

Service Planning 2011-12

Service: Shared Services (SSHS)

2.1 Service Overview

At LGR in 2009, several shared service arrangements were put in place between Cheshire East (CE) and Cheshire West and Chester (CWaC) Councils. Together these harnessed significant efficiencies for the two authorities whilst ensuring business continuity for service users during a period of transition. Some transitional sharing arrangements have since ceased whilst others are set to continue and potentially grow in the longer term. The role of the Shared Service Manager is to maintain an overview of all current sharing arrangements and to act as a strong client on behalf of the authority through effective liaison, development and support to existing ongoing and transitional shared services, whilst assessing and progressing new opportunities for shared services to provide improved delivery and greater efficiency for Cheshire East Council. Areas for particular focus in 2011-12 will be improved performance management, greater compliance with shared business processes and the development of a separate legal entity for ICT and HR and Finance Shared Services.

2.2 Service Objectives (NB: Maximum of 10)

Service Objective Reference	Service Objective Description	Link to Directorate Objective
SSHS001	Develop in partnership a separate legal entity (SLE) for the shared delivery of ICT and HR and Finance to deliver greater business benefits to Cheshire East Council	DTRE006
		DTRE001
SSHS002	Ensure the successful integration and timely transition of remaining short term sharing arrangements to Cheshire East Council whilst ensuring seamless service delivery to service users	DTRE006
SSHS003	Develop and improve long-term shared services through regular strategic and performance review mechanisms to ensure that service delivery is stabilised and meets the requirements of Cheshire East Council and its partners	DTRE006
		DTRE001
SSHS004	Support and develop governance arrangements to ensure that shared services remain fit for purpose and to align and integrate these with the governance of Cheshire East Council to raise the profile of shared services and to provide reassurance on service delivery	DTRE006

SSH005	Support shared and internal initiatives to ensure compliance with new ways of working to deliver associated benefits to Cheshire East Council and partners	DTRE006
		DTRE001
SSH006	Maintain effective liaison and communication with shared service managers, staff, Members and partners to ensure that the benefits of sharing are maximised and captured for Cheshire East Council	DTRE006