

oneSource

Overview and Strategy 2020-2023

March 2020

A history to be proud of

A bit of background

- oneSource was established in 2014 as a shared service between Havering and Newham Councils, with Bexley joining in 2016.



The infographic lists the following services provided by oneSource:

- Finance:** Strategic and Operational Finance, Procurement, Assurance (Audit, Fraud, Insurance, Compliance & Risk) and Transactional Finance (Accounts Payable, Accounts Receivable, Systems Reconciliation & Pension Administration)
- Legal and Governance:** Legal Services, Democratic Services and Election services.
- Exchequer:** Council Tax and Benefits, NNDR, Client Management of the Bexley Capita contract (covering Council Tax, Benefits, NNDR and debt recovery) Financial enforcement services for the non-payment of council tax and parking (Bailiff Service, Debt recovery)
- Human Resources:** Strategic and Operational HR, Organisational Development, Transactional HR and Payroll
- Technology and Innovation:** IT Support, Telephony, Application Development, Website Development, IT Project Management, Business Improvement, Printing, Business Continuity and Disaster Recovery
- Asset Management:** Facilities Management, Health and Safety, Projects and Programmes, and Property Services
- Technical Services:** Technical Services and Transport

We have been awesome



But things could work better



Outsource vs Shared Services



2020 onwards

Vision, Values and Mission

oneSource single value

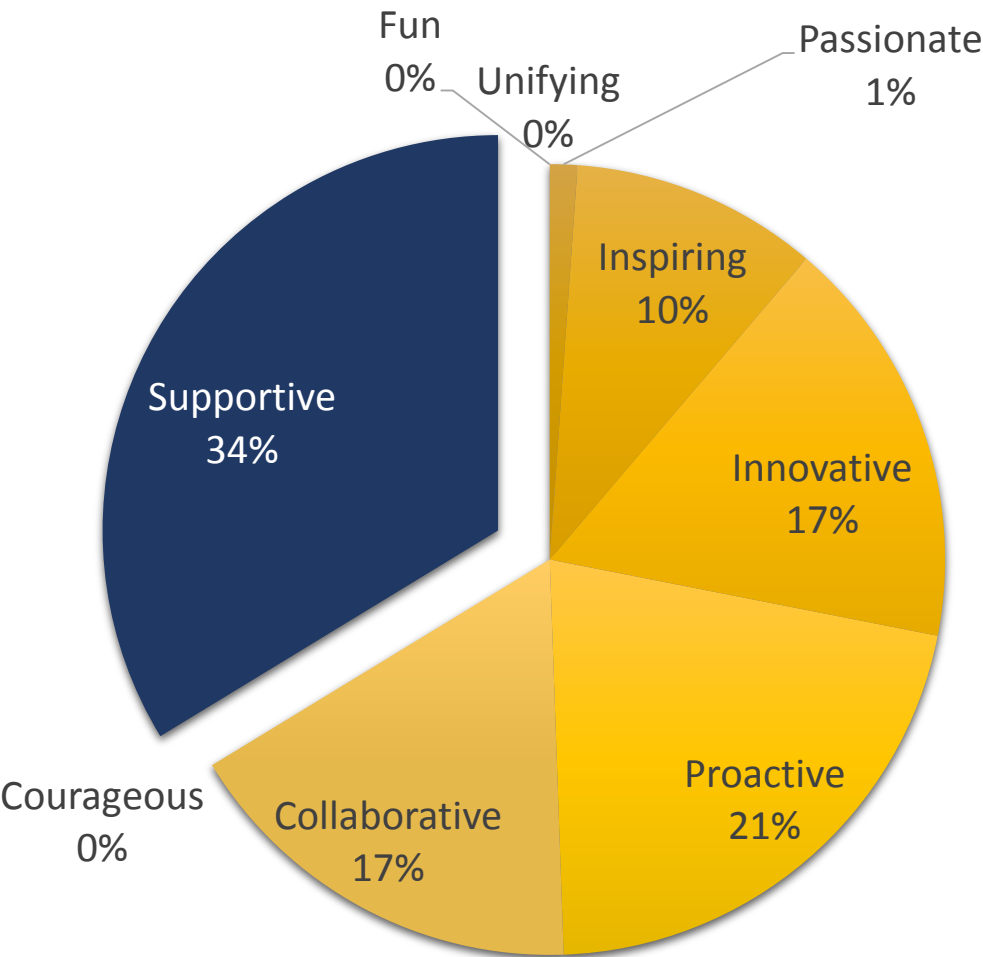
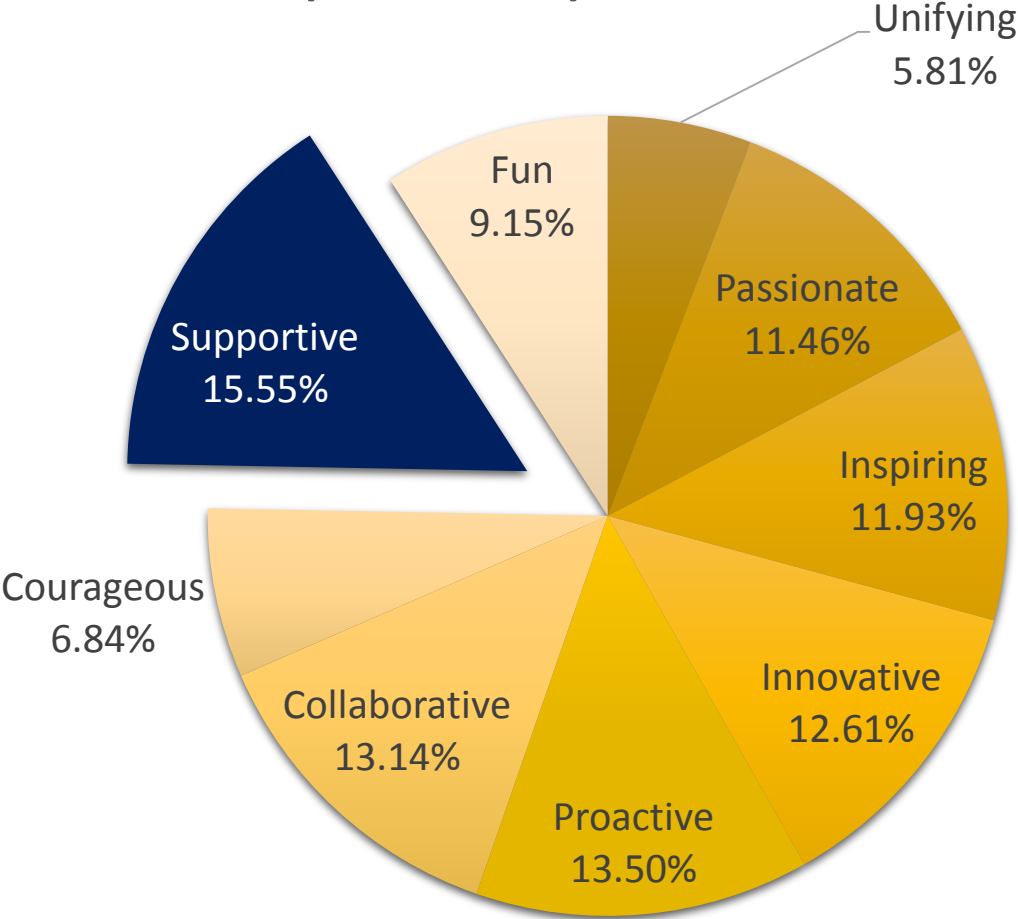
Supportive



oneSource Single Value



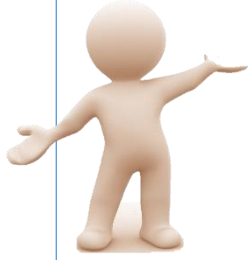
314 results - Proportional Representation



314 votes - First past the post

Bring your best self to work – be good at your job,
help others to be the best they can, be supportive





To Ourselves

- Take time out – remember to go for lunch!
- Ask for help when you need it
- Mistakes happen; learn from them but move on
- A work/life balance matters; work smarter, not harder
- Be kind to yourself



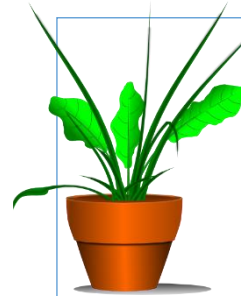
To Each Other

- Check in with each other – ‘How are you really?’
- Value our differences and learn from each other
- Start from a position of trust
- Nurture relationships; celebrate success and say thank you.



In our Policies and Procedures

- Think user friendly – easy to read; easy to follow
- Design around minimum effort
- Be concise
- Think holistically; be aware of how our policies and procedures interact with each other



In our Environment

- Smile! It's the best and fastest way to brighten up the office
- Think about the environment that we work in
- How can we make our work spaces brighter, happier and more inviting?
- Create a space that welcomes visitors



In our Presentations and Communications

- Think about your audience
- Make it engaging
- Get to the point; be considerate of people's time
- Schedule presentations for times that suit your audience

Vision



For the public sector, by the
public sector

Mission



From outsourcer to corporate centre

Our new operating model

Our core offer

Excellent people who are well supported

Services that benefit from the Shared Services Model

Customer focussed processes and services

Our new offer

Monitoring and Governance



Empower and Develop our people

Nurture excellent relationships

Optimise our offer as driver of council wide improvements

Continuous Improvement



Success measures

Attracting and retaining talent

Attracting others to work with us

Upper quartile performance, lower quartile costs

Noticeable Outcomes



Value, Vision, Mission & Objectives



Our Value

To be supportive to each other, our customers and our residents



Our Vision

To provide services for the public sector by the public sector



Our Mission

From outsourcer to Corporate Centre

- Attract and retain talent
- Attract other boroughs to work with us
- Upper quartile performance



Our Objectives

Optimise

- Develop Corporate Centre Model and Optimise Offer
- Strengthen our Performance and governance framework
- Continuously Improve our services

Nurture

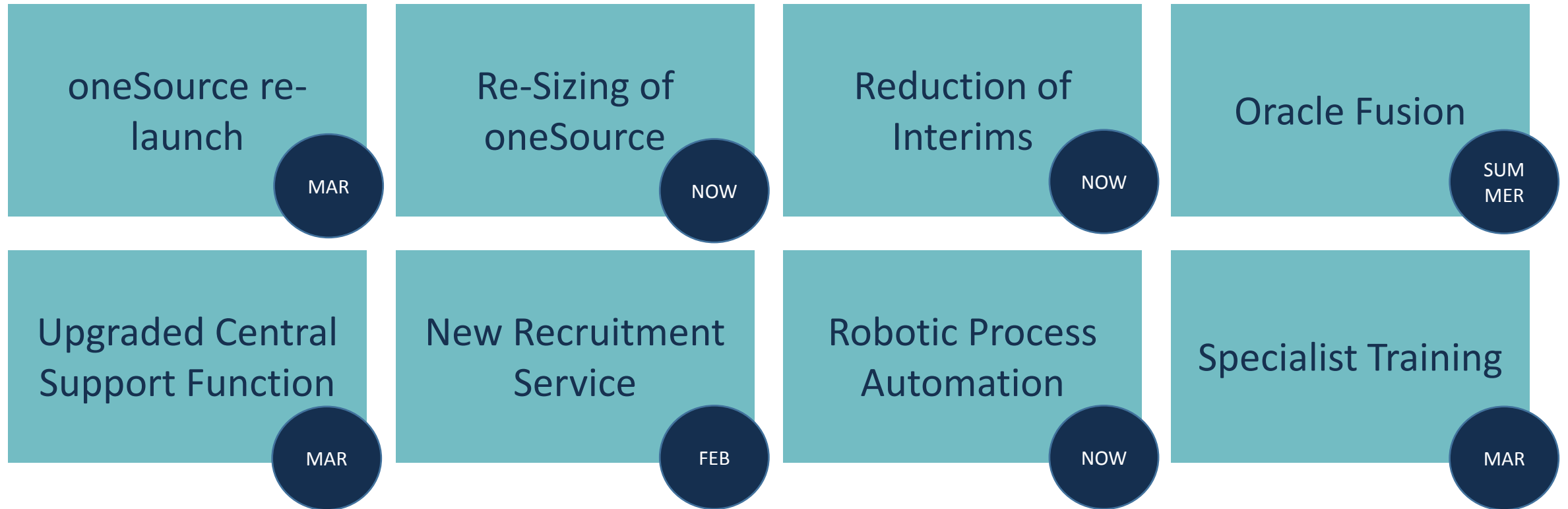
- Nurture Excellent Relationships

Empower

- Develop and Empower our People

2020 Developments

2020



Shared Service Support



Thriving in a Shared Services Environment

Leatham Green
Chief Exec of PPMA

100 spaces
Reserved for those in joint roles



One to One coaching

Mark Bisson
Author and Coach

25 spaces
Reserved for those who have been through
the first course

ignite

Talent Development

12 – 16 spaces initially

One day masterclass

Regular mentoring

Stretch KPI

Dragon's Den finale

New Employee Proposition



- Co-creation of the oneSource deal
- Reduced agency workers and interims
- oneSource induction programme
- Staff awards
- Regular one to ones
- Feedback surgeries
- Six weekly briefings
- Increased focus on communication
- Supportive culture
- More smiles



oneSource
onesource.co.uk

Faisal. The programme co-ordinator championing the community

Join oneSource and take on projects with real scope and scale

Everyone says their projects are 'big' But how big?
Our asset management portfolio spans two London boroughs covering 80 square miles, and our work makes a big impact on the 600,000 people we serve. Protecting wildlife? Building stronger communities? It's all here. Join us, and get more from your skills and experience.

BIGGER than big



oneSource
onesource.co.uk

Isabel. The technical assistant giving everyone a lift

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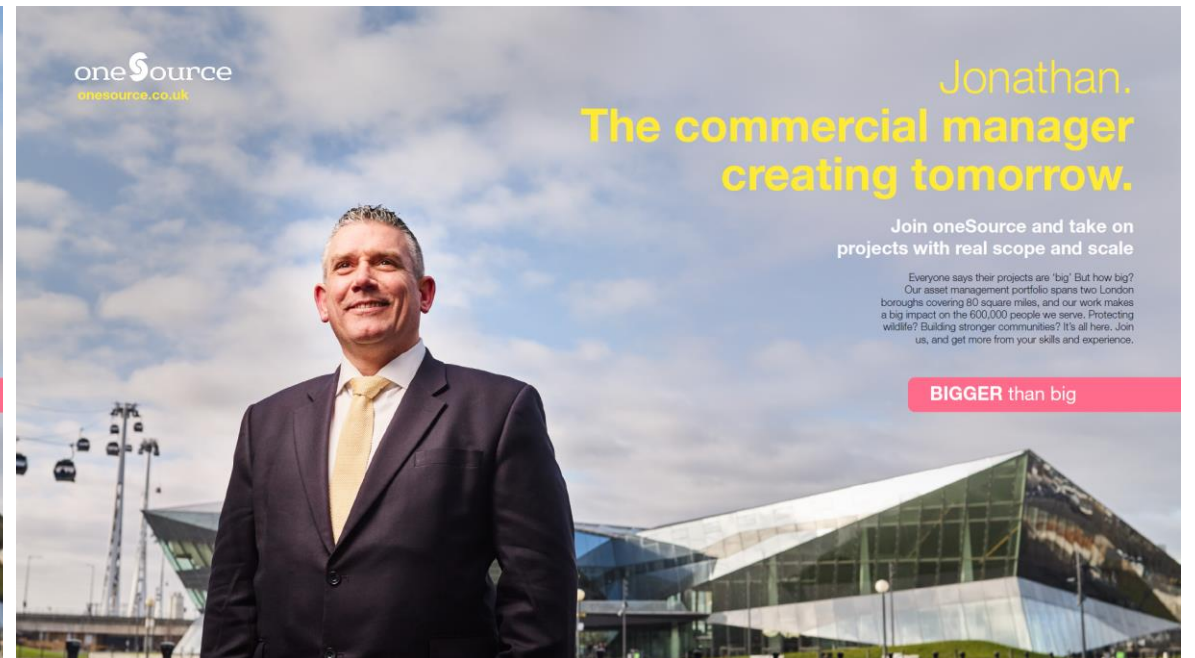
oneSource
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Nicola. The architect giving education a home

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Jonathan. The commercial manager creating tomorrow.

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BIGGER than big

oneSource Relaunch

Feb/March 2020

