



# BT Lancashire Services

Annual Report 2015-16

9<sup>th</sup> July 2015

# Agenda

## Topic

### Introductions

### BTLS Overview

- Contract summary
- Savings and Financial Benefits
- Governance

### ICT Services

- High Level performance Review
- 2014-15 Review and Highlights
- 2015-16 Continuous Improvement and Planned Development
- Performance

### Revenues and Benefits

- High Level performance Review
- 2014-15 Review and Highlights
- 2015-16 Continuous Improvement and Planned Development
- Performance

### Quality – ISO 9001 / ISO 27001 / ISO 2000



# BT Lancashire Services – Overview

## BTLS Overview

- **Contract summary**
  - In July 2011, a 10 year contract between Lancashire County Council and West Lancashire Borough Council was agreed - to deliver shared Revenues, Benefits and ICT Services on behalf of West Lancashire Borough Council through the strategic partnership with BT Lancashire Services.
- **Savings and Financial Benefits**
  - The cost of the ICT Service and the Revenue and Benefits Service in 2014/2015 was £3.154 million
  - Summary of the financial benefits in first four years, as at the 31 March 2015:

Activity	2011/2012 (£k)	2012/2013 (£k)	2013/2014 (£k)	2014/2015 (£k)	Total to Date (£k)
Savings	266	522.0	530	<b>539</b>	<b>1,857</b>
Revenue and Benefit ICT System	150	550.0	141	<b>607</b>	<b>1,448</b>
Payroll Service	-	13.5	13.5	<b>0</b>	<b>27</b>
Other Financial Benefits	25	30.5	79	<b>160</b>	<b>295</b>
Total Cashable Savings (1)	441	1,116	763.5	<b>1,306</b>	<b>3,627</b>



# BT Lancashire Services – Overview

## BTLS Overview

- Governance
  - Agreement
    - ... WLBC and LCC to deliver through BTLS
    - Double Secondment model
  - Principles – scope of services – ICT and RBS
  - Shared Service Board
    - Representation – WLBC, LCC and BTLS
    - Role – review, monitor and agree way forward
- Quality of Service - monthly report
  - Performance against Service Levels (SLA's)
  - Continuous improvement
  - Look forward to key activities



# BT Lancashire Services – ICT 2014-15 Review and Highlights

## • ICT 2014-15 Review

- All KPI'S met or exceeded
  - ICT Strategy
  - Infrastructure Improvements
  - Desktop Upgrade/Replacement
  - PSN Accreditation
- Enhanced support procedures specifically for councillors including:
- ✓ A dedicated mailbox for councillors to raise ICT support requests by email
  - ✓ Councillors having the option to bypass the telephony route to report an issue
  - ✓ Direct access to ICT incident co-ordinators who are responsible for allocating support requests to technicians
  - ✓ Continued access to our ICT Customer Service Desk in the event of email being inaccessible
  - ✓ **Councillor Clinics**



# • BT Lancashire Services – ICT 2015-16 Continuous Improvement and Planned Development

- **Strategic Technology Refresh**

- ✓ Windows Server 2003 Migration
- ✓ Active Directory Upgrade
- ✓ Microsoft Exchange Upgrade and Migration
- ✓ Mobile Device Management (Air Watch)
- ✓ PSN Accreditation 2015

- Macfarlane Telephony – System resilience review and recommendations
- Northgate M3PP Upgrade
- IDOX Upgrade Programme (5 stages)
- Agility Platform
- Email Filtering
- New **Intranet**



# BT Lancashire Services – ICT Performance

No.	Definition of SLA	Target (%)	Performance Year 2014/2015 (%)	Key Performance indicator	Year 2014/2015
1	<b>Severe Business Disruption</b> <i>Business Unit (sub-unit):</i> <ul style="list-style-type: none"> <li>unable to operate</li> <li>service component failed or severely impaired</li> </ul>	99	100	Percentage of incidents resolved 0–8 hours (any priority)	66.9
				Priority 3 - percentage resolved within 8 hours	83.1
				Priority 4 - percentage resolved within 8 hours	65.6
2	<b>Major Business Disruption</b> <i>Critical user or user group:</i> <ul style="list-style-type: none"> <li>unable to operate</li> <li>business unit experiencing significant reduction in service performance</li> </ul>	97	100	Priority 5 - percentage resolved within 8 hours	54.6
				Percentage of Interactions resolved at first point of contact (any priority) by service desk	6.4
				Number of incidents raised by Elected Members	59
3	<b>Minor Business Disruption:</b> <i>Single user or user group unable to work with no available workaround</i>	97	99		
4	<b>Minor Disruption:</b> <i>Single user or user group experiencing problems but with ICT defined available workaround</i>	97	99		
5	<b>Advice and Guidance</b>	97	100		

  

Activity	Year 2012/2013	Year 2013/2014	Year 2014/2015
Calls answered	2,157	1,594	1194
% of calls answered	93	91	92



# BT Lancashire Services – 2014-15 Review and Highlights

## • 2014-15 Review

- 2014-15 Local Tax billing
- Staff Engagement
- Collection and arrears reduction
- Technology migration
- Welfare Reforms
- Internal and external audit and Financial liaison
- Web site review and update
- 2015-16 Local Tax billing



## • Highlights

- Increased revenue collection and arrears reduction - £90m in total
- Effective joint working with our ICT colleagues
- Joint working to manage the impact of Welfare Reforms - UC go-live.
- Improved staff engagement /communications - improved staff survey results.
- Positive feedback from the Council
- Improvement in all SLA's vs previous year – collection and accuracy





# BT Lancashire Services – Performance

No.	Definition of SLA	Target	2014/2015 Performance
1	NI 181 – Average time to process all items	12 days	<b>6.62</b>
2	Overpayment Recovery of Housing Benefit overpayments (payments received)	£170K p.a.	<b>£203,868</b>
3	Benefit Fraud Sanctions & Prosecutions	Target suspended	<b>45</b>
4	Benefits Local Authority Error Overpayments – Lower Threshold YTD based on Initial Estimate for 2013/2014	Below £139,235	<b>£86,090</b>
5	Council Tax Collection Rate Current Year (BVP19)	97.10%	<b>96.03%</b>
6	Council Tax Previous Years Arrears	24.50%	<b>33.56%</b>
7	NNDR Collection Rate Current Year	97.20%	<b>96.40%</b>
8	Sundry Debtors	89.10%	<b>90.73%</b>

Local Tax collection and arrears reduction - comparative data - March 2014 vs March 2015			
	March 2014 (£m)	March 2015 (£m)	Improvement (£m)
<b>Council Tax current</b>	£48,389,388	£50,100,527	£1,711,139
<b>Council Tax previous</b>	£1,046,967	£2,214,279	£1,167,312
<b>NNDR current</b>	£29,939,018	£30,759,209	£820,191
<b>Local Tax Total</b>	<b>£79,375,373</b>	<b>£83,074,015</b>	<b>£3,698,642</b>

WLBC / BTLs RBS Overview of Comparative Collection and Arrears Reduction - 2014-15				
	2014-15			
	Target		Actual	
	%	£	%	£
Council Tax current (CTC)	97.1	£50,691,231	96.03	£50,100,527
Council Tax previous (CTP)	24.5	£1,616,310	33.56	£2,214,279
NNDR current (NNDRC)	97.2	£31,116,371	96.4	£30,759,209
<b>Sub total</b>		<b>£83,423,912</b>		<b>£83,074,015</b>
NNDR previous (NNDRP)	24.5	£1,021,157	32.84	£1,368,716
<b>TOTAL</b>		<b>£84,445,069</b>		<b>£84,442,731</b>



# BT Lancashire Services – 2015-16 Planned Activity

Function	Task	Commentary
ISO 9001	Create Quality Management Framework (QMF)	Working with BTLS BGI Team for advice and guidance
	Source all (Ops + Gov and Comms) material	"Ops" = legislation and "G&C" = Team briefs, 121's, PDR's etc - Workbook
	Create Sharepoint site	Agreed internal RBS G drive (MU) but link to central intranet for templates etc
	Staff briefing and communication	Initial briefing then updates at SID
	Agree QM Team	Reps from each function
	Commence working to QMF	"Ops" activity dependent on external provider ACS
	Internal Audit	
	External Audit	
	Outcome + action plan	Per outcomes from audit
	Complete action plan	
	Internal Audit 2	
	QM Team Meetings (quarterly)	June / Sept / Dec / Mar
RBS L&D Programme	Refresh L&D plan	To include Mandatory and Technical training
	Finalise programme	Create programme - what is happening, when and with who etc
	Mandatory Training	Schedule per mandatory requirements - complete tranche 1 by end May
	Technical Training 1	Requirements across functions to be agreed with Mgt - then arrange with Rossendales
	Technical Training 2	Requirements across functions to be agreed with Mgt - then arrange with Rossendales
	Technical Training 3	Requirements across functions to be agreed with Mgt - then arrange with Rossendales
	Technical Training 4	Requirements across functions to be agreed with Mgt - then arrange with Rossendales
	Technical Training 5	Requirements across functions to be agreed with Mgt - then arrange with Rossendales
Technical Training 6	Requirements across functions to be agreed with Mgt - then arrange with Rossendales	
Job shadowing	TBA post restructure ie once individual roles and responsibilities finalised	
eDocs Optimisation	Potential "candidates" for eDocs	Consider which docs will benefit most from conversion to edocs - eg paperless DD
	Align to WLBC plans - SW	JU and SW to coordinate
	Engage with BTLS ICT	Assumption - ICT will develop the technology infrastructure for edocs
	Engage with WLBC Web Team	Work with WLBC Web Team - move from current arrangements
	Develop draft docs	Required number of drafts
	ICT / Web Team liaison	Merge the activity between the 2 teams
	Finalise documentation	Final sign off
	Comms / Publicity	Members update + communications with public
	Agree launch	With WLBC colleagues - align to SW plans
	Go live	TBA
Recovery and Enforcement	Cycle 1	As per Recovery and Enforcement programme
	Cycle 2	As per Recovery and Enforcement programme
	Cycle 3	As per Recovery and Enforcement programme
	Cycle 4	As per Recovery and Enforcement programme
	Cycle 5	As per Recovery and Enforcement programme
	Cycle 6	As per Recovery and Enforcement programme
	Cycle 7	As per Recovery and Enforcement programme
	Cycle 8	As per Recovery and Enforcement programme
	Cycle 9	As per Recovery and Enforcement programme
	Cycle 10	As per Recovery and Enforcement programme
	Cycle 11	As per Recovery and Enforcement programme
	Cycle 12	As per Recovery and Enforcement programme

## 2015-16 RBS Work Programme

- ❖ ISO 9001 Quality Mgt
- ❖ L&D Programme
- ❖ eDocs optimisation
- ❖ Collection and arrears reduction
- ❖ Internal and External Audit
- ❖ Financial Liaison
- ❖ Welfare Reforms
- ❖ Organisational Review
- ❖ Year end – 2016-17 billing



# BT Lancashire Services



Q&A

