

INTRODUCTION

The North West Service Centre provides HR, Finance and Facilities Management Services to the five Areas in the family group, namely Greater Manchester, Merseyside, Lancashire, Cheshire and Cumbria.

The Service Centre is located on two sites, Finance and Facilities Management located in Sunlight House, Greater Manchester and HR located in the Royal Liver Buildings, Liverpool.

Due to a series of recruitment campaigns across the family group for all levels of staff, the number of customers has grown over the last 12 months from 900 to 1156 and looks to grow even more during 2003/2004.

It is the aim of the Service Centre:

- To provide a high level of service and specialist advice to senior managers and staff throughout the five Areas on HR, Finance and Facilities Management.
- To operate in accordance with the Service Level Agreement.
- To process payments to witnesses, Counsel, outside suppliers and staff, promptly and in accordance with national/local targets.
- To support the ABMs in ensuring the buildings on the estate are maintained to the correct standard and are Health and Safety and DDA compliant.
- To ensure Areas adhere to all Departmental HR policies.
- To support the Areas in achieving the three PSA targets (Public confidence, narrowing the justice gap, value for money).

Last year has seen the appointment of a regional Equality and Diversity Officer (EDO) whose responsibility it is to advise and support the Service Centre and the five Areas on equality and diversity issues including community engagement.

S Bailey
Service Centre Manager

PSA: TARGET

PUBLIC CONFIDENCE

SERVICE CENTRE CONTRIBUTION

1. Provision of a payment system which meets the targets laid down by the Department.
2. Process payments within the agreed timescales laid down by the Department.
3. Engage with and provide services to witnesses, pay witness expenses within 10 working days of receipt, book hotels and make travel arrangements to aid the witnesses attendance at court.
4. Provide, help and advice to enable Areas to meet the requirements of the DDA.
5. Ensure recruitment/selection campaigns are in accordance with Departmental policy and are open, fair and transparent and support the Department's Equal Opportunity policy.
6. EDO supports the Areas in increasing public confidence by supporting and advising on community engagement.

High Risk

Unreliability/slow running of ROSS system - 1 and 2.

Late and inaccurate information from Areas - 2 and 3.

Lack of Service Centre resources/expertise to meet demands - 1 to 5.

Area staff do not recognise the contribution Service Centres and the EDO can make - 4, 5 and 6.

Need for speed overrides willingness to conform to Departmental policies - 4 and 5.

Countermeasures

- (a) Late payment reviews.
- (b) Partnership arrangements with other Service Centres.
- (c) Regular communications with CCPs/ABMs and staff throughout the five Areas it serves.

- (d) Payment of high risk witness expenses as discretionary payments following two requests for the LWAC.
- (e) Provide monthly report to ABMs on number/value of high risk claims paid without supporting documentation.
- (f) SCM, EDO and Service Centre staff to regularly visit Areas, attend BMTs, Family Group meetings, to promote Service Centre and gain an understanding of core business
- (g) Continually review staffing level within the Service Centre.
- (h) Ensure staff develop and increase specialist skills and knowledge within the Service Centre.
- (i) Encourage staff to attend HQ workshops, network with specialists in HQ and liaise with other Service Centre staff.
- (j) Circulate the business plan to ensure staff are aware of the aims and objectives of the Service Centre and take responsibility for contributing to the PSA targets.
- (k) Ensure meaningful objectives which link into the business plan are set for all Service Centre staff.
- (l) Ensure advice given out by Service Centre staff conforms with Departmental policy.

PSA: TARGET

NARROWING THE JUSTICE GAP

SERVICE CENTRE CONTRIBUTION

1. Assist the Areas to achieve timely and effective recruitment/selection of staff in order to support their targets under this heading.
2. Encourage retention of staff in the Areas by providing a high level of customer service on HR matters such as pay and benefits, also support from Equal Opportunities Officer in ensuring staff are aware of support mechanisms, e.g. staff networks, counselling service and complaints procedures.
3. Engage with and provide services to witnesses, pay witnesses expenses within 10 working days of receipt, book hotels and make travel arrangements to aid the witnesses attendance at court.
4. Provide advice and support to ABMs on co-location issues in respect of the CJU/TU and charging initiatives.
5. Provide help and guidance to enable Areas to meet the requirements of the DDA and Health and Safety Regulations.
6. EDO support in raising public confidence will assist in gaining witnesses faith and trust to support the prosecution process.

High Risk

Need for speed overrides willingness to conform to Departmental policies - 1, 4 and 5.

Lack of Service Centre resources/expertise to meet demands - 1 to 5.

Late and inaccurate provision of information from Areas/witnesses - 3.

Area staff do not recognise the contribution Service Centres and the EDO can make - 1, 4, 5 and 6.

Countermeasures

- (a) Regular communications with CCPs/ABMs and staff throughout the five Areas it serves.

- (b) Payment of high risk witness expenses as discretionary payments following two requests for the LWAC.
- (c) Provide monthly report to ABMs on number/value of high risk claims paid without supporting documentation.
- (d) SCM, EDO and Service Centre staff to regularly visit Areas, attend BMTs, Family Group meetings, to promote Service Centre and gain an understanding of core business
- (e) Continually review staffing level within the Service Centre.
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PSA: TARGET

VALUE FOR MONEY

SERVICE CENTRE CONTRIBUTION

1. Personnel and EDO encourage retention of staff in the Areas by providing a high level of customer service on HR matters such as pay and benefits, support staff development, encourage staff support mechanisms, develop policies and practices which value staff..
2. Provision of a payment system which meets the targets laid down by the Department.
3. Process payments within the agreed timescales laid down by the Department.
4. Engage with and provide services to witnesses. Pay witness expenses within 10 working days of receipt, book hotels and make travel arrangements to aid the witnesses attendance at court.
5. Provide a level of service which delivers in accordance with the SLA and supports the Areas in achieving the PSA targets.
6. EDO support in increasing public trust and confidence will assist in reducing failed/cracked/ineffective trials.
7. Advise and support CCPs, ABMs and line managers in dealing with inefficiency.

High Risk

Unreliability/slow running of ROSS payment system - 2 and 3.

Late and inaccurate information from Areas - 2 and 3.

Lack of Service Centre resources/expertise to meet demands - 1 to 5.

Area staff do not recognise the contribution Service Centres and the EDO can make - 1, 4 and 6.

Countermeasures

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