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**LGA Shared Services Map Refresh 2018**(Deadline for return Friday 13th April 2018)

Welcome to the 2018 LGA Map Shared Service Map - guide to registering your shared service.   
  
You are welcome to register your shared service to be shown on the 2018 Local Government Association Shared Service map, if you are an English council or fire service, or you have an English council or fire service in your partnership, shared service, or collaboration.

**Background to the LGA Shared Service Map**  
  
Every year the Local Government Association produces an interactive map of shared services providing a compendium of council shared service and collaboration examples across England. The 2017 map can be found at <http://www.local.gov.uk/shared-services-map>.  
  
The map has been very well received with high levels of coverage and usage across both local government and the wider public sector. Building on this success the LGA wants to continue to evidence how local government is leading the public sector in efficiency and innovation through sharing services and collaborative working. To reflect this, it is important for the LGA to present clear figures showing the scale of shared services and demonstrating the efficiency savings that councils have made to date.  
  
The LGA has commissioned Shared Service Architecture to refresh the data for the map, for the third year.   
  
**Your choices for registering your Shared Service, or collaboration:**

1. Please complete all the questions below or alternatively enter the data online [by clicking here](https://www.surveymonkey.co.uk/r/N9X7RGF).

It will help to have the following data to answer the questions.

* The name of the partnership (e.g. Orbis, LGSS, OneSource or alternatively the name of a lead authority), the names of the partners and contacts for further information
* A brief description of each shared service or collaboration, including all expected benefits eg money saved, improved customer experience, improved customer satisfaction, collection rates, recycling rates, etc.
* The year in which the service started to deliver, or started development if not yet delivering, or was closed.
* Which legal vehicle is it being (or will be, or was) delivered through. For example: joint committee, limited liability partnership, limited company, combined authorities, public health boards and others.
* If available, details of the banked savings (e.g. £475,000).
* If a savings figure is not available then you will be asked to provide a reason why it is not available.
* Information on whether you wish to add new partners to the arrangement.
* The details of a contact where further information can be obtained, if required

1. Once the questionnaire is complete, you can then enter the data on line [by clicking here](https://www.surveymonkey.co.uk/r/N9X7RGF).   
     
   Alternatively you can email the pre-filled questionnaire to [Jo.Dawson@sharedservicearchitects.co.uk](mailto:Jo.Dawson@sharedservicearchitects.co.uk), and we will add your entry to the map data.
2. Another alternative is that you can phone in your data entry. Please email [Dominic.Wallace@sharedservicearchitects.co.uk](mailto:Dominic.Wallace@sharedservicearchitects.co.uk) to arrange a time for the phone call, during weekday working hours.

If none of the above enable you to submit your data, then please contact Dominic on 0333 939 8909 to arrange an alternative option. Shared Service Architecture is committed to the values of the Equalities Act and attempt to help in every possible way to support data submissions to the LGA Map  
  
**1. Please enter your contact details**

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| Authority name |  |
| Your name |  |
| Your email address  (To be shown on the map) |  |
| Telephone number  (This will not be published) |  |

Please provide as much information as possible to ensure you partnership is well represented in the final dataset and on the map.

**2. Service Name**

What is the name of the partnership?

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1. Lead Authority Name

If there is a lead council for the partnership, please put its name here:

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4. Other Partners

Who are the other organisations involved in this shared service?

Please list in alphabetical order, the full names of the partnering councils first, then the other organisations (e.g. police, fire, health, third sector...) who partner in the activity?

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1. Shared Service Category

To enable direct access to information on the LGA map, the shared services are clustered into broad categories. Please click on the box beside the option **which best describes** the category for this shared service.

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| --- | --- | --- |
| Adult Services  Business Support, Employment, Economic Growth & Regeneration  Capital Assets  Children & Young People  Community Safety  (including Fire)  Culture, Arts, Heritage and Tourism  Data Collection, Processing & Freedom Of Information  Democracy, Governance & Performance  Education & Learning (Adult/Schools) | Health & Social Care  Housing, Revenues and Benefits, Homelessness, Asylum, Immigration,  Human Resources  ICT & Digital Services  Legal Services  Library Services  Parks & Open Spaces  Environmental Protection, Waste & Regulatory Services  Finance & Financial Services | Planning & Building Control  Procurement & Commissioning  Public Health  Property, Facilities and Utilities, OPE  Shared Leadership & Chief Executives  Shared Management  Sports & Recreation  Transport & Highways |

If none of these, please suggest a new category in this box:

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1. Describing the shared service and its benefits in words

Please briefly describe this shared service including the nature of the shared service and all expected benefits e.g. money saved, improved customer experience, improved customer satisfaction, collection rates, recycling rates, etc.

Maximum of 100 words

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1. What is the status of this shared service?

7.1 Is this shared service (please mark the appropriate box):

**Operational?**   
In which year, did it start delivery? \_\_\_\_\_\_

**In development?**   
In which year was development initiated? \_\_\_\_\_\_\_\_\_\_

**No longer operational?**   
In which year, did it cease to operate? \_\_\_\_\_\_\_\_\_\_

7.2 Which legal vehicle is it being, or will it be, delivered through?

Or, if no longer operational which vehicle was it delivered through? (please mark the appropriate box):

Combined authority

Merged authorities

Commercial partnership

Community interest company

Company limited by guarantee

Company limited by shares

Joint committee

Lead authority collaboration

Limited liability partnership

Mutual

Special purpose vehicle

Trust

Unincorporated Association

If your vehicle is not listed, please enter it in the box below

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1. **What are the financial benefits realised to date?**

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| For 2018, special emphasis is being placed by the LGA on the financial savings made by your shared service so far. Therefore, it is very important to provide the answer to qu.8: **What are the financial benefits realised to date?** |

8.1 Please enter the value of the combined savings achieved to date by all partners in the shared service. Please enter a cash figure only, with no accompanying narrative. Please do not include words or signs (e.g. millions, m, £ etc.) but show the gain as just a number – for example **475,000.**

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Please ignore the following question if you have provided a savings value for question 8.1

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| 8.2 If you are unable to provide a financial benefit realised to date (for qu8.1 above), please can you provide the explanation why? This will be published in the map data.  *(Please mark the appropriate box below)* |

This is not a collaboration to save money

It is too early in the project to be able to provide a savings figure

The savings and efficiency gains from the project are no longer being counted

If none of the above apply, please list the reason to be shown in the map here:

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1. **Additional partners** *(Please disregard questions 9.1 & 9.2 if this shared service is no longer operational)*

9.1 If you have added to the number of partners since the 2017 submission of data to the LGA Map, please put the number of additional partners added to date. Please put a zero if no additional partners have been added.

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* 1. If the partnership is open to others joining, please click on the box beside the sectors (it can be more than one) you would like them to come from?

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| Not open to others  Don’t know  Any sector  Central Government Departments  Local Authority  Fire  Further Education  Higher Education | Housing  NHS (Non Health & Social Care)  Police  Private  Schools  Health & Social Care  Voluntary Sector |

If not named above, please add a sector here:

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1. Contact for further information

Who is the best contact for additional information about this shared service, if it is not the person named in Section 1?

Please enter their email address here:

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1. **LGA Shared Service Expert Support**

The LGA can provide shared service expert support to councils who are setting up a new shared service or collaboration.

The offer includes access to funding for a dedicated shared service expert and/or paid for external mediation advice and support.

Successful applicants receive £7,000 towards their Shared Services Expert which could involve; facilitation, brokerage, mediation, negotiation and mentoring support as well as option appraisals expertise.

<https://www.local.gov.uk/our-support/efficiency-and-income-generation/shared-services>

If you are interested in taking up the offer of support please email: [Sharedservices@local.gov.uk](mailto:Sharedservices@local.gov.uk)

1. **Services impacted by the collapse of Carillion or any other private sector provider**

This information will not be included on LGA Map and will be treated as confidential by the LGA. We would like to understand how councils are responding to the challenge of the collapse of a major private sector provider.  
  
**If you are responding for a council, have any of your services been disrupted by the collapse of Carillion or any other private sector provider?**Yes No

Name of the private sector provider

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If yes, what plans do you have for that service?

Outsource to another private sector provider

Take the service in-house

Seek a shared service partner, for example with another council

If none of the above, please state your chosen option here:

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If your council has in-sourced or taken services back in-house, unrelated to a collapse of a private sector provider (i.e. Carillion) what were the reasons for this decision

☐ Money saving

☐ More control over service delivery

☐ Lack of performance from the private sector provider

☐ Political reasons

If none of the above, please state your reason here:

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1. **Next steps to submit your data**

Thank you for completing the details for this shared service, for submission to the LGA Shared Service Map. Please attach this MSWord questionnaire to an email and forward to [jo.dawson@sharedservicearchitects.co.uk](mailto:jo.dawson@sharedservicearchitects.co.uk) by Friday 13th April 2018.

14. Adding a new shared service

If you, or a colleague, wish to submit data for a new shared service that is not shown on the 2017 LGA Map, you can complete the questionnaire online at [Survey Monkey](https://www.surveymonkey.co.uk/r/N9X7RGF) by [clicking here](https://www.surveymonkey.co.uk/r/N9X7RGF) or save a copy of this questionnaire and over-write it and return it by Friday 13th April.

If you are phoning in your data

If you wish to make submissions by phone, then please contact [Dominic.Wallace@sharedservicearchitects.co.uk](mailto:Dominic.Wallace@sharedservicearchitects.co.uk) to arrange a time. Please have the data ready, for each service you are submitting data for, in the MSWord questionnaire format so that it can be transferred quickly to the system.