

Level

Tier

Scope

Joined Up

District, County

Joint Management

# Joint Public Service Hub



Characteristic(s) / CSF(s):  
Use of Digital and Technology  
Managing Expenditure



## Problem and Approach

- With a shared Chief Executive and joint workforce, the Councils have become the first districts nationally to move to a joint headquarters and democratic base outside of the areas they serve.
- Doing so, and using agile working, has revolutionised the way the Councils work, creating a single Suffolk 'public service hub', with the County Council and two CCGs located in the same building.
- To support these improvements, a revised Public Access Strategy was implemented;
- Making It quicker, easier, and more convenient for residents to contact and engage with Babergh & Mid Suffolk.

## Outcomes

- The Councils will realise estimated savings of approx. £13m over a 10 year period.
- The co-location of councils has meant that former HQ buildings are being appraised for redevelopment. The Councils' are aiming to provide long term housing, social and economic benefits for the local communities and also generate financial return for the Councils
- Introduction of new technology and systems e.g. Self serve in the Planning department

<https://www.babergh.gov.uk>



The public sector transformation partner