



Coventry City Council

Briefing note

To: Scrutiny Co-ordination Committee

Date: 20 February 2013

Subject: Business Services Review

1 Purpose of the Note

- 1.1 To review the effectiveness of Business Services 12 months after implementation and for the Committee to note the findings of the evaluation

2 Recommendations

- 2.1 To endorse and support the recommendations outlined in the attached report

3 Information/Background

- 3.1 In 2009 the Council, through the abc Transformation Programme initiated a Fundamental Service Review (FSR) of Administration and Business Support Services in order to create a shared administration service which would provide support across the whole Council. This FSR resulted in the creation of a centralised administrative service called Business Services.
- 3.2 Between April 2011 and October 2011, the new service called Business Services was implemented across the whole of the Council restructuring the old administrative and support functions.
- 3.3 As part of the implementation, it was agreed that Business Services would conduct a comprehensive evaluation of its first year in operation.
- 3.4 The evaluation has now been carried out, measuring progress against the key deliverables and principles as set out in the original project plan.
- 3.5 The report provides a detailed analysis of the last 12 months and makes a series of recommendations based on those findings, including achieving further savings for 2013/14 and future years.

List of Appendices included:

Business Services Evaluation Report

Bev Messinger/Shokat Lal
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