

# Indicative Shared Service Assessment Process

Service or Function	Business Need	Potential Impact (savings/service improvement)	Timescale to Implement	Complexity	Phase/Notes
Service/Function 1					
Service/Function 2					
Service/Function 3					
Service/Function 4					
Service/Function 5					
Service/Function 6					
Service/Function 7					
Service/Function 8					

**High** – solves significant and urgent business issue(s)

**Medium** – solves a business issue

**Low** – does not solve any particular business issue, or only makes a minor contribution

**High** = significant savings, significant service improvement

**Medium** = some savings, some service improvement

**Low** = low savings or service improvement

**Long** = more than 12 months

**Medium** = 6 to 12 months

**Short** = within 6 months

**High** complexity, **Medium** complexity or **Low** complexity by reference to level of organisational, technological and/or people change

**Phase 1** – Start (Business Case) Immediately

**Phase 2** – Start after 6 to 12 months

**Phase 3** – Start beyond 12 months

# Services/Functions delivered by Rushmoor BC

Customer Experience and Transformation	Operational Services	Corporate Services	Major Projects and Property	Democracy, Strategy & Partnerships	Planning & Economy
Communications	Housing Options & Homelessness	Finance, Audit	Regeneration	Community Development	Strategic Housing
Customer Services	Private Sector Housing	Revenues & Benefits	Property & Estates	Democracy & Members Support	Economy
Website	Food, Health & Safety	GDPR	Capital Projects	Election	Town centres
Transformation	Environmental Control & Pollution	Procurement	Highways & Infrastructure	Partnerships	Skills
IT & Digital	Waste, Cleansing, Parks & Grounds Maintenance	Human Resources & Learning and Development	SANGS	Risk Management	Planning Policy
Facilities	Parking	Payroll		Corporate Strategy & Performance	Development Management
	Leisure Centres & Princes Hall	Legal		Policy & Scrutiny	Building Control
	Bereavement Services				
	Community Safety & Safeguarding				
	Community Patrol				
	Licensing				

# Services/Functions delivered by Hart DC

Place	Environmental & Technical	Community	Corporate	Outsourced
Development Management	SANGS	Private Sector Housing	Elections and Committee Services	Land Charges (Capita)
Planning Policy	Countryside (Promotion, Open space & and Commons, trees, and biodiversity)	Community Safety	Communications and Digital	Leisure Centres (EA)
Heritage	Highways Agency	Homelessness	IT (part contracted)	GIS (East Hants DC)
Environmental Health	Property	Disabled Facilities grants	Finance	Licensing (Basingstoke BC)
Facilities	Parking	Safeguarding and Equalities & Diversity	Audit and Risk Management (part contracted)	Legal (Basingstoke BC)
Business Support	Highway Infrastructure	Housing allocations	GDPR	Rev & Bens (Capita)
FOI	Emergency Planning	Strategic Housing	Performance, Policy and Procurement	IT infrastructure (Capita)
Food Health and safety	CCTV	Community Partnerships	HR and payroll	Customer Service/Contact Centre (Capita/Basingstoke BC)
Street naming and numbering		Health and Wellbeing/Here for Hart		Waste, street care and grounds maintenance (Basingstoke BC)
				Dog Warden (SDK)