

Indicative Shared Service Assessment Process

Service or Function	Business Need	Potential Impact (savings/service improvement)	Timescale to Implement	Complexity	Phase/Notes
Service/Function 1					
Service/Function 2					
Service/Function 3					
Service/Function 4					
Service/Function 5					
Service/Function 6					
Service/Function 7					
Service/Function 8					

<p>High – solves significant and urgent business issue(s)</p> <p>Medium – solves a business issue</p> <p>Low – does not solve any particular business issue, or only makes a minor contribution</p>	<p>High = significant savings, significant service improvement</p> <p>Medium = some savings, some service improvement</p> <p>Low = low savings or service improvement</p>	<p>Long = more than 12 months</p> <p>Medium = 6 to 12 months</p> <p>Short = within 6 months</p>	<p>High complexity, Medium complexity or Low complexity by reference to level of organisational, technological and/or people change</p>	<p>Phase 1 – Start (Business Case) Immediately</p> <p>Phase 2 – Start after 6 to 12 months</p> <p>Phase 3 – Start beyond 12 months</p>
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Services/Functions delivered by Rushmoor BC

Customer Experience and Transformation	Operational Services	Corporate Services	Major Projects and Property	Democracy, Strategy & Partnerships	Planning & Economy
Communications	Housing Options & Homelessness	Finance, Audit	Regeneration	Community Development	Strategic Housing
Customer Services	Private Sector Housing	Revenues & Benefits	Property & Estates	Democracy & Members Support	Economy
Website	Food, Health & Safety	GDPR	Capital Projects	Election	Town centres
Transformation	Environmental Control & Pollution	Procurement	Highways & Infrastructure	Partnerships	Skills
IT & Digital	Waste, Cleansing, Parks & Grounds Maintenance	Human Resources & Learning and Development	SANGS	Risk Management	Planning Policy
Facilities	Parking	Payroll		Corporate Strategy & Performance	Development Management
	Leisure Centres & Princes Hall	Legal		Policy & Scrutiny	Building Control
	Bereavement Services				
	Community Safety & Safeguarding				
	Community Patrol				
	Licensing				

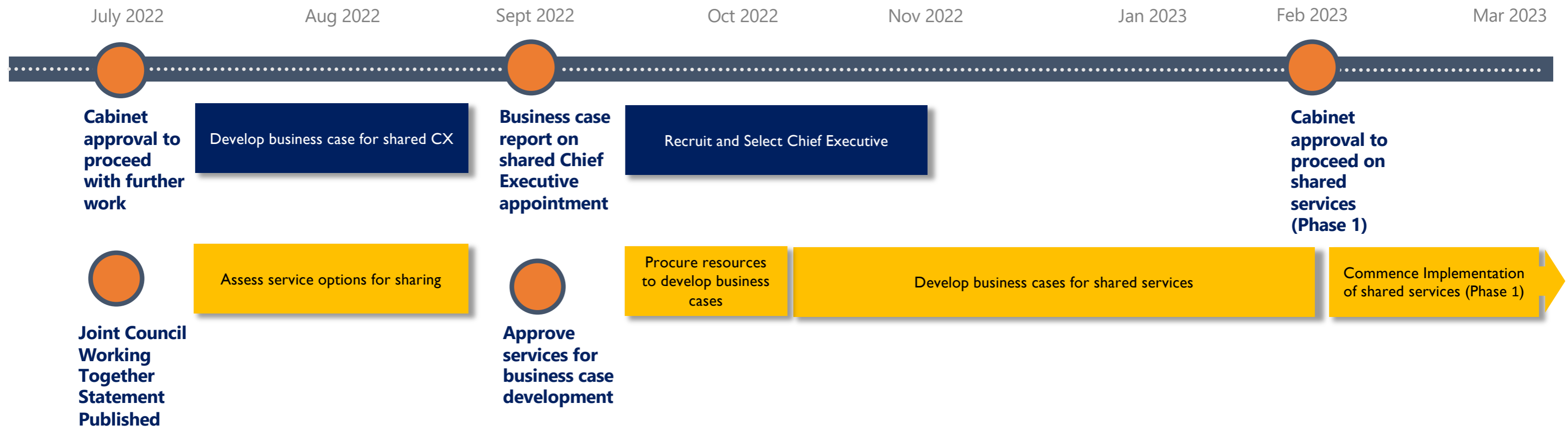
Services/Functions delivered by Hart DC

Place	Environmental & Technical	Community	Corporate	Outsourced
Development Management	SANGS	Private Sector Housing	Elections and Committee Services	Land Charges (Capita)
Planning Policy	Countryside (Promotion, Open space & and Commons, trees, and biodiversity)	Community Safety	Communications and Digital	Leisure Centres (EA)
Heritage	Highways Agency	Homelessness	IT (part contracted)	GIS (East Hants DC)
Environmental Health	Property	Disabled Facilities grants	Finance	Licensing (Basingstoke BC)
Facilities	Parking	Safeguarding and Equalities & Diversity	Audit and Risk Management (part contracted)	Legal (Basingstoke BC)
Business Support	Highway Infrastructure	Housing allocations	GDPR	Rev & Bens (Capita)
FOI	Emergency Planning	Strategic Housing	Performance, Policy and Procurement	IT infrastructure (Capita)
Food Health and safety	CCTV	Community Partnerships	HR and payroll	Customer Service/Contact Centre (Capita/Basingstoke BC)
Street naming and numbering		Health and Wellbeing/Here for Hart		Waste, street care and grounds maintenance (Basingstoke BC)
				Dog Warden (SDK)

INDICATIVE TIMELINE

Hart DC and Rushmoor BC Working Together

Version 0.3



Hart District Council and Rushmoor Borough Council Working Together – Communication Plan June and July 2022

Version 0.2

When	Who is the audience	Proposed key messaging	How will it be achieved	Lead Officer/Member	Outcome
June	Executive Leadership Team Rushmoor (6 th June 2022)	<ul style="list-style-type: none"> • Presentation/consultation/engagement on content of Cabinet Report 	<p>Teams/Meeting Briefing</p> <p>Copy of Report/Presentation</p>	Chief Executive	Ensure all senior officers are aware of purpose and content of Cabinet report and current political thinking (as far as it is known)
	Corporate Management Team Rushmoor (14 th June 2022)	<ul style="list-style-type: none"> • Presentation/consultation/engagement on content of Cabinet Report • Explain political context and reasons for the report • Reassure senior management about the process and their input to future changes • Discuss honestly potential impact and likelihood of proposals proceeding 	<p>Teams/Meeting Briefing</p> <p>Copy of Report/Presentation</p>	Chief Executive	<p>Clarity on proposals and reasons for report</p> <p>Clarity on next steps</p> <p>Reassurance</p>
June	Senior Leadership Team Hart (7 th June 2022)	<ul style="list-style-type: none"> • Presentation/consultation/engagement on content of Cabinet Report • Presentation/consultation/engagement on content of Cabinet Report • Explain political context and reasons for the report 	<p>Teams/Meeting Briefing</p> <p>Copy of Report/Presentation</p>	Chief Executive(s)	Ensure all senior officers are aware of purpose and content of Cabinet report and current political thinking (as

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		<ul style="list-style-type: none"> Reassure senior management about the process and their input to future changes Discuss honestly potential impact and likelihood of proposals proceeding 			far as it is known) Clarity on proposals and reasons for report Clarity on next steps Reassurance
June	Cabinet Members Hart (6 th June 2022)	<ul style="list-style-type: none"> Presentation/consultation/engagement on content of Cabinet Report Why we are doing this – as described in report The Benefits – as described in report Opportunity to debate the report and raise concerns 	Teams/Meeting Briefing Copy of Report/Presentation	The Leader(s)	Ensure all Members of the Cabinet understand the proposals and support them
June	All Members Rushmoor (14 th June)	<ul style="list-style-type: none"> Presentation on content of Cabinet Report Why we are doing this – as described in report The Benefits – as described in report Opportunity to debate the report and raise concerns 	All Member Briefing	The Leader	Ensure all Members are aware of the report and have had the opportunity to
June	Other Members Hart (30 th June TBC)	<ul style="list-style-type: none"> Presentation on content of Cabinet Report Why we are doing this – as described in report The Benefits – as described in report Opportunity to debate the report and raise concerns 	All Member Briefing	The Leader	Ensure all Members are aware of the report and have had the opportunity to
June	Staff and Unions Rushmoor (16 th June email from CX and all	<ul style="list-style-type: none"> Leading politicians from Rushmoor and Hart Councils want the councils to work more closely – explaining 	All council email from Chief	Chief Executive Directors/Heads of	Ensure staff are aware of proposed process and

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	staff briefing 5 th July)	<p>reasons and background</p> <ul style="list-style-type: none"> • We are not merging the Councils • This will commence by agree a range of initiatives in a Cabinet Report and publishing a joint statement of working together outlining the reasons and benefits • The next steps will be to do more work to identify if it is a good idea to move to a shared Chief Executive between the councils • We will also do more work to look at which services might be capable of being sharing between the councils. This will require the development of business cases to explore the pros and cons • This programme of work is at an early stage. We will consult fully with all staff involved in any changes. There may be new opportunities brought about by these changes, but we are also aware that staff will feel nervous. • We are committed to making any changes transparently so please talk to your line manager or Head of Service if concerned 	<p>Executive</p> <p>Backed up intranet/social media communication</p> <p>All staff briefing (Staff Live)</p> <p>Team Briefings (Directors and Heads of Service to lead – preferably face-to-face)</p>	<p>Service</p> <p>Comms Team</p>	<p>potential changes</p> <p>Reassure</p> <p>Be transparent</p> <p>Provide opportunity for discussion and to raise concerns</p>
June	Staff and Unions Hart (w/c 13 th June)	<ul style="list-style-type: none"> • Leading politicians from Rushmoor and Hart Councils want the councils to work more closely – explaining reasons and background • We are not merging the Councils • This will commence by agree a range of initiatives in a Cabinet Report and publishing a joint statement of working together outlining the reasons and benefits 	<p>All council email from Chief Executive(s)</p> <p>Backed up intranet/social media communication</p> <p>Team Briefings</p>	<p>Chief Executive(s)</p> <p>Heads of Service</p>	<p>Ensure staff are aware of proposed process and potential changes</p> <p>Reassure</p> <p>Be transparent</p> <p>Provide</p>

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		<ul style="list-style-type: none"> The next steps will be to do more work to identify if it is a good idea to move to a shared Chief Executive between the councils We will also do more work to look at which services might be capable of being sharing between the councils. This will require the development of business cases to explore the pros and cons This programme of work is at an early stage. We will consult fully with all staff involved in any changes. There may be new opportunities brought about by these changes, but we are also aware that staff will feel nervous. We are committed to making any changes transparently so please talk to your line manager or Head of Service if concerned 	(Heads of Service to lead – preferably face-to-face)		opportunity for discussion and to raise concerns
June/July	Public - Rushmoor and Hart	<ul style="list-style-type: none"> Rushmoor and Hart are working together more closely We are not merging the Councils We continue to meet our pledges set out in the Corporate Plans This will mean better services at potentially lower cost Very exciting opportunity Outline of next steps Will keep you updated vis our website and news releases 	Press Release Interviews Articles on website	Leaders	Promote the idea Inform the public Promote the benefits
July	Other elected representatives -	<ul style="list-style-type: none"> Advise on the intention to work together, the reasons and the benefits together with emphasis on the wider 	Letter from joint Leaders	Leaders	Ensure key stakeholders are

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	Rushmoor and Hart (Town and Parishes, MP's, HCC Councillors)	<p>intended benefits for Hampshire as whole</p> <ul style="list-style-type: none"> Advise on further collaboration as an important step, with an agreement to a statement of intent, which exemplifies how we can work together as partners and in doing so, protect our front-line services, for our residents and communities 			<p>aware of intentions</p> <p>Build trust</p>
July	Other Local Authorities in Hampshire - Rushmoor and Hart	<ul style="list-style-type: none"> Advise on the intention to work together, the reasons and the benefits together with emphasis on the wider intended benefits for Hampshire as whole It does not mean the cessation of partnerships already in place with other local authorities, but does provide a strategic alternative when opportunities arise, to consider value for money To lead this process, our first action will be (if this approach is agreed) to appoint a single chief executive, across both organisations, who's role will be to lead on bringing together those services which would benefit from greater integration and collaboration 	Letter from Chief Executives/joint Leaders	Chief Executives (s) Leaders	<p>Ensure key stakeholders are aware of intentions</p> <p>Build trust</p>
July	Basingstoke and Deane – Hart (Note may need to develop further messaging depending on existing partnerships)	<ul style="list-style-type: none"> Rushmoor and Hart are looking to work together more collaboratively in the future, and these are our first steps to take this forward. We do not anticipate an immediate exit from arrangements with partners such as yourselves but will look for natural opportunities to review our delivery models, as we would do normally to ensure ongoing value for money and strategic alignment. 	Email from Chief Executive(S)	Chief Executive(s)	Inform and reassure
July	5 Councils Partnership - Hart	<ul style="list-style-type: none"> Rushmoor and Hart are looking to work together more collaboratively in the future, and these are our first 	Email from Head of Paid Service	Head of Paid Service	5 councils reassured that this

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		<p>steps to take this forward.</p> <ul style="list-style-type: none"> <li data-bbox="741 347 1384 475">• We do not anticipate an exit from the Capita contract, however it does provide the Council with a useful exit strategy for many services currently provided by Capita, when the contract concludes in 2025 <li data-bbox="741 496 1384 587">• It may mean a change to the representatives at the Strategic Management Board, and other key meetings, over time. 			<p>does not alter the existing contract (except for membership of meetings)</p>