





# Partner Services Latest



	Services	Achievements & Objectives	CPA Ratings, Awards & Accreditations
 <b>South Tyneside Council</b>  South Tyneside	HR & Payroll, Finance, ICT, Customer Services, Procurement	<ul style="list-style-type: none"> <li>Committed to improving 70% of key performance indicators year on year</li> <li>Transferred 450 council staff to the partnership under TUPE arrangements</li> <li>Commitment to contribute £200 million to the economy of South Tyneside</li> <li>BT to guarantee 750 new jobs over the length of the 10 year contract</li> <li>Estimated efficiency savings over £28 million over the contract term</li> <li>ICT transformation</li> <li>To deliver improved working practices through flexible working</li> </ul>	<ul style="list-style-type: none"> <li>4* CPA rating overall, voted best performing council in the country</li> </ul>
 <b>Edinburgh</b>	ICT across all departments (Children & Families, Health & Social Care, City Development, Finance, Corporate Services, Services for Communities) and covers services such as Revenues & Benefits, Planning & Building, eHR, Housing.	<ul style="list-style-type: none"> <li>£6.4m ICT savings over the past 5 years</li> <li>£22m anticipated ICT savings by 2011, by reducing core service costs year on year</li> <li>Reduced Council Tax of around £9 per household in 2007/2008, attributed directly to ICT savings</li> <li>Move to online recruitment saved £340,000 in 2007/2008</li> <li>18,594 helpdesk calls were received and resolved in 2007/2008, over 65% during the first call - a rise from 8% since 2005</li> <li>Email filtering blocks 3 million spam emails each month</li> <li>1,000 ICT related requests for change are received each month, of which 90% are processed automatically and delivered within one working day, saving £800,000 a year</li> <li>90% of PC incidents are fixed remotely, compared with 10% two years ago</li> <li>Hardware incidents have been reduced by two thirds</li> <li>The number of desktop applications has been reduced from 4,500 to 400</li> <li>50% of Property Enquiry Certificates are purchased online, reducing turnaround times from days to hours</li> <li>Geographical-based information system analyses all associated data, enabling faster decision making (i.e. in directing staff with the appropriate skill sets and resources to deal with issues as they arise)</li> </ul>	<ul style="list-style-type: none"> <li>The partnership was overall winner in the citizen service infrastructure category at the Microsoft Local and Regional Government Solutions Forum in Porto, Portugal in April 2008</li> <li>Techworld 2008 – Children &amp; Families project (CFSIP) was shortlisted in the ‘Public Sector IT project of the Year’ category.</li> <li>Partnership presented at Gartner Summit, Amsterdam 2008</li> </ul>

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 Liverpool	ICT, HR & Payroll, Contact Centre, Revenues & Benefits, Learning & Development, Web Services, One Stop Shops, Document Resolution	<ul style="list-style-type: none"> <li>• Created 250 new jobs within the city</li> <li>• Cost base reduced by £100 million over 5 years</li> <li>• Delivered every national eGovernment target at least one year ahead of schedule</li> <li>• Housing benefit claims processing reduced from 143 days to just 19 days</li> <li>• Business rate collection over 99%</li> <li>• 95% of technology related problems are resolved by a helpdesk that serves all council departments within a guaranteed timeframe</li> <li>• Revenues and benefits system handles over 1,000,000 transactions a month</li> <li>• Contact Centre receives 300,000 calls per month and resolves 95% of queries on the spot</li> <li>• Web access provided to council services from homes, libraries, leisure centres and pavement kiosks</li> <li>• Developed over 30 internet, intranet and extranet sites for clients across all sectors, including hosting, support and vulnerability attack detection</li> <li>• Payroll and pensions functions process in excess of 250,000 submissions a year, with over 230,000 BACS transactions</li> <li>• HR intranet receives 30,000 hits a week with calls dropping by 70%</li> </ul>	<ul style="list-style-type: none"> <li>• Customer First UK - the national standard for customer service excellence across the private and public sectors</li> <li>• ISO27001 - international standard for information security management (for hosting, maintenance and supporting core systems for Liverpool City Council and private clients).</li> <li>• ISO14001 - international standard that recognises an organisation's commitment to developing and implementing a sustainable environmental policy</li> <li>• ISO9001 - international standard that recognises process management and administration</li> <li>• Ranked 2nd Best Green Company in the North West</li> <li>• Placed 17th nationally in the exclusive Sunday Times Green Awards</li> <li>• Committed to Equality (Gold)</li> <li>• Call Centre Association quality standard (v.4)</li> <li>• Excellent Benefit Fraud Inspectorate rating for revenues and benefits</li> <li>• Investors in People (all 4 strands)</li> </ul>
 Rotherham	Procurement, Revenues & Benefits, Customer Services, Design & Print, ICT, HR & Payroll	<ul style="list-style-type: none"> <li>• One of only two Benefit Fraud Inspectorate best practice sites</li> <li>• 12th metropolitan authority nationally in efficiency savings</li> <li>• 5th out of 36 metropolitan authorities for Council Tax and Business Rate Collection</li> <li>• Online payroll forms, with payroll accuracy at 99.7%, benchmarked 4th out of 62 councils on cost per payslip</li> <li>• Single, council-wide ICT function, including service desk, remote support</li> <li>• Ten-fold increase in network capacity</li> <li>• Consolidated data storage/backup</li> <li>• 99%+ availability of all major systems</li> <li>• Rotherham Grid for Learning supports 10,000 PCs and serves 40,000 email accounts</li> <li>• 70% of procurement requisitions are handled in fractions of a second, compared to 10% handled in 4 days or more previously!</li> </ul>	<ul style="list-style-type: none"> <li>• 4* CPA rating overall</li> <li>• Procurement (Beacon Status)</li> <li>• Better Public Spaces (Beacon Status)</li> <li>• Association for Public Service Excellence Award for Procurement Efficiency</li> <li>• Pay Magazine's Payroll Excellence in the Public Sector award</li> <li>• Guardian Public Service Excellence Awards for flexible working</li> <li>• Best Public Private Partnership Achievement Award from Municipal Journal</li> <li>• Named Public Sector Organisation of the Year by the British Computer Society in their IT Industry Awards</li> </ul>

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## Services

## Achievements & Objectives

## CPA Ratings, Awards & Accreditations

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Suffolk County Council and  
Mid Suffolk District Council

New service delivery model (Adult & Community Services), HR & Payroll, Recruitment, Learning Development, Revenues & Benefits, Customer Services, Finance, ICT, Business Continuity.

- Introduced 24 different improvement plans in customer services over the past four years
- Introduced HR self service
- Provided integrated access to 450 different council services from walk in centres, call centres and web
- The introduction of online recruitment save s posting out 20,000 printed recruitment packs a year!
- Flexible working has enabled improvements in productivity and employee satisfaction
- Employment opportunities have been created for carers and others for whom working in an office presents difficulties
- Fully functional self service and shared service centre environment for HR and payroll for 9,000 staff
- Development courses covering presentation skills, project management, time management, people management and customer care
- Satellite links to mobile libraries
- Electronic work portfolios in schools
- Firewalls stop spam emails, viruses and other malicious attacks in their tracks - more than 80,000 spam mail alone a day!
- Developed first model in the UK for bringing specialist care staff into call centres to improved speed in delivering care services

- 4\* CPA rating overall



Sandwell

HR, Finance, Procurement,  
Risk Management & Insurance,  
ICT

- Represented the council in the development of a regional jobs portal
- Met virtually all performance targets in business as usual services
- Attained the highest category for the training provided to social workers by the NVQ team
- Delivered a child care voucher scheme for staff
- Enabled a 100% buy back of payroll and pensions services by schools and other clients
- Supported the council in a 100% success rate in maintaining Investors in People accreditation
- Developed annual training workshops for social work assessors, supervisors and students
- Developed and implemented a single customer access centre for service and cashiers
- Introduced a police portal
- Automated occupational maternity and sick pay
- Improved insurance service processes with a redesign

- 4\* CPA rating (Benefits)
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Bringing it all together

### Offices Worldwide

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