

Project Team Assessment Criteria - MKSD

1. Vision and identity

- i. A medium term vision for Mid Kent Services will be produced;
- ii. A Mid Kent Services culture and way of working that complements the three authorities and provides a sense of identity will be produced;
- iii. MKS staff satisfaction levels will have increased;
- iv. Client (Shared Service Boards and users of the MKS services) and MKIP Board satisfaction levels will have increased.

Baseline evidence for measurement of above:

- a. Shared Service Manager Key Messages document – has the picture improved 12 months on?

(Key Messages document is the face-to-face questionnaire conducted in January 14 with all Shared Service Managers to gauge their feelings on MKIP and where they felt MKIP should go next).
- b. Client survey results for shared services – has the picture improved 12 months on?
- c. Staff survey results for MKS shared service staff – has the picture improved 12 months on?

2. Accepting new and consolidating existing partnerships

- i. A shared service plan will be produced using a consistent MKIP service planning template for each Mid Kent Service;
- ii. SLAs and Collaboration Agreements will be produced for each Mid Kent Service;
- iii. Consolidate the Legal Services teams and oversee the potential alignment under one employer;
- iv. Complete the work to put in place enabling infrastructure for ICT partnerships to develop further partnerships with other authorities.

Baseline evidence for measurement of above:

- a. Current service plans and shared service plans for each service, if any;
 - b. Current Collaboration Agreements and SLAs for each service, if any.
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3. Performance and governance

- i. Proposals for improving performance on key indicators, and suggestions for new indicators are included in the “plotting a course for the future” document (see 4. below).
- ii. Performance indicators will be consolidated and streamlined across the three authorities, based on the individual performance standards of each authority.

Baseline evidence for measurement of above:

- a. Current performance indicators, with end of year performance targets for 13/14, if any.

(Any already identified business case improvements will be removed from the assessment).

4. Plotting a course for the future

- i. Deliver Mid Kent Services within the budgets already set for 2014/15;
- ii. Deliver savings already identified for Mid Kent services for 2014/15;
- iii. Produce a report setting out proposals for future direction from 2015/16 (to include suggested savings/increased income where possible as part of each council’s MTFS process, and improving performance indicators).

Baseline evidence for measurement of above:

- a. Budgets for each service compared with out-turn;
 - b. Savings targets already identified within each service for each council compared with actual savings delivered.
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