



# Shared Services

call us on: 0161 832 7387

## PROGRAMME

**08:30**

Registration and Coffee in the Networking Surgery

**09:30**

Chair's Opening Address

**Colin Cram** (*confirmed*)

Former Chief Executive, North West Centre of Excellence & Director, Marc1

**09:35**

Keynote Address

**Corin Taylor** (*confirmed*)

Senior Adviser in the IoD Policy Unit

“Overview of the current financial situation and the impact of Shared Services.”

An overview of the UK's financial situation and the implications for the public sector

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**09:55**

**Rob Leak** (*confirmed*)

Chair of Capital Ambition Efficiency Board and Chief Executive Enfield Council

“The case for Shared Services.”

The Capital Ambition experience.

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**10:15**

**David Beardmore** (*confirmed*)

Director, Callcredit Information Group

“Cost-effective outsourcing”

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**10:30 - 10:40**

Question and Answer Session

**10:45**

Masterclass Session 1

A series of Masterclasses will run throughout the day. You have the opportunity to pick a stream from the following three topics: Delivering Shared Services and Outsourcings, Practical and Legal Issues, Process Improvement.

**11:30**

Coffee in the Networking Surgery

**12:15**

Masterclass Session 2

**13:00**

Lunch in the Networking Surgery

**14:00**

Masterclass Session 3

**14:45**

Case Study

**Alasdair Robertson** (*confirmed*)

Head of Business Improvement, Maidstone Borough Council

The benefits of joint-working opportunities, re-engineering business processes in order to improve customer service and eliminate any unnecessary back office tasks.

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**15:05**

**Peter Telford** *(confirmed)*

Chief Executive, RCUK (Research Councils United Kingdom) SSC (Shared Service Centre)

“Building a shared services roadmap”

A radical experiment in shared services to deliver huge benefits and savings.

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**15:25**

**Ian Lowrie** *(confirmed)*

Chief Executive, Adur District Council and Worthing Borough Council

“Start at the top and the rest will follow!”

How combining the Chief Executives posts is the catalyst for two councils to slim down management, create shared services, and deliver better value.

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**15:45**

**Karen Bridges** *(confirmed)*

Acting Head of Transformation Development, Birmingham City Council

“Developing and Implementing a Shared Services Strategy.”

Implementing Shared Services across large organisations, taking into account the re-modelling of business processes and the challenges faced with proposed service improvements.

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**16:05**

Chair's Closing Remarks

**16:15**

Coffee in the Networking Surgery

**16:30**

Event Close