

Service Development Objectives

Objective	Aim	Status	Update June 22
All shared services			
Implement Shared Terms and Conditions across Chorley and South Ribble Councils	As around 50 percent of the workforce is now shared, the ambition is to expand the shared services terms and conditions across the workforce of Chorley and South Ribble Councils including non-shared staff.	In progress	A plan is currently being developed for the roll out of shared terms and conditions which will then be discussed further with the Union.
Transformation and Partnerships			
Further develop performance and programme management systems	To continue to develop the performance and programme management systems in relation to the new shared policies and frameworks that are now in place and ensure that they can provide robust management information.	In progress	Drop in sessions with staff are being planned for the programme management system to identify further improvements.
Deliver HR transformation phase 2	To build on the implementation of the shared HR system by moving to the HFX payroll system and developing additional modules to enable full self-service and additional functionality.	In progress	<p>The plan for the phase 2 delivery of the HR transformation project has now been scoped out and was presented to SMT in May 2022. Next steps will be to carry out the phased implementation of HFX from June- October.</p> <p>The phase 2 programme will include additional modules for managing the staffing structure and an integrated approach to recruitment and induction for new starters to the organisation.</p>
Communications and Visitor Economy			

Create a tourism strategy for SRBC	To create a tourism strategy for South Ribble to set out the approach for developing the visitor economy and tourism offer.	Not started	To be progressed from September 2022- February 2023 in line with identified timescales.
Deliver shared events programme	To deliver the events programme as a shared team.	In progress	<p>Delivery of programme has included preparations for Leyland Festival and Music in the Park in June and the Taste of Leyland in September.</p> <p>At Chorley, the 10k was delivered in May 2022 and preparations have been made for a Taste of Chorley and Picnic in the Park in June and Chorley Live in Autumn.</p> <p>Other events to be delivered on the programmes include Christmas events to be delivered in December and January.</p>
Deliver the internal communications strategy including new intranet	To create a shared approach to internal communications which uses best practice to improve staff engagement and understanding of organisational priorities.	In progress	The internal communications strategy was presented to SLT in May for feedback, with next steps to create a timeline of activity. This will be followed by a review of internal communications and implementation of a refreshed intranet in June/ July.
Governance			
Implementation of corporate admin process review	To review the administrative processes in corporate support to enable efficiencies and align processes across the service.	In progress	The review for this has been completed and proposals for implementing the recommendations are now being compiled. The proposals will be presented to SLT for approval and will include the centralisation of administrative support within the corporate support team.

			Any further changes in line with the review of processes will then be considered including possible restructures. If there is to be a review of roles, this will be progressed onto member decision.
Develop support offer for the Leadership Team	To support senior management capacity by developing a standardised support offer for the Leadership Team.	In progress	Initial work has started on drafting a report to set out the expectations for senior management support.
Legal and Procurement restructure	To develop a single operating model for Legal services, delivering improved service resilience. Upcoming vacancies in the Procurement team mean that there are also opportunities to reconsider the procurement structure to ensure that it can best meet the priorities of the organisations.	In progress	The Legal review is progressing in accordance with the identified timescales. Initial pre-consultation has taken place with all staff and recruitment has taken place for paralegal posts in line with the future direction of the service.
Undertake a review of the Health and Safety policies and processes and align where appropriate	To ensure that best practice policies and processes are in place and standardised Health and Safety policies are applied where possible across the organisations.	In progress	A review into Health and Safety policies and processes commenced in January when the new Health and Safety team leader started in post. A gap-analysis has been completed and the ongoing timescales for the rest of the review (April 2022-March 2023) are still applicable.
ICT			
Consolidate the management of line of business applications including procurement	To enable greater integration and interoperability between systems	In progress	All are aligned apart from Finance which is currently being progressed.

and budgets within the ICT service			
Review paper-based information across the authority and identify digitisation requirements for the authorities.	To ensure a consistent approach, minimising impact on business continuity and complying with all relevant policies and procedures.	In progress	Work has started on this with the estates being digitised at South Ribble and all legal digitisation work complete at Chorley. Work is still taking place to identify requirements for work moving forwards.
Replacement of all infrastructure, network and end-point devices	To ensure that infrastructure, network and devices are fit for purpose, aligned to both councils' digital ambitions and enabling the hybrid working model. This will help to create a consistent user experience across shared services.	In progress	End point devices have been identified and criteria developed based on types of workers aligned to the Workplace Strategy. Service areas are currently identifying the type of workers in their teams (hybrid, office based etc.) which will then enable the roll out of devices.
Shared help desk and telephony	To support the alignment of systems across shared services.	In progress	The shared telephony system has progressed with the new solution identified. Work will now take place to identify workflows and how KPI's are monitored prior to the implementation of the system.
Customer Services			
Review policies and processes	Align policies and processes to enable efficiencies, consider best practice and process improvements	In progress	The following policies are being progressed as a starting point for aligning processes across the service: <ul style="list-style-type: none"> - Fair Collection Charter approved with training rolled out - Council Tax Support Scheme updated and online training released

			<ul style="list-style-type: none"> - DHP policy is being reviewed alongside local discounts and exceptions - A draft customer care policy has been developed and is being reviewed by the service area
Create a shared customer services culture	Both councils have a similar customer services culture and standards but this should be aligned where possible to enable staff to deliver a consistent customer experience across both councils	In progress	<p>Work has taken pace to begin a shared team culture through induction and development activities and shared service briefings.</p> <p>Shared customer care standards will be developed through the customer care policy and will then be used to train staff and embed the shared culture across the organisations.</p>