

Questions arising from presentation “Shared Services Diagnostic: Supporting Efficiency”

Q.14 “I have some worries about the process. The Diagnostic project should allow us to move toward Shared Services for the best reasons. Some people feel the driver must move to Shared Services. I think this will eventually happen and the Diagnostic will combat any negative views.”

“We want to remove barriers to sharing – a Shared Services label with resonance in policy terms. The message is that it’s part of the answer, but it’s still a few years away.”

Q.15 “The Diagnostic Tool looks at areas where there is scope for improvement or efficiency. The model should eliminate waste to simplify processes. Does it pick up these issues as regards the progress organisations have made with this?”

“Yes, we will pick up on this. However, it won’t come from data, but rather interviews and workshops.”

Q.16 “How has the project been taken forward with the Pathfinders? Where are Glasgow and Edinburgh in progress terms now?”

“They are working on the design phase of the project. There have been some adjustments as they didn’t start in the same place and they are re-visiting where they have gotten to. The issue is the practicality of converting opportunities and designs into what we are doing in reality.”

Q.17 “What is the timescale for Edinburgh and Glasgow in moving forward?”

“Glasgow and Edinburgh will have completed the design phase by June.”

Q.18 “What sources of leading practice are available?”

“There are publicly available resources, benchmarks, internet and local case studies. We worked with some local councils last week on how to use this information and put together some principles – indicators on leading practice principles.”

Questions arising from presentation “Customer First: Further Exploiting the Infrastructure for Efficiency”

Q.19 “Are you working towards a standard CRM system among all councils?”

“In the earlier model there was a demand to create a CRM system. However, some councils have already created a CRM solution. It is an expensive process. We have to look at what CRM is designed to deliver. Procuring a system is a collaborative decision. If we deploy CRM as a solution at the centre of the infrastructure and connect to 10-12 councils, others can reserve the right to join. If others want to procure themselves that’s fine and we’d be willing to host it centrally. We have a national contract with a CRM supplier. The CRM model is still maturing. We would like a hosted solution as this is cheaper.”

Q.20 “Colin mentioned Customer First in relation to capital spending, where we’re going etc. Has there been any dialogue with CPPs? This will be relevant going forward with SOAs as it becomes a more end-to-end process in which partners are included.”

“The previous administration took a leap of faith here. They invested and LAs invested. It may expand or be extended and we need to make provision for this. We need a sustainability model in order to sustain services needing revenue support. For example, the NHS want a secure infrastructure. The IS have said we have this across 32 Councils and we can build from that, using the same authentication rather than spend on a new infrastructure. Also, as discussed, we can push information using the system to any other public service organisation, such as changes to address, birth and death notifications etc. This would be a pointless service however, if the organisation don’t have a CRM compatible system.”

Q.21 “How are you tracking efficiencies to know if there is proving to be ROI?”

“We are concentrating on some LAs. It can be argued that not all public sector organisation are built around ROI, but rather investment to see improvement. It is not always about efficiency savings. We are looking for current opportunities to reduce overheads at the same time by addressing current business opportunities.”