

Client: North Norfolk District Council, Borough Council of King's Lynn and West Norfolk and Great Yarmouth Borough Council

Xantura product / service: 'Fusion' shared services consulting programme

Date of engagement: December 2009 to March 2010

Client background & challenge

Towards the end of 2009, three district councils in Norfolk were awarded funding by Improvement East RIEP (Regional Improvement and Efficiency Partnership) to undertake a feasibility study to explore the opportunities for joint working across Revenues, Benefits and Customer Services.

The main objectives of the feasibility study were:

- to research, understand and validate the potential joint working models appropriate to the partnership;
- to make specific recommendations to address the needs of the partner local authorities;
- to identify the implementation process for desired options, and
- to model and quantify service savings and service improvements over time to demonstrate the financial business case for change.

The primary aim of the assignment was to assess whether or not a joint working partnership across the three district councils could deliver improved services and significant efficiencies.

The main requirements outputs of the work were to produce the following deliverables:

- a draft feasibility study report;
- baselined initial assessment of performance and financial data;
- a set of conclusions and recommendations with respect to the future direction of the project.

Engagement delivery

The adoption of the xantura 'fusion' shared services methodology enabled the engagement to be successfully delivered over a nine week period, advantages of utilising the 'fusion' methodology are

shown below:

- fusion is a rapid, interactive and structured methodology allowing full participation and buy in from all relevant stakeholders;
- project delivery is both hands on and fully inclusive; all client needs are catered for;
- comprehensive benchmarking activity is carried out utilising recognised industry standards in relation to both performance and the relevant financial elements;
- tangible efficiency cases and service / citizen improvement initiatives are examined, helping to shape future strategic aspirations and potential operating models;
- xanturas extensive 'subject matter expertise' is fed into the process.

The deliverables produced were developed to HM Treasury green book guidelines.

The feasibility study has been accepted by senior partnership officers and local authority members and is due to proceed to full strategic business case during the Spring of 2010.

Client feedback

"I was impressed with Xantura's commitment, their innovative style, their desire to satisfy our needs and their flexibility as we were quite challenging in our scope. It is always a fear when you appoint consultants that you will get an "off the shelf" pre-researched report. This was most definitely not the case with Xantura; we got a unique piece of work, researched and conducted specifically to meet our requirements. We have already decided to continue to work with Xantura and I would have no hesitation in recommending them"

Gareth Evans, Executive Director – Revenues and Customer Services, BC King's Lynn and West Norfolk

"Xantura have been professional, supportive, innovative and focused while challenging of our thinking around the feasibility of sharing services this, I feel, has enabled us to move forward into Full Business Case with confidence and improved understanding of the potential benefits, areas for consideration and issues associated with Shared Services"

Jane Beck, Head of Revenues and Customer Services, Great Yarmouth BC



Borough Council of
King's Lynn &
West Norfolk



GREAT YARMOUTH
BOROUGH COUNCIL

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“Xantura have worked collaboratively with the three authorities to deliver a very detailed and unique feasibility study. They provided the focus and challenge enabling us to progress to full business case with a comprehensive understanding of where the potential benefits are for a shared service and what issues need to be resolved for us to realise these benefits”

Louise Wolsey, Revenues and Benefits Manager, North Norfolk DC