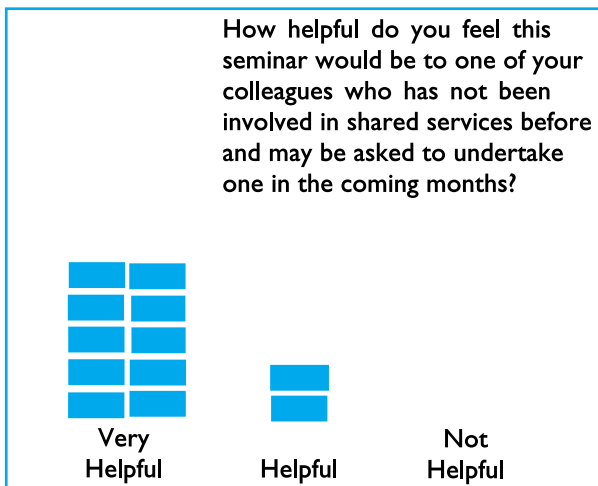


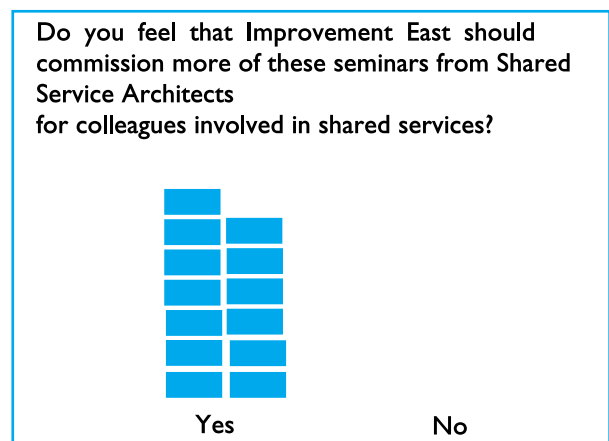
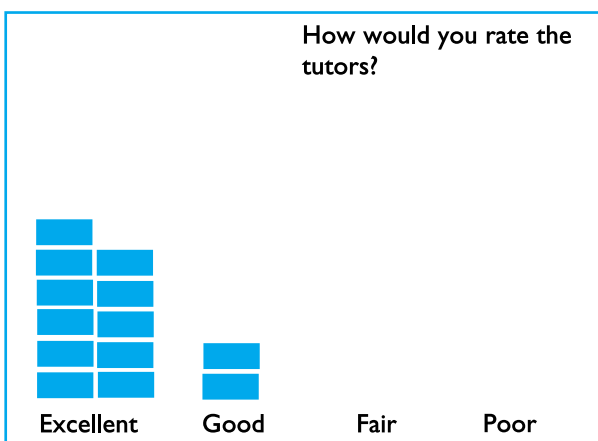
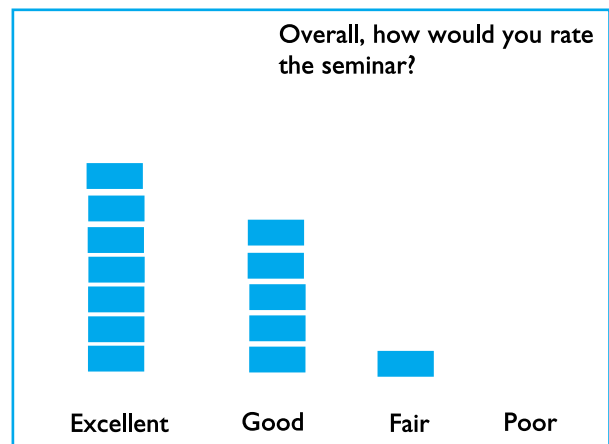
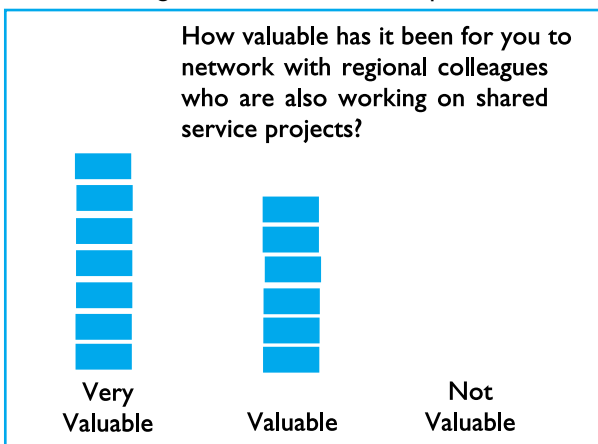
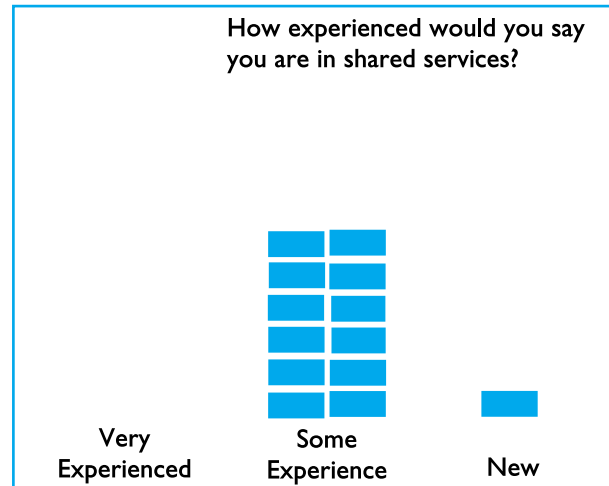
# The Highway Code of Shared Services

(What are the constraints that impact on shared services?)

Evaluation Feedback from the Improvement East Seminar - 08-06-11



One delegate did not answer the question

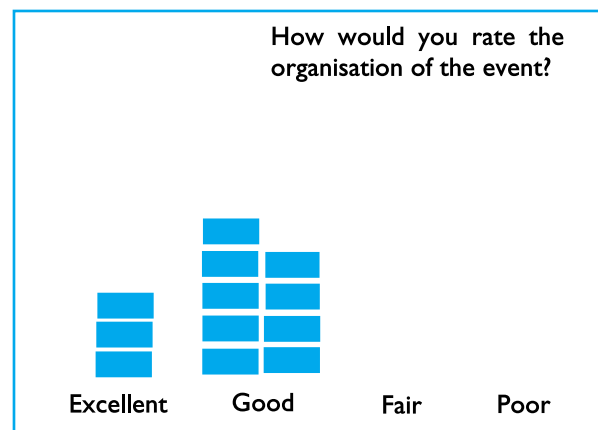


What positive messages will you take away from today's seminar?

1. There is help and experience available!
2. I'm getting a lot clearer about issues that need to be considered
3. Build trust and vision!
4. Shared Services can be a positive way forward - not just a reaction to the funding reduction
5. To involve all from an early stage
6. To instil trust in projects and partners around shared services
7. Shared service is achievable
8. More thorough understanding and awareness of associated issues
9. It can be done, not just by one person

What, if anything, do you think would have improved the seminar overall?

1. Warmer room



One delegate did not answer the question

### Understanding the purpose and nature of this seminar

The seminar was developed from research work at Canterbury Christ Church University (CCCU) into the skills and knowledge required by public sector managers who will lead on shared service or collaboration projects. It was originally developed in collaboration with experienced shared service managers from Kent Councils and partners, East Midlands RIEP and the LSC. It is one of the foundation seminar sessions for the Post Graduate Certificate in Shared Service Architecture from CCCU. The style of the seminar was a mix of teaching input, discussion and action learning.

The delegates for this seminar were shared service managers from a range of councils in the East of England.

The seminar was held at the SmartLIFE Centre, Kings Hedges Road, Cambridge on 8th June 2011.

The seminar timing was from 10.00 to 15.30.