

Topline results

Survey questions on shared services were co-sponsored by Grant Thornton and Shepherd and Wedderburn LLP

In light of the work of the Christie Commission, how many local authorities do you think there should be in Scotland?

Base: All	%
15 or less	(36) 25
Over 15 but less than 32	14
32 local authorities/No change	31
Refused	8
Don't know	22

For each of the following service areas, can you tell me whether your authority is currently collaborating with other public sector organisations or outsourcing this to the private sector.

Base: All (36)

	Currently collaborating %	Currently outsourcing %	Neither %	Don't know %	Refused %
'Frontline' services					
Education	28	6	69	0	0
Public transport	53	36	25	0	0
Roads	17	14	72	0	0
Road traffic management	8	14	72	6	0
Social work and care	69	53	11	0	0
Street cleaning	0	0	100	0	0
Waste/recycling	31	22	47	0	3
'Back office' functions					
Call/contact centre	25	0	75	0	0
Council tax/housing benefit	22	0	78	0	0
Facilities management	25	22	58	0	0
Finance	14	3	86	0	0
Housing administration	8	6	86	0	0
Human resources	28	3	72	0	0
IT/IT support	25	31	56	0	3
Legal	6	36	64	0	0
Payroll	17	0	83	0	0
Revenue collection	11	0	89	0	0

And looking to the future, if you are neither collaborating or outsourcing, for each service area, is your local authority considering collaborating with other public sector organisations or outsourcing this to the private sector?

Base: All who stated that they are not currently collaborating or outsourcing each service area	Considering collaborating	Considering outsourcing	Neither	Don't know	Refused	Base
%	%	%	%	%	%	
'Frontline' services						
Education	28	4	68	0	0	(25)
Public transport	0	0	100	0	0	(9)
Roads	31	8	62	4	0	(26)
Road traffic management	19	8	81	0	0	(26)
Social work and care	(2**)	(1**)	(1**)	(0)	(0)	(4)
Street cleaning	25	11	64	6	0	(36)
Waste/recycling	71	12	29	0	0	(17)
'Back office' functions						
Call/contact centre	63	11	30	0	0	(27)
Council tax/housing benefit	64	11	29	0	0	(28)
Facilities management	33	24	62	0	0	(21)
Finance	48	10	48	0	0	(31)
Housing administration	23	3	77	0	0	(31)
Human resources	65	8	35	0	0	(26)
IT/IT support	60	25	35	5	0	(20)
Legal	35	13	61	0	0	(23)
Payroll	63	17	30	0	0	(30)
Revenue collection	66	16	25	0	0	(32)

** Due to small base size, this is the number of respondents who selected this response rather than a percentage has been given.