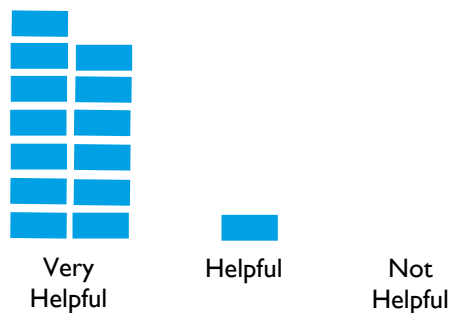# The Shared Service Architect's Toolbox

(Building strong trust and shared vision between partners)

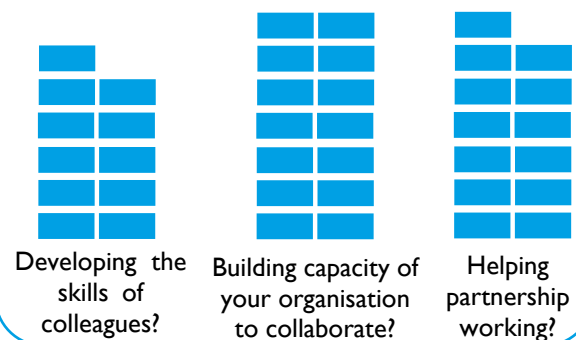Evaluation Feedback from the seminars held at Buckinghamshire FRS Headquarters on 17th January 2017

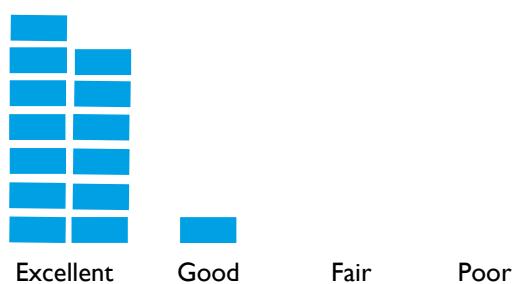**Who attended?**

- 14 delegates from Fire & Rescue

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

Very Helpful — Helpful — Not Helpful

How relevant do you feel this seminar and book could be to:

Developing the skills of colleagues? — Building capacity of your organisation to collaborate? — Helping partnership working?

How would you rate the tutors?

Excellent — Good — Fair — Poor

Overall, how would you rate the seminar?

Excellent — Good — Fair — Poor

How do the delegates rate the current strength of the trust and shared vision between partners in their project?

1 (weak) 2 3 4 5 6 7 8 9 10 (strong)
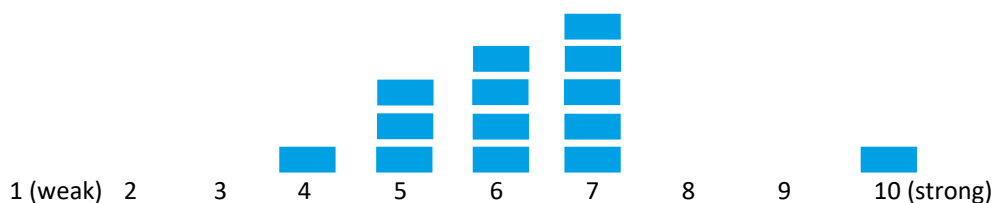
Please turn over…

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?

1. Understanding the needs & wants of all stakeholders will lead to opportunities to collaborate that meet needs
2. That this is very much a work in progress and that the picture will need to be reevaluated constantly
3. One of the few courses that claim to be 'toolboxes' that "actually does what it says on the tin!"
4. Strategy will assist in making collaboration easier/more successful
5. Attendees seem to be 'gelling'
6. People n the room were positive about collaboration
7. Shared vision across organisations including users of service is key to success of collaboration projects
8. The toolkits will assist us with collaboration
9. 75% trust, 25% deal
10. Confidence in tools & work on relationships
11. Options available to overcome issues
12. It's all possible
13. A clear vision is essential in moving forwards

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

1. N/A Good mix of theory & exercises
2. I thought it was extremely useful, so not sure how it could be improved
3. All good (2)
4. Give us a fake collaboration task at the start of the day and stick with it so we can see how the process relates to a set of tasks

Understanding the purpose and nature of this seminar

The seminar was developed from research work by Shared Service Architecture Ltd and Canterbury Christ Church University (CCCU) into the skills and knowledge required by public sector managers who will lead on shared service or collaboration projects.

Over 2000 senior leaders and managers from across the public and education sectors, especially local authorities, police, fire, further education and higher education, have attended at least one module in the Shared Service Architect's programme.

Many have gone on to complete the three seminars in the programme to become recognised Shared Service, or Collaborative Transformation, Practitioners and Architects and subsequently completed the Postgraduate Certificate in Collaborative Transformation and became recognised Shared Service, or Collaborative Transformation, Architects.

The style of the seminar was a mix of teaching input, discussion and action learning.

The seminars were held at Buckinghamshire Headquarters on 17th January 2017.

The seminar timing was from 10.00 to 15.30.