



ISiS Partnership

South West Centre of Excellence

9th June 2006



Our team today

- **Chris Sellers**, Business Development Director
- **Gus McGill**, Solution Development Director
- **Terry Boynes**, Operational Director

What we would like to share with you today

Capita as a partner

- Why we are excited about ISiS
- A story of growth
- Cross industry best practice
- Customer facing regional businesses

Our view of your situation

- Common issues, aspirations and challenges
- You share an opportunity
- Multi-dimensional service transformation
- Realising the full potential

Practical example of achieving success

- Building on success to provide services to others
- Key questions to explore this afternoon

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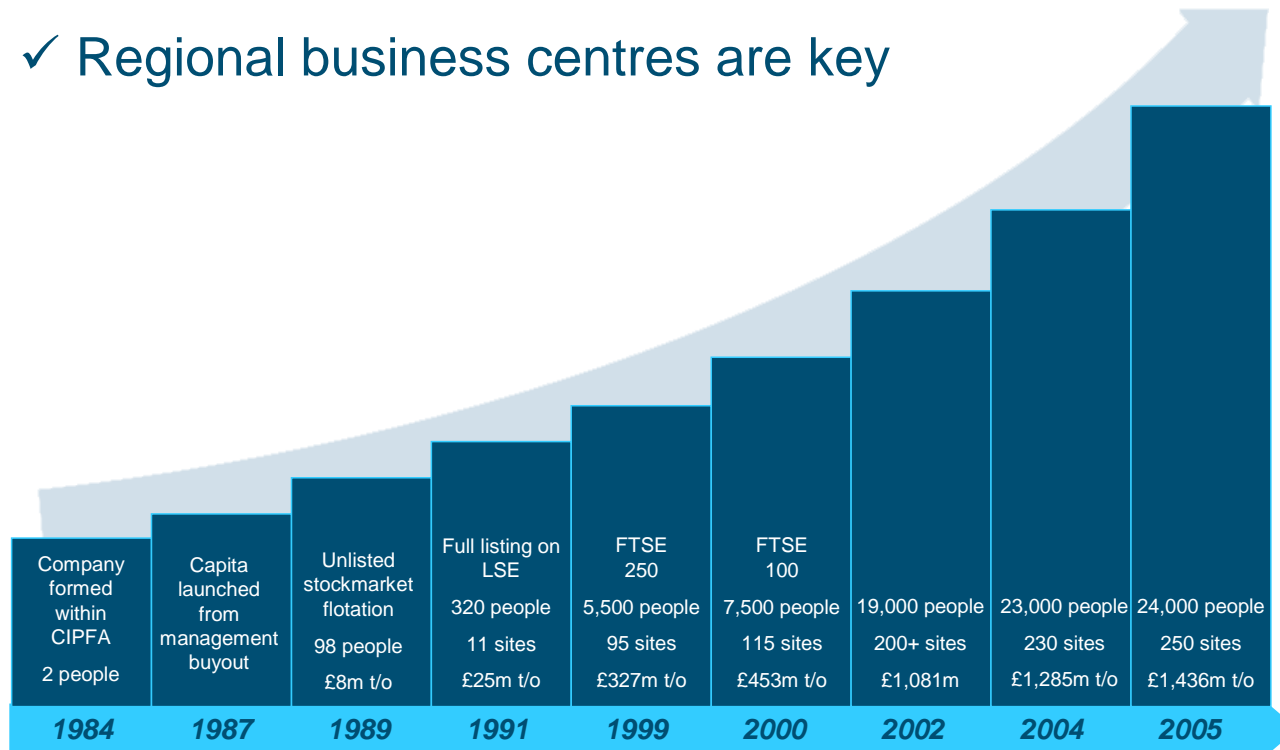
Why we are excited about ISiS

- We believe in Local Government and the Public Sector
- We are passionate about Customer Service
- We want to build a business in the South West
- We recognise the potential to redefine public services delivery across Somerset and the South West
- We believe there is significant untapped potential which can be released



A story of growth

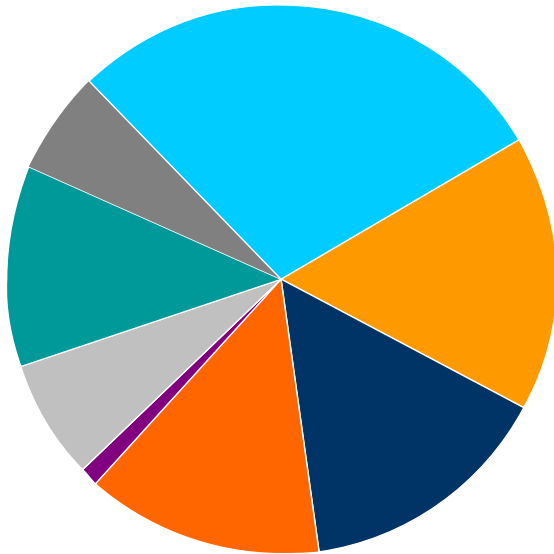
- ✓ Our roots are Public Sector
- ✓ Our business model is shared services
- ✓ We are growing year on year
- ✓ Regional business centres are key



Cross industry best practice experience

Public sector 53% (2004: 52%)

Private sector 47% (2004: 48%)



Central government 16% (18%)

Local government 15% (15%)

Education 14% (11%)

Health 1% (2%)

Transport 7% (6%)

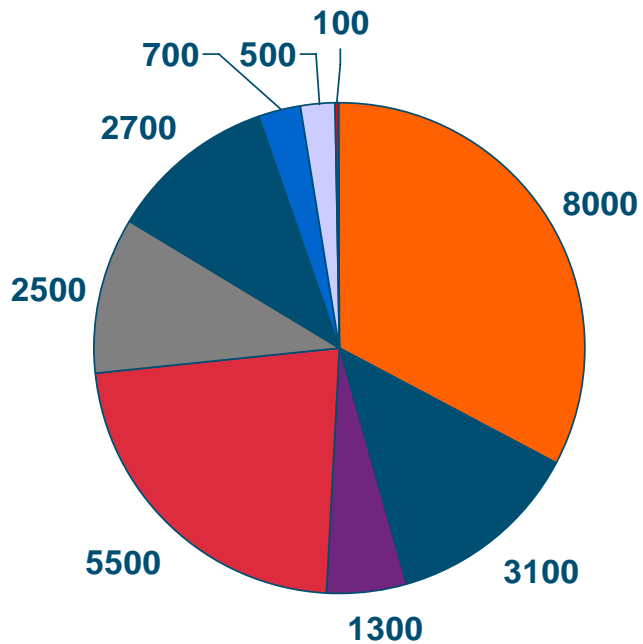
Insurance 12% (14%)

Life & pensions 6% (4%)

Private sector & other financial services 29% (30%)

2005 year end (2004 year end)

Customer-facing regional businesses



- Customer Access
- Property
- Revs & Bens
- Admin
- HR
- ICT
- Finance Admin
- BPR
- Procurement



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Common issues, aspirations, and challenges

- **Service delivery issues**
 - ✓ Delivering visible, sustained service improvements
 - ✓ Responding to increasing demands arising from changing demographics
 - ✓ Balancing local needs with central targets
 - ✓ Providing community leadership
 - ✓ Improving the efficiency of service provision

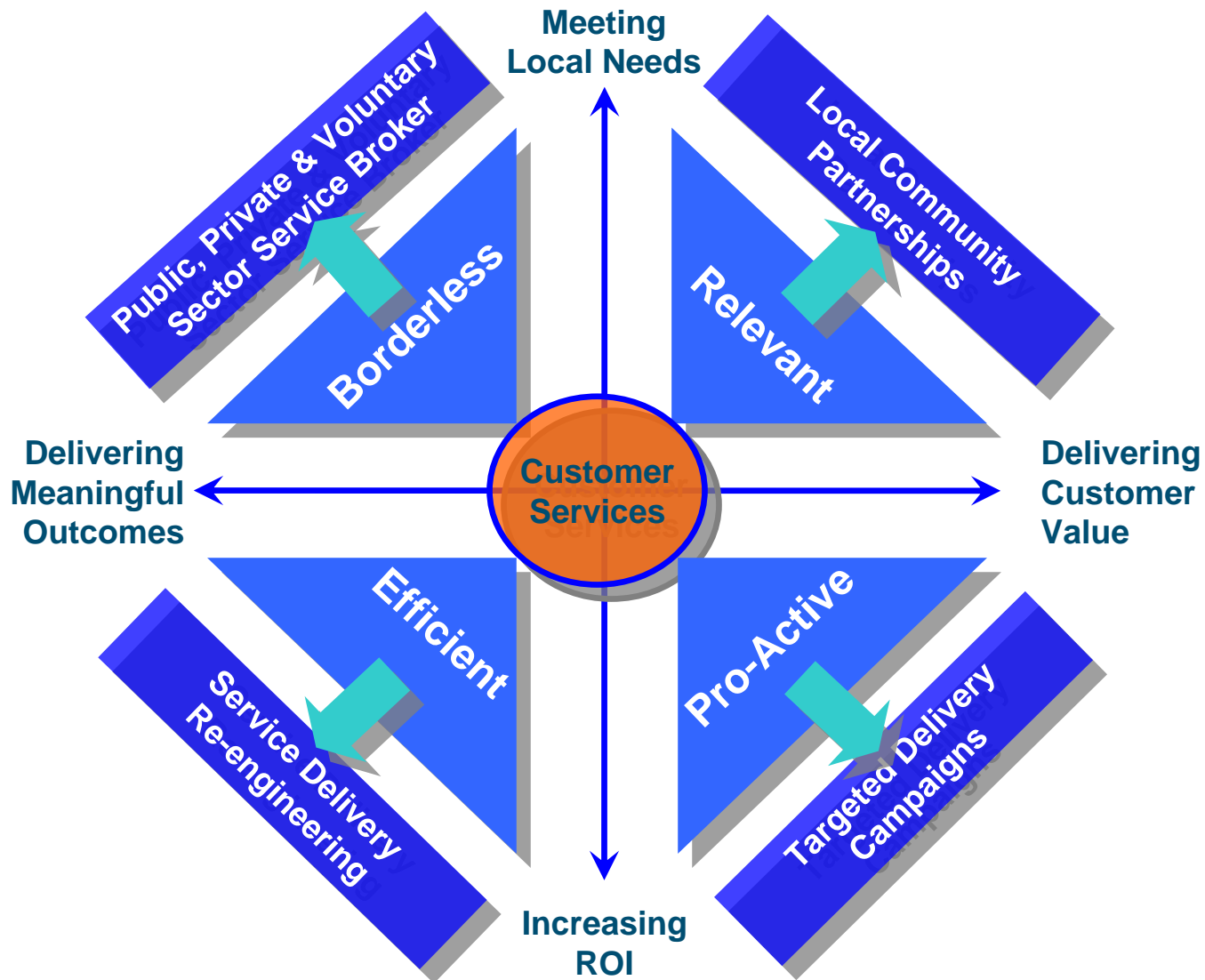
- **Customer service aspirations**
 - ✓ Access - choice, ease and convenience
 - ✓ Contact experience - positive connection, ownership and commitment
 - ✓ Right outcome – consistency of fulfilment and successful closure
 - ✓ End-to-end time - meeting expectations with minimum chase up

- **Transformational challenges**
 - ✓ Constrained management capacity and transformational resources
 - ✓ Cultural change inhibiting progress
 - ✓ Political and management buy-in
 - ✓ Business case
 - ✓ Day to day service delivery

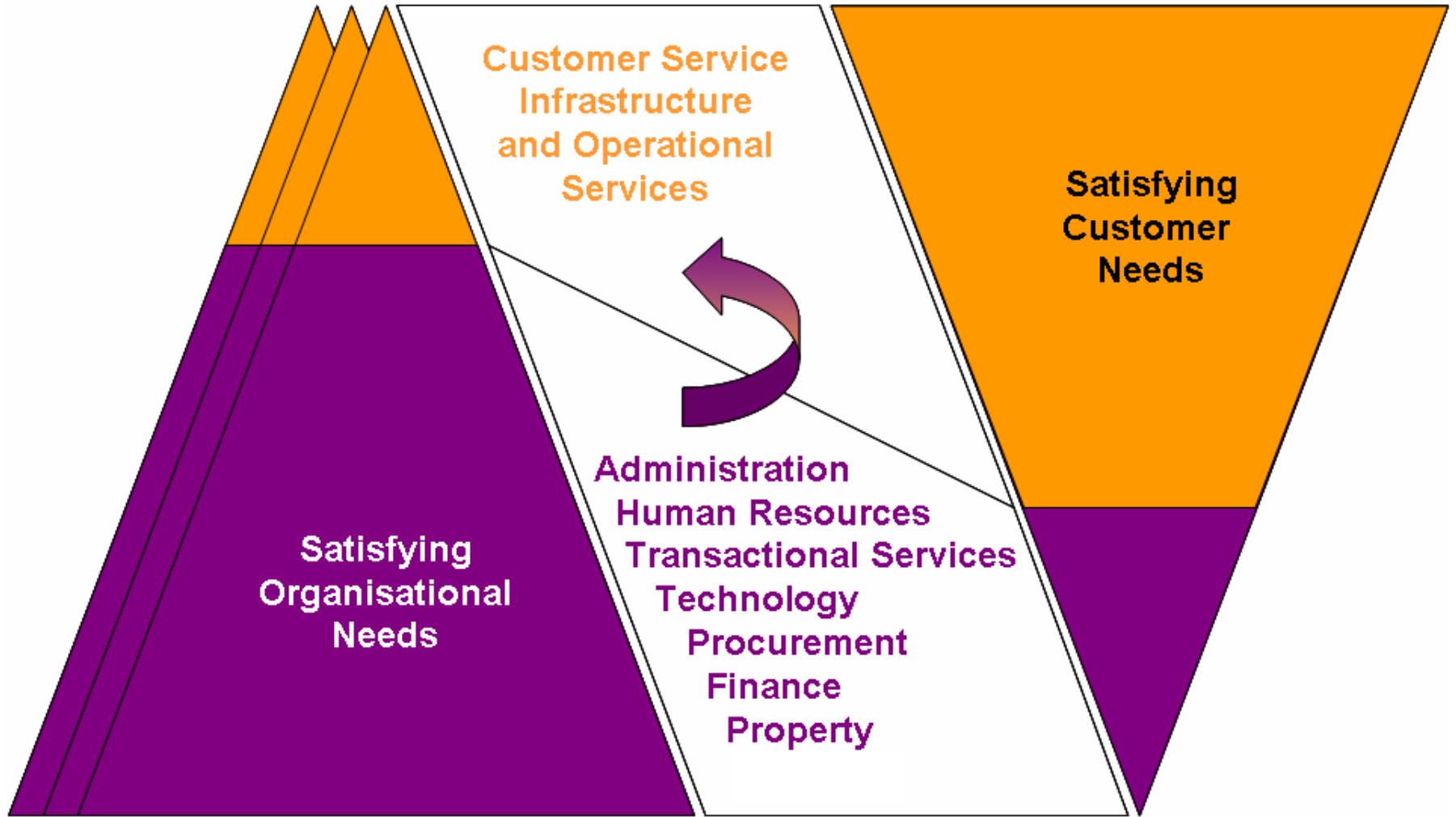
You share an opportunity

- Change the fundamental relationship between you and your customers
 - ✓ Focusing on the customer not the organisation
 - ✓ Taking services out into the community
 - ✓ Providing voice and choice
- Move from a culture of 'delivery' to one of fulfilment
 - ✓ Understanding need
 - ✓ Commissioner and broker of local services
- Become information rich
 - ✓ Monitoring and understanding the impact of services
- Deliver seamless customer services which positively alter public perceptions of public services
- Address your challenges through sharing resources and services

Multi-dimensional service transformation



Realising the full potential



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Building on success to provide services to others

Our partnership with Blackburn with Darwen Borough Council shows how success with a single partner can build a foundation for delivering improvement with others.

How the Council benefits

- ✓ 700 new jobs
- ✓ £250m of Inward Investment
- ✓ £7.5m on local properties, including new business centre and renovated Mill
- ✓ Performance management

How other organisations benefit

- ✓ Cost savings
- ✓ Overflow capacity
- ✓ Local access to specialist skills
- ✓ Local Strategic Partnership
- ✓ Links to national initiatives
- ✓ Experience sharing
- ✓ Local delivery capability

How the community benefits

- ✓ 66% Staff recruited within Borough
- ✓ 66% Purchasing within Borough
- ✓ Guardian Angels
- ✓ Witton Park High School
- ✓ Darwen Vale Pupil Mentoring
- ✓ Blackburn College
- ✓ Performing Arts Centre



Key questions to explore this afternoon

We will share our experience of the issues raised by these questions in our existing partnerships and discuss how we have worked with our partners to overcome them

- Top two reasons for registering interest in the framework agreement
- Top two key barriers to participation
- Biggest likely deal breaker with any of the providers
- Indicate the four priority areas where you would like more information about the providers