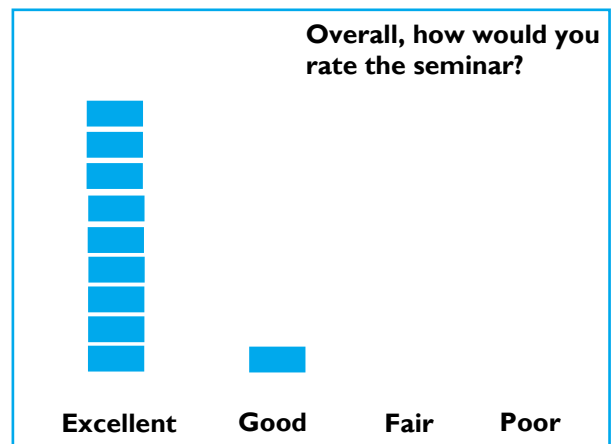
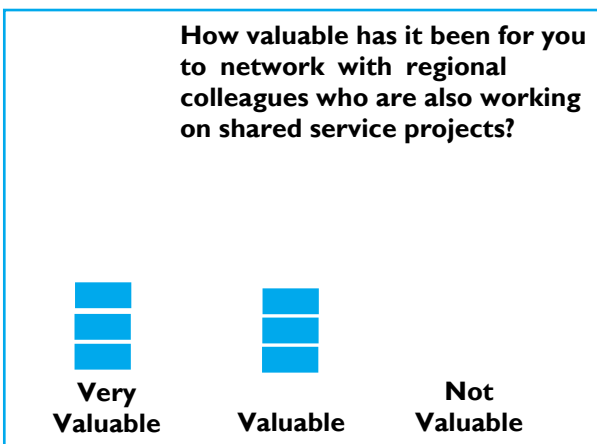
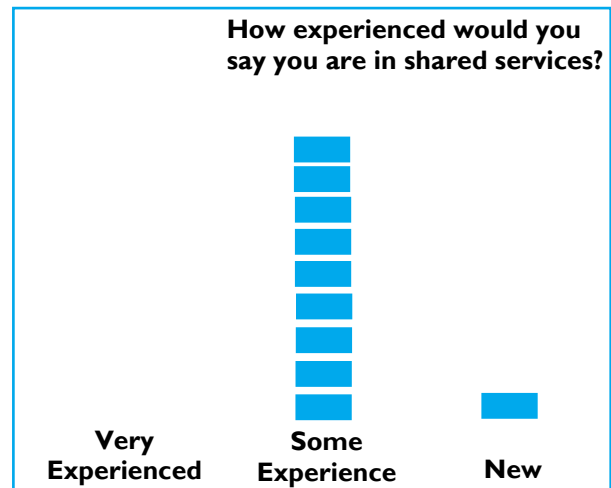
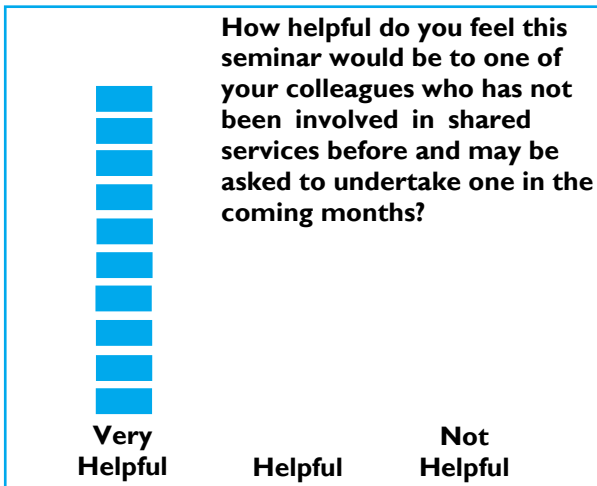


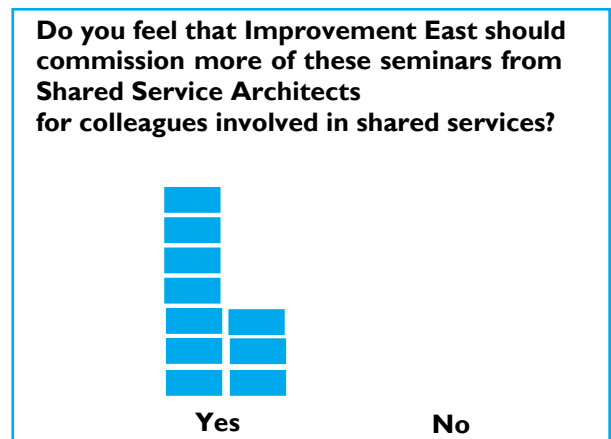
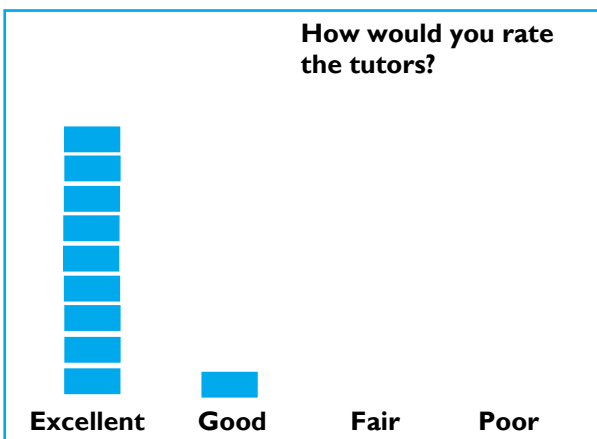
The Highway Code of Shared Services

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

Evaluation Feedback from the Improvement East Seminar - 01-03-11



4 delegates did not answer the question

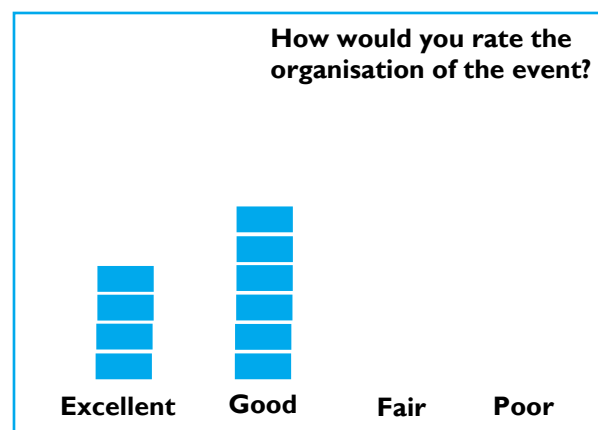


What positive messages will you take away from today's seminar?

1. It can work
2. Good analysis of what is required
3. Planning more important than implementation
4. There is not one model which fits all
5. There are many opportunities and it's an interesting time to be in local government
6. There are solutions and guidance/help to shared service issues
7. Have a more confident approach to investigating possible shared service opportunities
8. The choice of shared service vehicles

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

1. More detail (seminar would have to be longer)
2. Better attendance by colleagues
3. Perhaps something from the organisation on its intended journey to set the scene



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 Committee Rooms, Town Hall, Ingrave Road, Brentwood, Essex on 1st March 2011.

The seminar timing was from 10.00 to 15.30.