

**Shared Services  
Internal Communications Framework**

<b>Who</b>	<b>What</b>	<b>When / Frequency</b>	<b>How</b>	<b>Responsibility / Comments</b>
<b>Shared Services Staff</b>	Understanding of Shared Services and what it means to work within it	ASAP	Team Talk / keeping You informed	CEC / CWAC Comms Teams
			Talking East?	CEC Comms
	Updated on progress	Ongoing	Shared Services Intra net	Relevant service issuing update e.g. HR
			Management briefings	Relevant Managers within Shared Services
<b>Non Shared Services Staff</b>	Understanding of Shared Services	ASAP	Team Talk / keeping You informed	CEC / CWAC Comms Teams
	How to / what it means to access them	ASAP	Talking East?	CEC Comms
	Update on progress	Ongoing	CEC / CWAC Intra net	Relevant service issuing update e.g. HR
<b>Members – with governance responsibility</b>	In-depth understanding of Shared Services	ASAP	Member Development Session	HR?

Who	What	When / Frequency	How	Responsibility / Comments
	Governance arrangements			
<b>All Members</b>	Understanding of Shared Services	ASAP	Leaders Letter?  CEC / CWAC intranet	
	Benefits to CEC	ASAP	Direct Member briefing – letter / e-mail	
<b>Key Officers</b> <b>-Chief Exec</b> <b>-Directors</b> <b>-HOS</b> <b>-SS Managers</b>	Understanding of Shared Services	ASAP		
	Benefits to CEC	ASAP		
<b>Press</b> - <b>Specialist &amp; Technical e.g. LGC, SOCCITIM, MJ</b>	What Shared Service in Cheshire means  Benefits  Success of working in Partnership	Ongoing as opportunities present e.g. signing of Agreement	Press releases / stories	CWAC / CEC comms teams
- <b>General Public</b>	How Shared Services will benefit them e.g.		Press Release Cheshire East News	

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