



oneconnect

West Lancashire Borough Council

**Corporate Overview & Scrutiny
Committee**

12 July 2012

ANNUAL REVIEW 2011/ 2012

1. Background

In **July 2011** the Contract with West Lancashire Borough Council was signed. This secured a 10 year contract to deliver shared; Revenues, Benefits and ICT Services on behalf of West Lancashire Borough Council. This saw the creation of a **Shared Service from 1 October 2011** with over 80 staff transferring to One Connect Limited.

This is the **first time** that a Borough or District Council has joined a Partnership (BT and non BT) post contract in England. This positive result was achieved by the strong level of commitment across the three organisations and the ability for beneficiary organisations to join within the overarching contract.

2. Annual Review and Report 2011/2012

We are pleased to provide the **first Annual Review** for the six months of operation of the Shared Services Agreement for 1 October 2011 to 31 March 2012 (Appendix One). The Report focuses on our achievements, performance and growth along with the

achievements of our people, levels of customer service and the quality of services which we now deliver on behalf of West Lancashire Borough Council.

Performance is reported on a regular basis through:

- a) The **Shared Services Board** - with representation from the senior leadership of all the delivery parties to:
- Review the implementation and delivery of the Services.
 - Monitor service delivery and performance.
 - Carry out such other activities and functions allocated to it under this Agreement.
 - General discussions on; future opportunities, working together and building relationships.

The Board meets quarterly and includes the senior political and managerial leadership of West Lancashire Borough Council and the Chief Executives of both the County Council and One Connect Limited.

- b) The **Quality of Service Reports** which are provided to Lancashire County Council and West Lancashire Borough Council every month detailing service performance for each Service during the preceding calendar month.

The Quality of Service Reports include:

- A synopsis of the Services delivered.
- Performance against Service Levels.
- A report on any Services that have failed to achieve the agreed Service Level.
- A proposed corrective action timetable for any part of the Services which does not meet the Service Level and preventative action timetable (if any) to allow Service Levels to be met in the future.

3. Summary

A culture of performance excellence is now being embedded across the business and a review of individual Service Areas highlights an excellent start to the Shared Service from a performance perspective.