



REPORT TO: Scrutiny and Overview Committee
LEAD OFFICER: Mike Hill, Director of Environment and Health

31 October 2016

3C SHARED SERVICE UPDATE

Purpose

1. Provide committee an update on shared services
2. This is not a key decision: the report provides an update on the shared services operating as 3C Shared Services.

Recommendations

3. It is recommended that Scrutiny and Overview Committee note:
 - (a) The content of this report

Background

4. At Scrutiny and Overview Committee held on 8 September 2016 it was agreed that a further update on shared services be provided to this meeting. As of October 2016 Mike Hill has taken over responsibility from Alex Colyer as Lead Director for shared service.

5. **Overview**

3C Shared Services are currently working on providing regular and standardised performance and update reports for all partner authorities. The details of these reports are set out below. The 3C Programme Office is working with Shared Service Managers on developing these reports and aim for these to be produced at the end of Q3 2016/17. These reports will be made available to this committee once completed as part of the normal reporting cycle.

The Shared Service Manager shall prepare quarterly performance reports, allowing comparison of information for each of the Parties' administrative areas and including:

- (i) Overview – A brief overview of the operation of the Shared Service;
- (ii) Performance – A report on performance against the performance targets agreed within the Shared Service's Business Plan from time to time;
- (iii) Complaints – Brief details of any complaints received and how these have been dealt with;
- (iv) Staffing – A summary of any staffing changes or issues arising during the quarter;
- (v) Financial – A report on operational costs, fee income, revenue accounting, out-turn forecast etc.

Service Update

6. 3C ICT

All permanent roles are now filled, albeit with contractors in some positions. It is a conscious decision to use contractors in some positions due to experience or favourable cost of contractors. Recruitment to a permanent Head of Service is underway by Huntingdonshire District Council.

Intelligent Clients have been nominated by all partner authorities to liaise with 3C ICT on strategic and performance issues with regards to individual partner's specific service and needs. Phil Bird, Corporate Programme Manager, is South Cambridgeshire District Councils nominated Intelligent Client. There have been initial issues around the level of service compared to the levels prior to the shared service being implemented. At this stage these are mainly anecdotal. The Intelligent Client is evidencing the current situation in order to get a true picture of actual performance against perceived performance. The Intelligent Client will report his findings to the Director (Mike Hill) responsible for shared services.

7. 3C Legal

Recruitment is progressing well with remaining 4 vacancies currently out to advert, early indications are positive with regards to numbers and calibre of applicants. Short listing is currently underway with interviews scheduled for November 2016.

Demand management is an on-going issue within the service. Work is being carried out to get to a true charging mechanism in place by start of April 2017, this will help manage demand and ensure partners are consuming services at the budget levels they contribute. Intelligent Clients are in the process of being identified in partner authorities. The Head of the 3C Legal Practice has had a notable effect on improving the performance of the service. The service is due to move to a single office location at Cambourne with office hubs at both the Guildhall Cambridge and Pathfinder House in Huntingdon during December, this is anticipated to have a positive effect on performance also.

8. 3C Building Control

Staff resourcing is still an on-going issue with 40% of staffing being carried out by agency staff. Proposals on decreasing the dependency on agency staff is being investigated the Joint Director of Planning and Economic Development.

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