

SUBJECT:	Business Case for a Shared Customer Services
REPORT OF:	Officer Management Team - Director of Resources
	Prepared by - Head of Legal and Democratic Services

1. Purpose of Report

To consider the recommendations arising from the shared services review of Customer Services.

2. Links to Council Policy Objectives

The efficient implementation of joint services reviews is linked to the Council's Priority Aim to: Deliver cost-effective services that are driven by customer and community needs.

3. Background and Discussion

At a meeting on 25 March 2015, the Chiltern and South Bucks Joint Committee considered the Business Case for a shared Customer Services. The Business Case is attached as a **Private Appendix**.

The Joint Committee endorsed all of the recommendations in the report.

Following legal advice and in order to be consistent with the previous approach used for shared service reviews, Full Council are asked to formally adopt the recommendations below:

4. Recommendation(s)

RECOMMENDED –

- 1. That the case for a shared Customer Services is proven and that both Councils should proceed to establish a shared Customer Services.**
- 2. That subject to consultation with staff and a formal agreement between the Councils, the services of staff in South Bucks District Council's Customer Services be put at the disposal of Chiltern District Council under Section 113 of the Local Government Act 1972 so they can work across the two local authority areas.**
- 3. That the Chief Executive in consultation with the Cabinet Leader and the Head of Legal and Democratic Services be authorised to finalise the terms of any legal documentation required to give effect to recommendation 2 above.**

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Background Papers:	None