

<b>Record of Executive Member Decision Taken Under the Scheme of Delegation</b>	<b>On</b>
	<b>23 November 2021</b>

<b>Title</b>	<b>Report of</b>
<b>Customer Services and Revenues &amp; Benefits Review</b>	Director Customer and Digital

Is this report confidential?	<b>Yes</b> partly exempt – Appendix B by virtue of paragraph 3 of Part 1 of Schedule 12a of the Local Government Act 1972.
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### **Purpose of the Report**

1. To outline the background, approach and findings of the service review for Chorley and South Ribble Councils' Customer Services, Revenues and Benefits, setting out recommendations for the service restructure and service development plan.

### **Recommendations**

2. That the following proposals are approved for consultation with staff and the Union:
  - a) the proposed shared Customer Services restructure including ERVS requests.
  - b) the development of the shared service as set out in the service development plan.
  - c) Principles for:
    - i. Flexible and multi-channel working
    - ii. Making best use of technology and automation
    - iii. Waste services

### **Reasons for recommendations**

3. Approval of the recommendations will enable the Customer Services and Revenues & Benefits function service to develop into a shared service with a single operating model, as previously agreed by both councils.

### **Other options considered and rejected**

4. Alternative options for the Customer Services & Revenues and Benefits structure have been considered in the production of the report and the final proposal is considered to

be the most effective approach to achieving a single operating model as previously agreed by the councils.

### Executive summary

5. This report sets out the background, approach and findings for the Customer Services and Revenues & Benefits service review as part of phase 2 of shared services between Chorley Council and South Ribble Borough Council. The service review report is available in appendix A.

### Corporate outcomes

6. The report relates to the following corporate priorities:

An exemplary council	✓	Thriving communities	
A fair local economy that works for everyone		Good homes, green spaces, healthy places	

### Background

7. Chorley Council and South Ribble Borough Council have a shared senior management team and also currently share services within Finance, Communications and Visitor Economy, Transformation and Partnerships and Governance.
8. As part of proposals for phase 2 of shared services, the councils agreed to extend their shared services arrangements to the Customer Services and Revenues & Benefits functions.

### Shared Services Joint Committee

9. The proposals for the review were originally presented to Shared Services Joint Committee on the 2 November. The Committee requested further information and changes to the report based on performance and monitoring information and ensuring that there is enough capacity within the service to ensure resilience during the transitional period.
10. Updated proposals were then presented to the Committee on 16 November, with the covering report and service review report available in appendix A and B.

### Next Steps

11. Following approval by EMD, the proposals will enter a 28-day formal consultation period before being presented for sign off at Cabinet in January 2022.
12. Job descriptions have been developed for all posts within the service with consideration for the shared values and behaviours and will form part of consultation with staff. Roles will be job evaluated to identify the relevant pay grade prior to consultation with staff. Pay bands identified within the report are therefore estimations of the likely final grade.
13. Subject to approval at both councils, a selection process will take place for the new shared roles following the process outlined within the shared change policy.
14. Following appointment to the roles, costs for the posts will be split between the councils on a 50:50 basis. Staff would only move onto shared terms and conditions when appointed to a shared role within the structure.
15. The employer for each member of staff will stay the same as there is a broadly equal number of staff employed by each council within the Customer Services teams. If further staff are brought into shared services or take up a shared role, it will be ensured that parity is maintained in terms of the number of staff employed by each council.

#### **Comments of the Statutory Finance Officer**

16. As detailed in the report, the Customer Services and Waste changes result in savings of £114k for South Ribble. These savings, once approved, will contribute toward the Shared Service savings targets within both Councils MTFS.

#### **Comments of the Monitoring Officer**

17. The proposals have been developed for consultation in accordance with council policies. The recommendations will enable the council to make informed and robust decisions based on responses from those affected. Further proposals can be developed in accordance with principles approved enabling them to be more focussed on the priorities of the council and stated desired outcomes.

#### **Appendices**

Appendix A- SSJC Covering Report

Appendix B- Service Review Report

Report Author:	Email:	Telephone:	Date:
Alison Wilding, Shared Services Lead – Customer Services	Alison.wilding@southribble.gov.uk		19.11.2021

Following careful consideration and assessment of the contents of this report, I approve the recommendation(s) contained within this report in accordance with my delegated power to make executive decisions.

Signed:	<b><i>Councillor Aniela Bylinski Gelder</i></b>
	<i>Cabinet Member (Communities, Social Justice and Wealth Building)</i>
Date:	23.11.2021
Publication Date (DSO use only):	23.11.2021

This decision will come into force and may be implemented five working days after its publication date, subject to being called in in accordance with the Council's Constitution.