

COMMENTS FROM OVERVIEW AND SCRUTINY PANEL (PERFORMANCE AND CUSTOMERS) – 1st February 2017

3C SHARED SERVICE UPDATE

The Panel received the 3C Shared Service Update. Members were informed that the Shared Services are not on course to achieve a 15% savings target and that a number of the first year savings were not embedded and were one off savings.

It was commented on that the Businesses Plans were not robust enough however Members were informed that the Plans did the job at the time and that when the new Plans are published in March they will look different.

Following a discussion about recruitment, a Member stated that they believe that every post is crucial to which the Executive Councillor for Commercialisation and Shared Services and the Managing Director agreed.

The Panel requested that they see the content of the Action Plan. It was noted that is it difficult to assess whether the performance of the 3C Shared Services can be rectified without viewing the detail of the Action Plan designed to do that.

Members requested a monthly report, to be circulated via email, on the number of agency staff employed by the 3C Shared Services.

A concern was raised in regards to the cost of agency staff however it was noted that there is a difference in the type of agency staff required. The agency staff with highly technical expertise cost considerably more than agency staff without that expertise.