



# 3C Shared Service 2016/17 Q3 Update Report

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To: Overview and Scrutiny Committee

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## Executive Summary

This report provides an overview of what have we achieved in terms of realised benefits from Q3 2016/17 of 3C Shared Services in terms of savings and other benefits identified in the business case in year 1 of operation.

Overall there has been significant progress in the past quarter in service delivery and reporting arrangements for the shared services. All services are finalising their 2017/18 business cases and these will be presented to the relevant committees in the March cycle. These business case will include details on a move to a consumption based recharging and improved scrutiny on performance measures as the services move out of transition and into a business as usual state.

Over £534k (excluding shared waste service) is predicted to have been saved this year, although the original 15% saving targets have not yet been achieved on any of the 3 way services. In the main this has been due to higher costs for temporary staff to maintain service delivery through the period of transition. All services expect to deliver the required savings in 2017/18. Performance measures for 2017/18 are being refined.

Q3 has seen an improvement in recruitment with a permanent Head of ICT, Paul Sumpter, now in place. 3C Legal have been successful in recruiting to all vacant senior roles and all services have reduced their use of temporary/agency staff..

Issues have been identified with demand management in all services. The historic information regarding demand on services that was available at time of writing the business cases was not comprehensive and accurate enough.

Q3 detailed performance reports for 3C Legal (Appendix 1), 3C ICT (Appendix 2) and 3C Building Control) are attached to the report.



3C Shared Services is a strategic partnership between Cambridge City Council, Huntingdonshire District Council and South Cambridgeshire District Council