

APPENDIX 1

JOINT WRS SCRUTINY TASK GROUP – FINAL REPORT

Outcome of Presentation to Worcestershire Shared Services Joint Committee

2nd October 2014

It was noted that Recommendation 6 had been addressed at the Joint Committee's previous meeting and that Recommendation 12 had been agreed and required action by partners' Overview and Scrutiny Committees.

The following recommendations were resolved by the Joint Committee:

Recommendation 1

Performance Management Information should continue to be made available for Members' consideration at every meeting of the Joint Committee and be sufficiently high on the agenda to be discussed in detail.

Recommendation 2

Twelve months after the new contact centre arrangements for WRS have been introduced, replacing the use of the Worcestershire Hub; the Joint Committee should review the effectiveness of these arrangements for communicating with the public.

Recommendation 3

The web-pages of each partner authority should be regularly monitored to ensure they are kept up to date, with the inclusion of a prominent and obvious link to the WRS website.

Recommendation 4

The purpose, content and circulation of the WRS newsletter should be thoroughly reviewed, with a view to it providing a more systematic and comprehensive account of the work and performance of the shared service and with the content and format being agreed by the Joint Committee.

Recommendation 5

That WRS have a designated member of staff to act as a Member Liaison Officer and as a single point of contact to signpost Member enquiries.

Recommendation 11

The lessons learned from the WRS shared service experience, particularly as detailed in this report, should be heeded by elected members and senior officers when considering any future proposals for shared service arrangements involving multiple partners.

In respect of Recommendations 7, 8, 9 and 10 the Joint Committee requested Officers to bring forward alternative proposals to address the issues raised in these recommendations.

***Amanda Scarce/Jess Bayley - Democratic Services Officers
Bromsgrove District and Redditch Borough Councils***

3rd October 2014