

CIPFA

The Chartered Institute of
Public Finance & Accountancy

sharing the gain

Making the most of
collaborative services



‘Improvement and Efficiency West Midlands welcome CIPFA’s initiatives in the area of shared service and partnership working. We look forward to working with them in 2010 to build on the “Sharing the Gain” work and help local public services improve their cost-effectiveness and the value-for-money of their services’

Andy Hancox, Director, West Midlands RIEP

CIPFA: a shared problem and opportunities

Maintaining frontline public services is proving increasingly difficult as budgets are squeezed and customer demands increase.

In responding to this challenge, many local authorities are already embracing ideas such as Shared Services, through which greater collaboration with other bodies offers a route to reducing costs whilst preserving the quality of the services delivered

CIPFA's Shared Services Survey, conducted in late 2009, confirmed that a rapid take-up of Shared Service arrangements is likely to take place over the next few years.

The immediate challenge for most public service professionals is to find a starting point in this agenda and define an approach that will work for them.

CIPFA's report *Sharing the Gain: Improving cost-effectiveness through collaborative working (January 2010)* has been written to assist in this. It also demonstrates the viability of Shared Services through discussion of public services case studies that are already benefiting from various collaborative models.

The report has been written in partnership with the **Society of District Council Treasurers**, and sponsored by the Department of Communities and Local Government and the **West Midlands Regional Improvement and Efficiency Partnership**.

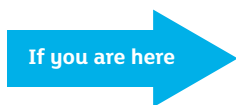
The report has been conceived with local public services in mind, to assist them in:

- Understanding the drivers for collaboration
- Redesigning processes and organisational responsibility when sharing services
- Building a business case for change
- Managing procurement and legal issues
- Managing the transition to Shared Services and handling associated risks
- Appraising options and making services happen.

To download a free copy of CIPFA's Sharing the Gain report, please visit:
www.cipfa.org.uk/sharingthegain

CIPFA: a good starting point to explore your shared services options

At CIPFA, our expertise in providing advice, guidance and practical support to the public sector has earned us our strong reputation as well as the trust of a large number of public services across the country. During 2010 we will be placing increased emphasis on customers' needs in the areas of service sharing and collaborative working.



If you need help implementing a Shared Service solution

To explore whether Shared Services is a suitable option for your organisation, CIPFA can offer you a **free** "Needs-Assessment" in the form of an informal meeting with one of our CIPFA advisors on Shared Services.

During your conversation, we will help you assess your current situation in relation to Shared Services and appraise the best route for taking issues forward. CIPFA offers a structured set of options in doing this.

Did you know...?

'Over 17,000 local government employees bought CIPFA products in 2009'

'46% of finance and resources directors surveyed said they expected to partner with other public bodies or to actively share services in 2010'

CIPFA Shared Services Survey

CIPFA support available to you

Depending on how far you are down the road to Shared Services, you may choose one of the following options in addressing shared service opportunities:

Option 1: High Level option identification

Our CIPFA advisors will assist you in taking stock of your current structures and partner relationships, identifying the drivers for change and define the Shared Service strategies that will take you forward

Option 2: Analysis of baseline performance

This looks at costs and performance data, including comparison with wider benchmarks (possibly within your chosen partners) to establish how well you and your partners are performing, where the main opportunities lie and what scope there is for improvement.

Option 3: Details options appraisal and feasibility study

This looks in detail at the preferred improvement routes and conducts an in-depth feasibility study of those that appear most attractive.

Option 4: Business case for change

This will prepare a business case for change, which – if approved – could lead to a possible procurement initiative or trigger a programme of change.

To take advantage of this **unique** service with no commitment on your part, please contact: **Ian Frost**, ian.frost@cipfa.org.uk.



If you are here

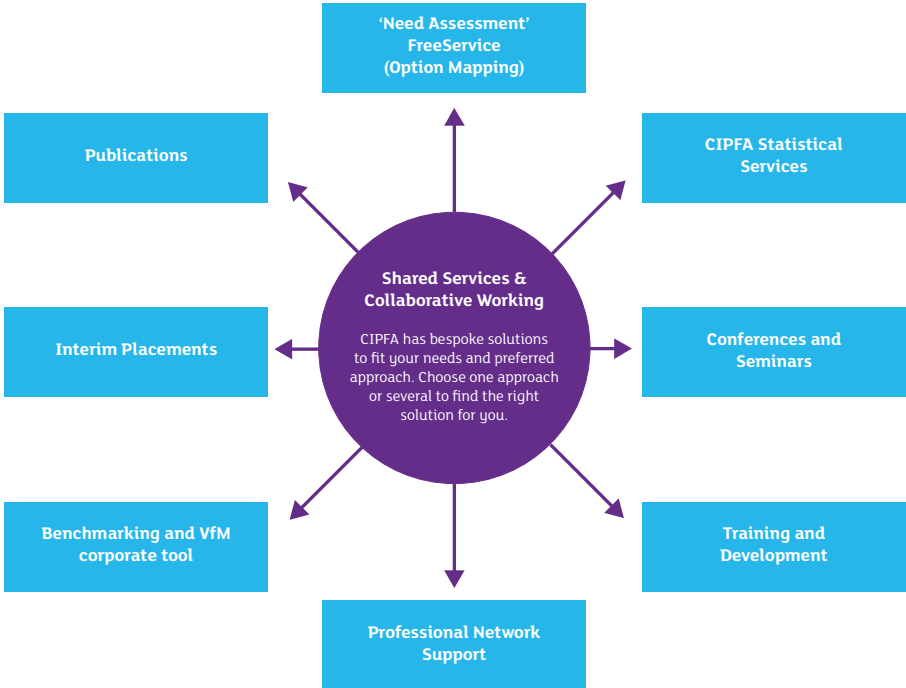
If you have decided that Shared Services is a viable option

We are at hand to provide a source of independent advice in helping you and your team implement your chosen solutions. CIPFA's Shared Services resources will take your ideas forward and make a success of the changes. We have a range of solutions and services to draw upon to help you address Shared Services.

CIPFA's Shared Services resources are packed with practical tools, products and services that will help you make sense of Shared Services and capitalise on collaborative opportunities.

CIPFA shared services and collaborative working support at a glance

CIPFA support for shared services and collaborative working



You need to deliver the right performance and outcomes at the lowest possible cost; and you have to be able to prove it. At CIPFA, we know public services inside and out. We can help you implement the right solutions for you and your organisation.

Did you know...?

'Back office functions most likely to be shared with other bodies in the next two years are; procurement (34%), IT (24%), HR (23%), recruitment (23%), training (22%) and finance (20%)'

CIPFA Shared Services Survey



To book your “Needs Assessment” session, please contact:

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Senior Consultant

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To tailor your solution to your organisation’s needs, please contact:

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For further details on Shared Services and how CIPFA can help you, please contact us on:

E: sharingthegain@cipfa.org.uk

www.cipfa.org.uk/sharingthegain

Visit our events website to see all the latest training courses on Shared Services. Our on-line booking system makes it easy for you to confirm your place. We have regional courses throughout the UK, check our website for details. Website details are www.cipfa.org.uk/events.

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