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# *Shared Services, Shared Opportunities: New Models of Public Sector Collaboration and Partnership*

## **Welcome**

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# 1. Defining Shared Services

- Tomkinson (2007)

*"the shared provision by more than one local council of a specified service in which service aims and objectives are mutually shared and for which local people are the end customers"*

- JISC (2008)

*"institutions cooperating in the development and delivery of services, so sharing skills and knowledge, perhaps with commercial participation"*

- Scottish Parliament (2010)

*"involves any co-operative arrangement that is designed to deliver services as efficiently as possible to meet customers' needs"*

- Department of Finance (2012)

*"single centralised units providing specialised administrative and back office support services to a number of organisations, which are often geographically dispersed, leading to (a) greater efficiency, (b) increased quality of service, and (c) a more service focused ethos"*

# 2. Working for the Common Good



<http://iclr.org/library/research-papers/>

# 3. Shared Services Online Resource

## ICLRD Shared Services

*A Portal for Local Governments*

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### About the Site

Despite the considerable attention that shared services has received from governments, there is relatively little by way of robust and comprehensive planning, implementation and evaluation of shared services at a local level.

There are many different ways of sharing services and different models will be appropriate to different services, functions and organisations. This website provides access to best practices, model agreements, and submissions by participants in the 'learning network'.

<http://iclr.org/sharedservices/>