription to "Shared Service Architects Magazine" (worth up to £30)**
- ✓ **Access to the Shared Service Architects online library of links to over 300 key documents, articles and case studies**
- ✓ **A CPD certificate**

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# What will you learn in the taught sessions?

<b>10:00</b> Session Starts		
	<b>EM IEP welcome</b>	Précis of the purpose of the day and background to this seminar
		Delegates undertake a self-diagnostic tool to assess their level of shared service skills and knowledge
	<b>From Thatcher to OEP: the shared services journey</b>	You will briefly refresh your understanding of the key drivers for change in shared services emerging since the early 1970s, through to the Operational Efficiency Programme and impact of the credit crunch
<b>11:00</b> Comfort Break		
	<b>The local authority acts that impact on shared services</b>	You will learn about the local government acts that facilitate shared services – with special emphasis on the 2000 Act and the “power of well-being”
	<b>Recognising the choice of shared service vehicles</b>	You will explore CIPFA’s menu of vehicles that can be used for shared service activities (joint committee, LLPs, etc) and explore the most popular choices in use
<b>12:45</b> Lunch		
<b>13:30</b>	<b>What are the external issues that impact on shared services</b>	In a group you will construct a PESTLE analysis of external forces and issues that can impact on a shared service, beyond the constraints already discussed
	<b>Procurement rules</b>	You will learn about the TECKAL test and the new impact on procurement of the Equality Bill
	<b>Trade unions and shared services</b>	You will discuss the approach of the trade union movement to public sector shared services and work through the UNISON shared services checklist
	<b>TUPE and employee rights</b>	Through the lens of TUPE and employee rights, you will gain an understanding about the duty to consult employees in larger organisations about substantial change and approaches to the harmonisation of terms and conditions in shared services
<b>14:00</b> Comfort Break		
	<b>The Data Protection Act</b>	There will be a session on how the Data Protection Act and “Cloud Computing” can cause issues in sharing data between partners if not approached in the correct way
	<b>Community Empowerment</b>	You will learn about the duty to consult and involve citizens that may impact on some shared services
	<b>Final group discussion</b>	Finally you will be asked to complete a brief evaluation form and identify further learning, you may like to be sourced by EM IEP The group will discuss next steps and how to join the new regional shared service practitioner group
<b>15:30</b>	<b>Close</b>	<b>Issue of CPD certificates</b>



**East Midlands**  
Improvement and  
Efficiency Partnership

## Why have the East Midlands Improvement and Efficiency Partnership commissioned this seminar?

“EM IEP is trying to foster closer relationships between East Midlands' authorities and these seminars will hopefully help. Whilst shared services is one of a number of solutions for the public sector, EM IEP wants to ensure that those undertaking shared service activities are equipped with the skills and knowledge they need to make it a success.”

**Chris Allison, Director, EM IEP**

## What is a Shared Service Architect?

A Shared Service Architect is a new and emerging role within the public sector. Shared service architects are in-house personnel skilled at successfully innovating and initiating shared service projects.

## About Shared Service Architecture Ltd

Shared Service Architecture Ltd is a dynamic teaching company, focused on equipping politicians, chief executives and senior managers in the public sector with the skills and knowledge to innovate and initiate successful shared service partnerships. It delivers:

- Personal development for politicians, and executive leaders through taught sessions to equip them to become “shared service architects”
- Group development to build shared service architect capabilities within and across organisations, increasing their capacity to develop a number of shared services at once
- On-going mentoring and coaching to equip key individuals in a shared service partnership to sustain its momentum or revive flagging activity
- The Shared Service Architects' Magazine - providing case studies, reviews and reflections to enhance the learning of shared service architects in their work
- Learning by example through access to a wide range of case studies, documents and tools through the SSA online shared service library, now possibly the largest library of its kind in the world
- The publication and sale of developmental books and materials relating to shared service architects' activities, including the “Shared Service Architect's Toolbox” – a workbook of 40 tools, techniques and templates for building trust and shared vision in public sector shared services.

**100%**

asked that EM IEP provide more of these seminars for their colleagues



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