Shared Services

Learning and Skills Shared Services Programme
Progress Report
15 November 2006

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L&S Shared Services Programme Manager
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**Review**

This is the third of four Shared Services Advisory Group meetings arranged for this phase of the programme (Programme Definition)

<table>
<thead>
<tr>
<th>SSAG1</th>
<th>SSAG2</th>
<th>SSAG3</th>
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</thead>
<tbody>
<tr>
<td><strong>Common Language</strong></td>
<td><strong>Early Thoughts</strong></td>
<td><strong>Development</strong></td>
</tr>
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</table>
Three TWG’s have been organised for November to feed into the Blueprint and Strategic Business Case

The L&S Shared Services Programme has organised a number of Technical Working Groups in order to engage with college functional directors and to evaluate which functional services could be delivered through a Shared Service centre.

There will be three Technical Working groups focusing on our three areas of functional scope:

- Learner MIS (16 November, Institute of Mechanical Engineers)
- Finance (29 November, Institute of Mechanical Engineers)
- Human Resources (30 November, Royal Society of Physicians)

The TWG’s will have a common format which will start by answering the “what?” and “Why?” questions. The groups will than have an evaluation of the functional level proposals and determine key levels of process commonality, identifying opportunities for sharing and the challenges in doing so.

The outputs from these sessions will be fed into the Blueprint and Strategic Business Case documents. Further Technical Working groups will be held in Q1 and Q2 2007 to input into the Outline and Full Business Cases.
Good response to TWG as Directors seek influence in establishing which parts of functions activities could be provided by Shared Services Capability

<table>
<thead>
<tr>
<th>Technical Working Group</th>
<th>Number Invited</th>
<th>Number Accepted</th>
<th>Number Declined</th>
<th>Awaiting Response</th>
<th>% Attending</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance</td>
<td>27</td>
<td>14</td>
<td>7</td>
<td>6</td>
<td>52%</td>
</tr>
<tr>
<td>HR</td>
<td>16</td>
<td>5</td>
<td>5</td>
<td>6</td>
<td>31%</td>
</tr>
<tr>
<td>Learner MIS</td>
<td>29</td>
<td>11</td>
<td>14</td>
<td>4</td>
<td>38%</td>
</tr>
<tr>
<td>Total</td>
<td>72</td>
<td>30</td>
<td>26</td>
<td>16</td>
<td>42%</td>
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</tbody>
</table>
Holy Cross College  
South Tyneside College  
South Cheshire College  
Blackburn College  
Hull College  
South Tyneside College  
SFCF  

Leicester College  
Strode's College  
South East Essex College of Arts and Technology  
Xaverian College  
St Helens College
Finance TWG

Leicester College
Liverpool College
Hull College
Westminster Kingsway College
College of North East London
Holy Cross College

South Tyneside College
LSC Shared Services
SFCF
Newcastle College
Orpington
Lewisham College
Blackburn College
Human Resources TWG

Ealing College
Newcastle College
Uxbridge College
LSC Shared Services
SFCF
The Semi-structured interviews have been completed for this phase. Further discussions with providers will be held in Q1 and Q2 2007.

<table>
<thead>
<tr>
<th>College Function</th>
<th>Number of Interviews</th>
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<tbody>
<tr>
<td>Finance</td>
<td>12</td>
</tr>
<tr>
<td>HR</td>
<td>7</td>
</tr>
<tr>
<td>Learner MIS</td>
<td>11</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
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</table>
**LSSSP Baseline Questionnaire**

Low response to questionnaires means that our benchmarking and performance figures are based on a low sample. Need to address gaps in data.

<table>
<thead>
<tr>
<th>Type of Questionnaire</th>
<th>Number Distributed</th>
<th>Total Number of Returns</th>
<th>% Returned</th>
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<tbody>
<tr>
<td>Finance</td>
<td>20</td>
<td>9</td>
<td>45%</td>
</tr>
<tr>
<td>HR</td>
<td>10</td>
<td>1</td>
<td>10%</td>
</tr>
<tr>
<td>Learner MIS</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>10</td>
<td>33.33%</td>
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</table>
Next SSAG

Documents to be circulated 14 December:

• Vision
• Blueprint
• Strategic Business Case

Next SSAG 19 December:

• Review key documents
Leading learning and skills