

**REDDITCH BOROUGH COUNCIL AND  
BROMSGROVE DISTRICT COUNCIL**

**SHARED SERVICES BOARD**

**10th November 2011 at 5.30pm**

**COMMITTEE ROOM 2, TOWN HALL, REDDITCH**

**Present:** Councillors Carole Gandy (Chair), Michael Braley, Malcolm Hall and Bill Hartnett (Redditch Borough Council).  
Councillors Mark Bullivant (substitute Member), Margaret Sherrey and Mike Webb (Bromsgrove District Council).

**Officers:** Kevin Dicks, Sue Hanley, Helen Mole and Jayne Pickering.

**Notes:** Steve Skinner.

**1. APOLOGIES**

Apologies for absence were received on behalf of Cllrs Roger Hollingworth and Steve Colella (BDC).

**2. MINUTES**

the minutes of the previous meeting of the Board held on 18th August 2011 were agreed as a correct record (the meeting of 29th September having been cancelled).

**3. MATTERS ARISING**

Two Members sought brief clarification of action taken in relation to actions arising from the notes of the previous meeting.

**CONFIDENTIALITY**

With the exception of Minute 7 below these notes are an open public record of proceedings of the Board.

[Meetings of the Board are not subject to statutory Access to Information requirements; but information relating to individual post holders and/or employee relations matters would nonetheless not be revealed to the press or public.]

**4. PROGRESS REPORT**

The Board considered the latest report on the progress of Shared Services.

The Chief Executive took Members through the report and provided clarifications and explanation of specific points of detail as they arose.

During consideration of this item a number of key points were noted:

a) Reporting to Shared Services Board

Mr Dicks advised that, with Members' agreement, reporting to the Board would now focus less on the established Shared Services and more on the development and implementation of the next services.

b) Financial reporting

Ms Pickering took Members through the financial details and offered to provide any supplementary information required.

Total aggregated savings to date (for the period 2009 to 2011) of just over £2 million had been realised from the roll out of Shared Services.

c) Overview of Human Resources Implications

Mr Dicks agreed to provide the Board with further information on HR impacts of Shared Services reviews: how many jobs had been gained or lost in which areas, etc. (without of course giving personal details).

d) Single Business Case - Timetable

Mr Dicks advised that a final draft HR timetable was currently being finalised. The consultation process was still open until 17<sup>th</sup> December and if Members were contacted by staff, Mr Dicks asked that relevant comments were passed to the Officers who might need to consider them.

e) Worcestershire Regulatory Services Successes

It was noted that WRS had recently won a national award in respect of its noise abatement work.

Members also acknowledged that work in relation to the landfill site at Marlpool Drive, Redditch, had been excellent and they congratulated the Shared Service Team. The Board agreed this kind of example proved the benefit of the new service, as the relevant expertise and Officer resource would not have been available previously to Redditch Borough Council alone.

f) Governance issues and Shared Services

Members queried governance arrangements where authorities other than Redditch and Bromsgrove Councils were involved in Shared Services.

Mr Dicks advised that all Shared Services information was provided to the Board for information, if nothing else. But matters requiring decision by other external bodies would need to be dealt with separately.

The SLA Client Officer Group with Members was the key place to do this, together with direct referral to the authorities themselves, as appropriate.

g) Members' IT

Members reported that earlier issues with new IT equipment provision had now been 99% resolved. (Cllr Hall mentioned that issues relating to his own IT arrangement required further attention.)

h) Audit

Marked as 'Green' in the traffic light reporting system, the Board agreed, further to Members' comments, to take this element back for further consideration and review.

i) Telephony

Officers offered to provide further information on costs to Cllr Hartnett.

WRS had experienced some particular telephony issues, connected with some old Redditch telephone numbers which only comprised 5 digits. It was now hoped to launch their new telephony arrangements in the first week of December.

j) IT Helpdesk

Members noted progress with the shared IT Helpdesk service. This showed continuing improvement, but there was still scope for transformation. One issue was the need to improve other Officers' understanding of IT.

**It was AGREED that**

**progress to date be noted, subject to Members' comments and any specific further actions, as detailed above.**

**5. OPERATIONAL SHARED SERVICE FRAMEWORK AGREEMENT**

The Board received and considered the proposed Operational Shared Service Framework Agreement.

**It was AGREED that**

**the report be noted.**

## **6. SHARED SERVICES BOARD – CALENDAR OF MEETINGS**

Members discussed the frequency of Shared Services Board through the rest of the current municipal year and from May 2012 onwards.

Mr Dicks suggested a move to quarterly meetings once current major proposals had been implemented. It was acknowledged that additional meetings could then be called as and when required.

It was consequently **AGREED that**

**next meetings of the Board be held as follows:**

**26th January 2012 - RBC Committee Room 3 at 5.30 pm**

**8th March 2012 - BDC Conference Room at 5.30 pm**

**19th April 2012 - RBC Committee Room at 5.30 pm**

**31st May 2012 - BDC Conference Room at 5.30 pm.**

**Thereafter meetings to be scheduled quarterly (but Officers to provisionally set a number of additional 6-weekly meetings in case required).**

## **CONFIDENTIALITY**

The content of the following report to this meeting, remains confidential / 'exempt' at this stage in view of the fact that information relating to individual post holders and employee relations matters would be revealed.

## **7. MANAGEMENT ARRANGEMENTS**

Current senior management arrangements of the Council were considered and reviewed. Confidential recommendations were drawn up for decision by the relevant meetings of Redditch and Bromsgrove Councils.

The meeting commenced at 5.30 pm  
and closed at 7.00 pm.