



# Improving services in Somerset

*Sue Barnes,  
ISiS Programme Director*

June 2006



## What is ISiS all about?

- Public private partnership between private sector and two tiers of local government.
- Creation of a joint venture company which has 10 year contract to deliver services to founding councils.
- Services and capability which are readily accessible to those organisations which are OJEU signatories.





## Three Strands of ISiS

- Modernised support services – finance, HR, IT, property, facilities.
- A world class customer service infrastructure
- Transformational capacity – accessing experience and skills to help us transform all parts of the Councils



## The drivers for ISiS

- Efficiency agenda
- External environment
- Ambition and realism
- Citizen and customer focus
- The lightbulb moment





## The ISiS Lifecycle

Gestation

Summer 2005

Birth

OJEU announcement 2005

Founding councils plus 35 signatories

Terrible Twos

Evaluating expressions of interest

The Interesting Years  
(3-12, pre-hormones)

Shortlisting, ITN and submission of bids

The Difficult Years

Negotiating with preferred bidder





## The ISiS Lifecycle

Maturity (but only just)  
(18+)

Contract close, transition and  
implementation

Fully Functioning Adult  
(18-30)

Supplying service and capability to partner  
councils

Thoughts of Procreation  
(30+)

Business growth opportunities





## Next Steps

- Opportunities to engage
- Give us feedback
- Happy to provide more input

