

Shared Services



Environmental Health Management Systems

More quality for less cost



A unique support system for shared services

Delivered by RH Environmental Ltd



EHMS – Unique Support for Shared Services

In an increasingly cost conscious economic climate Local Authorities and Regulatory professionals are under pressure to continue to deliver quality services with less resources. EHMS was created to meet this need by creating an online platform that enables more efficient and consistent practices and facilitates flexible working and shared services. EHMS delivers:

- *Improved front line productivity*
- *Reduced middle office costs*
- *More efficient use of back-office systems*
- *Direct savings in reduced subscriptions, quality and process gains*
- *Improved consistency and better services*
- *Mobile working and Shared Services gains*

Based on case studies a subscription to EHMS exhibits a *three-month payback*, making it an affordable expenditure in the current economic climate.

The **Chartered Institute of Environmental Health** (CIEH) is a sponsor of the system and supports the thought leadership and innovation in the concept and design of EHMS.

EHMS Profile

EHMS is a dynamic online resource to support managers and practitioners with continually evolving:

- *Procedures, standard documents (letters, forms and public information leaflets)*
- *British Standards*
- *Knowledge Base (National Policy & Guidance, Legislation)*

It enables the delivery of more efficient regulatory services and improves consistency within and between Local Authorities.

Being online and fully maintained, EHMS enables mobile and flexible working practices by providing

the support needed for practitioners and managers to work with confidence away from the office.

Procedures are provided for all service tasks with the facility for clients to request additional procedures for no extra fee*.

The online procedures are unique because they are customisable and each LA can add their own local procedures.

The procedures are comprehensive and supported by an editorial resource developed and managed by RHE, which includes barristers, experts and specialists from across the UK. Procedures, standard documents, and national policy and guidance are fully maintained reducing development time.

The procedures are referenced with National Policy and Guidance, which is all kept up to date in the Knowledge Base. There is also the option to access British Standards, usually at a lower cost than through other channels.

**This is subject to EHMS Management Team discretion.*

Shared Services

EHMS is now being selected as a big cost saver for harmonising business processes between Local Authorities entering shared services. Because it is 'ready to go' the cost savings are very significant; these cost savings can be assessed and monetarised for each shared service venture.

Shared services are being driven by Central and Local Government politicians in order to drive additional savings in an era of austerity

The process of developing a shared service is a complex one and it involves a number of stages.

The first stage is creating a shared vision amongst a number of collaborating authorities. This stage requires a strong level of sponsorship and leadership from top level Executives.

Because there are many significant barriers to change active sponsorship must begin early and be maintained throughout the process.

One of the key items to assess at this stage is the propensity to engage in a shared service. Can the specific area be identified and resources mustered to make the vision become a reality?

The next step is to create a base case. How much is spent today and what are the processes that trigger the spending. In a BAU situation what will be the likely spend going forward say for the next 3-5 years. This creates a baseline against which benchmarking exercises can be undertaken to identify the likely savings as the shared service targets a best of breed level of deliverable service metrics.

Once a number of partners have embarked on the shared services journey, they need to establish a structure to enable the shared service to exist. This is a key area as Local Authorities have a number of options ranging from a co-operation with shared governance under Local Authority legislation through to a go to market joint venture with a private sector player in the form of a private limited company or even a limited liability partnership.

Legal advice is key at this stage and any commercial prospects need to be thoroughly examined.

A business case will then be established and following reviews of the business case a procurement process will be established.

Governance will be key as will the various service level agreements amongst the co-operating Authorities with the shared service provider.

The barriers to success are manifold with significant work required around people issues, technology set up, structural considerations, risk management and governance.

HOW CAN EHMS HELP?

The EHMS system can facilitate a shared services initiative in a number of ways:

- EHMS can be a shared process and knowledge repository for a number of co-operating local authorities as it resides outside of each parties IT system
- It can serve as a catalyst for consistency in approach and thus it allows a base level of co-operation that can commence with a shared procurement and, if all parties desire, it can stretch to be the regulatory services platform if Local Authorities decide to pool their respective resources into one shared service organisation.
- This ability to move in stages enables the shared service to be flexible and evolve over time rather than having only one 'big bang' approach
- The number of resources needed to develop processes and maintain them is much less when Local Authorities combine and further efficiency savings can be driven by reducing the size of the residual organisation outside of the shared service.
- EHMS is already being procured by JLARS. The essence of that procurement is to gain economies of scale, so the prototype shared services platform already exists.
- The economics of EHMS subscription are such that if a number of players aggregate together to acquire EHMS then the pricing will reflect economies of scale. Just this, added to the normal benefits of EHMS subscription examined later in this document, provide an incentive to work together.

Cost Savings & Improved Services

EHMS is able to drive improved front line case handling, reduce the cost of middle office operations, make more efficient use of back office systems and replace other forms of information indexes for publications. Case studies show significant time saving using EHMS for the front-line, middle and back-office environment.

THE BUSINESS CASE

Front Line Efficiency

EHMS improves front-line confidence and reports of up to 90% improvements in consistency of delivery have been received. This leads to quicker response times with a 37% improvement measured by one unitary Council. The savings have been monetarised by some LA's and case studies are available.

Mobile Working Gains

Mobile working is enhanced with EHMS because it only requires a web browser for access. EHMS provides the knowledge required to deal with all situations while out of the office, which means less demands placed on managers to advise front line staff, who are more confident to make decisions. By enabling flexible working, EHMS directly contributes to achieving carbon reduction through reducing the need to travel and making it easier for businesses to obtain advice from officers working remotely.

Middle Office Productivity Gain

EHMS offers significant cost savings by drastically cutting the time spent developing and maintaining procedures and standard documents and by cutting other direct costs for information.

Back Office Efficiency

Because the resources provided by EHMS are mostly designed to drop into document management systems, there are significant

benefits for managers saving time and ensuring accuracy and consistency of documentation.

Direct Savings

EHMS has been used to replace other expensive information subscription services because it is a unique integrated information service linking procedures, national policy and guidance, value added content and British Standards. Because it is a management system it has also been used as a replacement for in-house ISO9001 quality management systems.

Quality and Process Gains

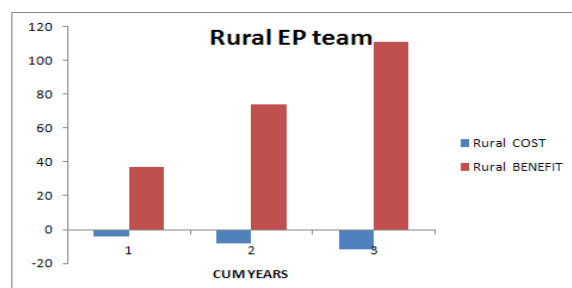
Improved confidence and consistency across the service delivers benefits from fewer process errors and failed actions evidenced by fewer Ombudsman complaints and failed prosecutions.

Proven Business Case

Case studies with EHMS users show clear wins from the system, each LA can benefit in different ways according to their local circumstances. Customers have reported improved efficiency savings from using EHMS to deliver up to £3600 per year per manager, and up to £1800 per year per front line officer.

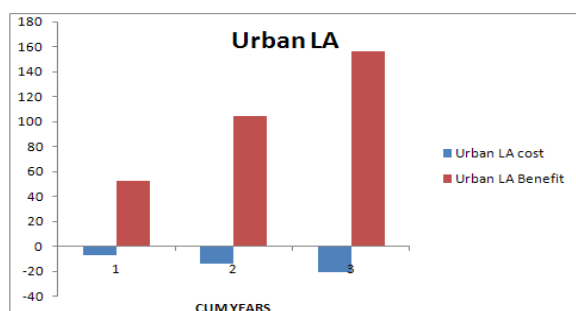
CASE STUDY

Welsh Unitary Council, Environmental Protection Team (10 staff); saving approximately 15% (£37k) year on year:



FEASIBILITY STUDY

English Metropolitan Borough Council, Regulatory Services Department (73 staff), identified a minimum saving of £155k over a 3-year licence term with pay back of 3 months:



Competence and CPD

EHMS provides the ready-made competence tool for staff; it has been recognised by CIEH that EHMS users can claim CPD hours from their use of the system. This provides a win-win for staff as it serves them professionally and saves a significant portion of their training budget.

The Consistency Tool for Regulators

As EHMS provides an overarching Management Module, it lends itself to cross departmental/professional consistency. In response to demand, the system is being developed so that it can be rolled out to Trading Standards as well as Environmental Health. Trading Standards modules are planned to be available from late 2010.

BENEFITS

- *c.3 month pay back*
- *Modular – subscription tailored for specific needs*
- *Can be customised for local content and processes*
- *Kept current by expert panel*
- *Web based easy access for mobile and flexible working*
- *No additional software or technology investment required*
- *Meets regulators consistency requirements (Hampton review)*
- *Improved information to the business community (Anderson report)*
- *Management system facilitates outsourcing services/shared services and partnership working*
- *Compiling and sharing local information*
- *Secure portal; all content encrypted and controlled for data protection*
- *24/7 access for out of hours and contingencies*
- *Automatic version control for all procedures and user content, for referencing and court cases*
- *Improved officer confidence and morale*
- *CIEH CPD points based on system usage*
- *Higher quality outcomes-reduced error rate*
- *User support available to navigate new users around the system accelerates benefits*

System scope

Modules available now:

- *Environmental Protection*
- *Food*
- *Health & Safety*
- *Licensing*
- *Management*
- *Out of Hours*
- *Private Sector Housing*
- *Public Health*

Available Autumn 2010

- *Environmental Crime*

Contact us for details:

- *Pest Control*
- *Port Health*
- *Trading Standards (Fair Trading, Metrology and Product Safety)*

EHMS is accessible at www.ehmsystems.org using any web browser – there is no software to buy or load up.

TRY BEFORE YOU BUY

Contact us for free preview access to evaluate EHMS for yourself.

EHMS is delivered by RH Environmental Ltd.

For more information please contact

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www.ehmsystems.org

MORE INFORMATION

If you would like more information about EHMS please contact RHE for a live demonstration on 0844 801 0733 or ehmssales@rhenvironmental.co.uk

About

RH Environmental Ltd is a Knowledge Management company providing Environmental Health Consultancy and Training services. The company has developed a unique Environmental Health Management System (EHMS) used by many local authorities across the UK. The innovation and thought leadership behind the system is supported by the Chartered Institute of Environmental Health.

EHMS is an online system providing procedures and documents integrated with a knowledge base of legislation, national policy and guidance, publications and standards. It can be customised to host and integrate local authorities' own procedures and facilitates mobile working.

www.rhenvironmental.co.uk