

Revenues and Benefits Shared Service

Pros	Cons
<ul style="list-style-type: none"> - Savings in establishment of between £100k to £150k per authority - Majority of staff at one site therefore making the role of the manager(s) easier in terms of coordination and face to face liaison with staff. - Better resilience across the service – officers able to work on the delivery of the revenues and benefits service of either authority. - Opportunity to review and adopt ‘lean’ processing for each service covering the customer interface (e.g. single phone number to contact centre) and back office processing. - Space saving in one of the premises with the option to rent out the space – additional shared saving opportunity. - Potential additional savings from sharing IT server(s) - Economies of scale with regards to certain core functions such as printing, photocopying, mailing out of correspondence, receipt of correspondence at one site and the aligning of the Scanning & Indexing functionality. 	<ul style="list-style-type: none"> - Only a limited presence at the site that will not host the shared service. - There may be a need for staff to travel between sites, to ensure that sufficient cover is at the site with the ‘hub’, although this is likely to be minimal. - Relocation into one shared team at one site could result (depending on the model) in staff on different terms and conditions but working on the same activities. - Some staff would need to relocate to a new workplace and may see this as a disadvantage - Staff needing to learn and adopt new policies which may be unfamiliar to them; although much work has already been done in streamlining procedures and policies. - Need to ensure security access at the site renting out the space is appropriate which may incur additional costs.

The table provides a summary of the ‘Pros and Cons’ of that has been analysed in respect of the shared service. An indicative establishment savings figure has been provided but it should be noted that this is purely an estimate of potential savings from the combined establishment and does not take account of any other potential savings from software, shared premises etc or any initial set-up costs; these will be analysed in more detail once Members have approved the development of the shared service.