

# Local Government North Yorkshire and York

20 January 2012

## Future Collaboration

### 1.0 Purpose of Report

1.1 To update LGNYY on developments relating to shared services initiative.

### 2.0 Background

2.1 LGNYY were awarded RIEP funding for a range of shared service initiatives and a report was considered by LGNYY on 16 September 2011 setting out next steps.

2.2 LGNYY committed to taking forward a number of projects which remain on-going. This report is therefore an update to inform Members and to test the direction of travel. The areas covered include:-

- Access to Services (Appendix 1)
- Revenues and Benefits (Appendix 2)
- Fleet Management (Appendix 3)
- Business Rates (Appendix 4)

### 3.0 Recommendation

3.1 Members are requested to note progress and to provide any comments to inform direction of travel.

Prepared by:

Gary Fielding  
Assistant Chief Executive (Policy, Performance and Partnerships)  
North Yorkshire County Council

Sue Seddon  
Improvement Manager  
Hambleton and Richmondshire District Council

16 January 2012

## Access to Services

### Project Aim:

LGNYY agreed to

- a) The implementation of a joint web and telephony infrastructure and service is committed to as the top priority to be delivered. That in doing so, participating councils accept that they are committing to joining the full service for web and telephony including the technology, staffing and other supporting elements.
- b) That NYCC, Selby, Richmondshire and Hambleton Councils are recommended as the councils to be involved in the initial implementation phase with the remaining councils confirming their commitment to the joint approach at a future date which is appropriate to them, should they decide to do so (York has indicated an interest in further discussions on the technology infrastructure).

### Current Status:

A project team has been established and it has met twice to develop the outline business case. This team is working alongside the Connect Partnership, building upon some of the work already undertaken. The project team has identified five phases:

#### **1. Phase 1 – 1<sup>st</sup> Business Case Development – November 2011 to end January 2012**

During this phase we will produce the first business case which is specific to the councils involved in the initial stages. The business case will explore the provision of an integrated platform for web technology (Hambleton, Richmondshire) and the contact centre technology (Hambleton, Richmondshire, North Yorkshire and Scarborough).

#### **2. Phase 2 – Contact Centre Platform – April 2012 to April 2013** (Richmondshire, Hambleton, Scarborough & North Yorkshire Councils)

- a) A shared contact centre technology platform which will go live in October 2012
- b) Two services brought into the shared platform by April 2012
- c) A detailed plan for the development of a shared contact centre including staffing which will be delivered (see Phase 5)

#### **3. Phase 3 – Website Platform – April 2012 to April 2013** (Richmondshire, Hambleton & Ryedale Councils)

- a) A shared website technology platform which will go live October 2012
- b) Two services brought into the shared platform by April 2013
- c) A detailed plan for the development of the shared website including staffing which will be delivered in Phase 5.

**4. Phase 4 – 2<sup>nd</sup> Business Case Development – December 2012 to April 2013**

During this phase we will produce a business case which is specific to the councils involved and it will explore the provision of an integrated staffing for web support and the contact centres. This will be the stage where Councils are presented with the opportunity to progress a much more integrated service. Savings and benefits will be produced in order to inform decision making.

**5. Phase 5 – 2<sup>nd</sup> Business Case Implementation – from April 2013, exact dates to be confirmed.**

The councils involved in this phase will be defined in Phase 4 along with the deliverables.

**Next Steps:**

The first business case will be presented to the relevant councils during February 2012 so that decisions can be taken to enable the project to go live from 1 April 2012.

### Revenues and Benefits

#### **Project Aim:**

LGNY Y committed to more detailed explorations with a further report back within six months to enable a decision as to whether to implement a shared service. These explorations include securing discussions with the Department of Work & Pensions to better understand the implications of the Universal Credit and whether this provides opportunities, or not, for creating a shared service – either in part or completely – across the sub region. It is also proposed that the explorations focus on a cluster of councils which have indicated their ability to move forward in line with the timescales and can be actively involved in these explorations and includes Selby, Craven, Richmondshire and Hambleton Councils. York has also indicated its interest to be involved in the further discussions around Universal Credit.

#### **Current Status:**

Following some initial difficulties in engaging with DWP, we have now been able to secure an initial meeting on 31 January 2012. During the meeting the Hambleton & Richmondshire Shared Service and the partnership working within North Yorkshire will be discussed. It is also intended to explore the opportunities to extend this shared service with a view to acting as an agent for DWP in the future. (NB – Redcar & Cleveland Council are also involved in discussions with DWP).

#### **Next Steps:**

A report will be presented at the next LGNY Y meeting to feedback on the outcomes of the DWP meeting and to set out any future scope for implementing shared services in Revenues and Benefits. The timing of any subsequent actions will be subject to the outcomes of the discussions with DWP.

### Fleet Management

#### Project Aim:

To produce scope of possible fleet project, identifying areas where efficiencies can be achieved and implemented. This project has involved 6 Districts, the County, City of York, North Yorkshire Police and East Riding Council have also played an active part given some shares ideas and geographical proximity,

#### Current Status:

Two meetings held and data provided to assess the councils appetite for sharing, views on likely levels of savings and ease of implementation.

The following areas have been identified for immediate action in Phase 1:

1. Purchase of fuel: to complete market testing of current methods of fuel purchase to enable review of options within each authority and possible combined process.
2. training: to share current training events and materials and map needs for future procurement and delivery of training.
3. Procurement of vehicles: immediate need for waste vehicle procurement in several authorities to be arranged and categorization of current fleets to enable forward plan of share procurements (meeting arranged for 26 January 2012 with fleet managers and YPO / Pro5 framework providers).
4. Procurement of tyres: current contract being reviewed with view to shared process and procurement

Longer term Phase 2:

5. One completion of categorization of fleet a forward program of “core” specifications can be developed to inform a procurement plan, including associated services parts / maintenance etc.
6. Managed Fleet: there are benefits from a single managed fleet option and / or sub-regional managed fleet arrangements. The advantages of this include; increase buying power, reduce costs and minimizing risk e.g. operator licences. Options to share software and back office functions could also be explored if a full managed fleet option is not desirable.

Fleet managers will work with the Regional Fleet Network and are networking, including with procurement teams using Communities of Practice.

## North Yorkshire & York Business Rates – Data analysis

### Project Aim:

The Councils in North Yorkshire procured specialist support and advice on the Government's proposals for Business Rate Retention.

### Current Status:

The new contract was in place 20 December 2011 and is to provide independent analysis to enable all the authorities to understand:

#### Phase 1:

- An interpretation of current NNDR to show how current income rates to sectors of the economy by billing authority

#### Phase 2:

- What each billing and precepting authorities might perceive as an equitable baseline
- The mix and impact of likely top up and tariff authorities in the county and York
- The advantages and disadvantages of each district billing authority working on its own and the consequence for the County Council
- The potential impact and issues, including advantages and disadvantages, of billing authorities in the county area entering into pooling arrangements both within the county areas, and with other local authorities outside of the county area.

Work on Phase 1 should be completed by February 2012. This is the contract we will commit to at this stage.

The second phase of the work can only commence once the details of the final scheme are announced by the Government.

### Council Tax Benefits Collaboration

A consultation group has been established to share information on the proposed reforms relating to Council Tax Benefits. Ryedale are currently undertaking some initial work on behalf of the group which now includes the Fire and Rescue Service and Police.