

Creating Skilled Collaborative Transformation Teams

Evaluation feedback from the seminars held at Sutton Life Centre, Sutton 14th to 16th June 2016

Who attended?

7 delegates from Local Government (6 provided feedback)

How much do you feel the **Highway Code of Shared Service** session has increased your knowledge and understanding of the constraints that can impact on shared services?



How helpful do you feel the templates, provided with some of the sections, will be to your work?

100% Very Helpful - 0% Helpful - 0% Not Helpful

How much do you feel the **Trust and Vision** session has increased your knowledge and understanding of how to strengthen the relationships between partners in shared service/collaborative transformation?



How helpful do you feel the 40 tools, templates and techniques provided, will be to your work?

100% Very Helpful - 0% Helpful - 0% Not Helpful

How much do you feel the **Business Case** session has increased your knowledge and understanding of how to structure shared service/collaborative transformation business cases?



How helpful do you feel the 40 tools, templates and techniques provided, will be to your work?

100% Very Helpful - 0% Helpful - 0% Not Helpful

Feedback from delegates that will enable SSA to improve the quality of future seminars

What positive messages will you take away from today's seminar?

Highway Code

1. OK to challenge business costs for shared services
2. You're not supposed to know everything about everything - but know where you can find the information or tools
3. Clear, well-structured materials
4. Shared services are not the only way to be more efficient
5. Working collaboratively/shared service allows you to draw on others' expertise/knowledge. Toolkits can be used at any time across different projects outside of shared services as well
6. There is tried and tested methodology which I can use for current and future shared arrangements
10. Visions can be changed and should be flexible to meet the strategic objectives of individual organisations
11. Tools can be used in other areas and adapted to meet needs
12. Setting the vision => the story board

Business Case

13. Very good seminar!
14. There are lots of tools available to help with putting together a business case
15. Improved confidence to take on business case tasks
16. There are plenty of tools available to support writing a business case
17. It's more than just another business case!

Trust and Vision

7. Reinforced need to do stakeholder engagement
8. Get people (organisation, residents) on board early to create the shared vision
9. Use active sessions to engage interest of stakeholders

What, if anything, do you think would have improved the seminar overall?

Highway Code

1. Nothing in particular - the venue was a bit stuffy but workable
2. Not in need of improvement
3. Going through one two of the tools

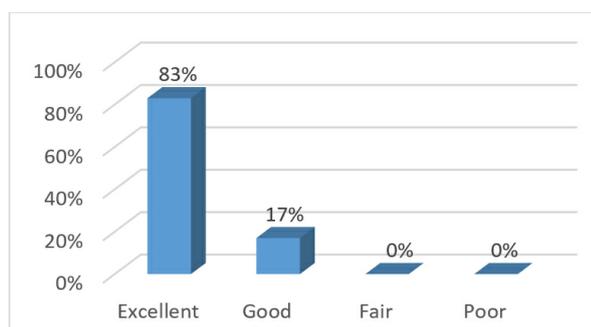
Trust and Vision

4. Not at all
5. No need for improvement

Business Case

6. None - facilities could be improved, too hot! (2)
7. Seminar was excellent. Room a bit hot

Overall, how would you rate the seminars?



How would you rate the tutors?

