

# LASSO

HAWKE'S BAY LOCAL AUTHORITY  
SHARED SERVICES NEWSLETTER / APRIL 2016



## CHIEF EXECUTIVES STATEMENT

### TO ALL STAFF,

All five Hawke's Bay Councils are shareholders in HB LASS Ltd - a company that they established to identify, pursue and promote Shared Services opportunities across Councils both within Hawke's Bay and elsewhere.

As Chief Executives of these Councils we are committed to furthering the growth of Shared Services as a way of doing business within our Councils. To this extent we have

each agreed to this joint statement that signifies our intention to actively remove barriers and to pursue the growth of Shared Services within our respective Councils.

We expect all staff to participate cooperatively in Shared Services projects and to put aside any preconceptions about shared services and loss of independence and to focus on the objectives and benefits of the project.

If the community is to attain the benefits (financial and other) from Shared Services then a genuine endeavour to impartially undertake development and evaluation of opportunities is a prerequisite.

### Chief Executives Hawke's Bay Councils

John Freeman, Liz Lambert  
Wayne Jack, Ross McLeod  
& Fergus Power

## LAUNCH OF HB LASS WEBSITE

The website allows our community to be kept up to date with all the latest shared services and initiatives being undertaken by us.

The service improvements and cost savings we have been able to achieve at HB LASS is very encouraging and our new website allows us to share all these great successes with our community.

You can click into the website and get the latest updates about the various shared services across the region, such as insurance, information services, GIS and fuel.

<http://hblass.nz>

[Congratulations to the team on the nomination for an ALGIM GIS Award for their work on the HB Viewer.](#)

## WEB SERVICES

In the near future Wairoa DC, HBRC, CHBDC and NCC will be utilising the same web framework for their websites. The shared web platform will provide a better web experience for their customers and is an easier system for their staff to manage.

This initiative has come about by NCC inviting the Councils to tap into their robust web framework that has been developed from years of knowledge and is based on current web standards and best practices.

By standardising their web platform and structure, the Councils will be able to make cost savings, easily

share and integrate information and be able to provide some new features to their customers. One example is showing the HBRC rates on each of the council websites and vice versa, saving the customer time searching two websites. It also makes building websites more cost effective and allows Councils to keep up with the latest technologies.

CHBDC website is live on the share platform, HBRC's website is currently being migrated and it is expected that four of Wairoa's websites will be migrated by mid 2016.

## LAUNCH OF HAWKE'S BAY COUNCILS HB VIEWER

Hawke's Bay is the first in New Zealand to launch a new data and mapping service combining information from all five of the region's councils into one online viewer.

HB Viewer is an innovative platform giving easy access to mapping, data and web services, without the need for specialist Geographic Information (GIS) operator skills.

For more information <https://hbviewer.nz/>

## QUESTIONS?

If you have any questions about HB LASS or any ideas which you think could be of value to the advisory group, talk to your Chief Executive as a first step.



## OTHER SHARED SERVICES

### RECORDS WORKING PARTY

Records are required to be kept and maintained as part of the Public Records Act 2005, which sets out a framework for recordkeeping in public offices and local authorities. Through the use of a shared service, the Councils believe there is value in looking at this as a shared opportunity to utilise best practice and resource.

Currently the terms of reference are being developed, including the development of a road map for the region. A working party has been identified and would initially analyse:

- the current state of records
- the feasibility of a common classification system, identifying best regional practice and the most effective records management system

### Other shared services being explored:

- Legal Services
- Internal Audit

## PRINCIPLES

The following Shared Services principles have been developed to guide shared service activities:

### Shared Services First

All business cases should consider a shared service as the default model.

### Maintain and improve core services

Core services will deliver an improved solution via a shared services model.

### Democratic accountability and governance

All joint board committees are fully accountable to the partner authority in terms of democratic accountability and governance.

### Standardisation

Strive for Best Business practice, Efficiency and Excellence in all processes.

### Focus on collaboration

Focus on collaboration and sharing, be prepared to accept compromise as part of the great regional approach.

### Transparency in Business Cases

Full disclosure and honesty is paramount/should be the norm.

### Evaluate all options and be willing to change

Consider all options as part of a business decision with a preference to Share Services first, collaborate and compromise.

### Full justification for projects

A full business case and business plan should underpin projects.

### Impact assessment

The impact of commissioning and outsourcing on the scope and sustainability of shared services must be assessed.

### Opt-out clause

While supporting the underlying shared service model, opting out may be due to business cycles, or business specific requirements. The Council CE should sign it off if opting out is the best scenario.

### Benchmark

While the Councils do not operate in a directly competitive environment, they are capable of and subject to benchmarking and comparison with all councils in New Zealand.



**ROSS MCLEOD**  
Chief Executive  
Hastings District Council



**LIZ LAMBERT**  
Interim Chief Executive  
Hawke's Bay Regional Council



**JOHN FREEMAN**  
Chief Executive  
Central Hawke's Bay District Council



**WAYNE JACK**  
Chief Executive  
Napier City Council



**FERGUS POWER**  
Chief Executive  
Wairoa District Council



**CRAIG WATERHOUSE**  
Independent Board Member