

## Agenda Item 8 ES/019/11

### Policy and Scrutiny Scoping Document

<b>Committee</b>	Executive Scrutiny Committee	
<b>Topic</b>	Transformation Programme Scrutiny Review  Shared Services	Ref: ES-SCR-003(e)
<b>Objective</b>	<p>The Committee has received two presentations about the potential of Shared Services and the savings that could be achieved through joining up working with partners in areas such as civil parking enforcement and professional services.</p> <p>In late 2010 the Commercial Services Directorate undertook a restructuring resulting in the responsibility for the Shared Services initiative transferring to the Partnership Delivery Team.</p> <p>In light of these changes the Committee wishes to understand how these changes have affected the Shared Services initiatives.</p>	
<b>Reasons for undertaking review</b>	<p>The Transformation Programme is the most ambitious programme of savings and change undertaken by the Council, with the potential to radically change the way the Council does its business, and the shape of public services in the County as a whole.</p> <p>The Transformation Programme has been undertaken by the Council in response to rising customer expectations against a backdrop of financial challenge. The Programme has two main areas of focus; for the Council to become more customer focused, and to drive out efficiency savings of at least £300 million by 2012/13.</p> <p>Due to the cross-cutting nature of the Transformation Programme, and the potential radical changes that are proposed, the Committee identified a number of areas that they wished to explore in further detail.</p>	

<b>Method</b> <ul style="list-style-type: none"> <li>• <i>Initial briefing to define scope</i></li> <li>• <i>Task &amp; Finish Group</i></li> <li>• <i>Commission</i></li> <li>• <i>Full Committee</i></li> </ul>	Full Committee
<b>Membership</b> <i>Only complete if Task and Finish Group or Commission</i>	N/A
<b>Issues to be addressed</b>	<u>Shared Services</u> <ol style="list-style-type: none"> <li>1. To understand how the changes to the Commercial Services Directorate have affected the Shared Services initiative</li> <li>2. To understand the future vision of the Shared Service initiative</li> <li>3. To understand how the main conclusions in the Audit Commission Transformation Programme report have been implemented in relation to partnership working</li> <li>4. To understand how the concerns of partners have been mitigated</li> </ol>
<b>Sources of Evidence and witnesses</b>	To be agreed
<b>Work Programme</b>	To be agreed
<b>Indicators of Success</b>	
<b>Meeting the CfPS Objectives</b> <ul style="list-style-type: none"> <li>• <i>Critical Friend Challenge to Executive</i></li> <li>• <i>Reflect Public voice and concerns</i></li> <li>• <i>Own the scrutiny process</i></li> <li>• <i>Impact on service</i></li> </ul>	<p>The Committee will be fulfilling its role as a Champion in the Council's Scrutiny Process.</p> <p>Action taken by the Committee to monitor the performance of the Transformation Programme will reflect upon both current service delivery and future improvements.</p> <p>The Committee will carry out its role as a critical friend to the Executive.</p>

<i>delivery</i>			
<b>Diversity and Equality</b> <i>Diversity and Equality issues are to be considered and addressed.</i>	<p>The Transformation Programme will impact on the public, staff, Members and partners.</p> <p>What equality impact studies have been undertaken?</p>		
<b>Date agreed by the Committees</b>			
<b>Future Action</b>			
<b>Governance Officer</b>	Hannah Cleary		
<b>Service Lead Officer(s)</b>			