

Supporting local authorities
to deliver major change



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LOCAL GOVERNMENT

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UK local government was responsible for spending £170 billion during 2009. It's a huge sum but citizens and communities expect a lot in return, from schools, social care and housing to libraries, traffic control and rubbish collection and disposal.

There is increasing public concern about health and wellbeing, safety, the environment and the local prosperity – all of which councils want to address. But their residents also want to see improvements in access to services and increased efficiency, along with minimum rises in Council Tax.

These demands are impossible to reconcile cost-effectively without changing operating models for both support and frontline services. Initiatives such as Total Place, which is developing a whole-area approach to public services, and shared services are helpful – but, ultimately, add to the need for transformation.

Our global public sector experience and capability can help councils to provide the information and communications technology-enabled transformation and innovation needed to deliver their most important outcomes to citizens and communities.

Recognised as a major government supplier by the Office of Government Commerce (OGC), we are supporting 15 local authorities to deliver major change programmes.



OUR KNOWLEDGE

Our portfolio of services for local authorities includes:

- Shared services

Strategy, design, implementation and support for individual councils or those wanting to work together

- Support services optimisation

Including HR/payroll, finance, strategic performance and reporting, document management and procurement

- Optimising mobile workforce operations

Improving operational efficiency and effectiveness

- Customer service optimisation

Improving customer access and response, integrating end-to-end service fulfilment and increasing customer satisfaction

- Business process outsourcing

Running HR/payroll, finance and procurement

- Transformation programme management

Strategy, design and implementation services that ensure successful transformation delivering required outcomes and benefits without interrupting service performance.

We deliver these services collaboratively – combining the talents and experience of our people with their opposite numbers in the councils.

- Driving efficiency and effectiveness
- Increasing resources for services that matter
- Improving public services for communities

Shared Services

£4 million annual savings

Wiltshire Council – building a shared service centre for the county



THE OPPORTUNITY

Local government reforms meant that five councils merged to form one authority for Wiltshire. The new authority wanted to implement SAP, so that all its financial, procurement and HR information would be available for the first time in an integrated system, which we would host and manage. This would help to reduce the costs of support services and make important performance and other management information more reliable and readily accessible to management teams.

OUR SOLUTION

A shared services centre and new integrated HR, payroll, finance, procurement and performance reporting solution that provides operational support for the new unitary authority

“Logica are a world class business transformation partner and have enabled and helped this organisation to deliver its business objectives on time, on cost and on quality.”

Carlton Brand, director of resources, Wiltshire Council

THE RESULTS

- Better value – savings of £4 million a year by working with us on transforming support services
- Better service delivery – improved service performance, customer satisfaction and outcomes and improved community engagement
- Relevant service – more affordable, sustainable, fit-for-purpose
- High standards – maintaining and improving comprehensive performance assessment (CPA) ratings
- Highly efficient and reliable support services
- Seamless transition – uninterrupted county and district services

Front office transformation

90% fewer complaints

City of York – Revitalising customer services



THE OPPORTUNITY

“Customers wanted one point of contact for dealing with the council and our customer service representatives needed fast, accurate information about all council services to resolve queries at the first contact.”

Tracey Carter, programme director,
City of York Council

OUR SOLUTION

We worked with the council to achieve those aims by combining the right technologies – including telephony; customer relationship and document management; and client indexing – with new organisational structures and processes across the council. We transferred knowledge and skills so the council would be able to continually improve customer services.

“We have improved our response to citizens, giving them value for money and a highly efficient, joined-up service, which can respond more effectively to their needs. Comprehensive information on customer demand for services gives us the opportunity to plan council services based upon the needs of our communities – focusing activity where it is needed most.”

Simon Wiles, corporate director of
resources, City of York Council.



THE RESULTS

- Happier citizens – 90% reduction in customer complaints
- More efficient working – 91% of all service requests undertaken within agreed timescales
- Better planning – through comprehensive information and analysis of customer demands

Mobile Operations

25% shift of time to front line

Berneslai Homes – a mobile workforce that delivers more for its customers



THE OPPORTUNITY

Berneslai manages 20,000 homes for Barnsley Metropolitan Borough Council and wanted to improve customer service and save time and money spent on maintenance. Mobile communications were a simple way to direct and control resources more efficiently.

“There was an overwhelming need to improve efficiency. We wanted to reduce the number of depots needed and the amount of paperwork, which was consuming valuable money and time.”

Alan Davies, commercial manager,
Berneslai Homes

OUR SOLUTION

“It is a major change, introducing mobile technology. With Logica’s help we have re-engineered the way our organisation responds to the needs of our customers. We have made major efficiency gains and these have allowed us to be more effective as an organisation, carrying out increased levels of maintenance for the same budget.”

Gary Williams, construction services manager, Berneslai Homes

THE RESULTS

- Improved customer service – the proportion of customer appointments that are met have risen from 24% to 99.3%
- Better productivity – 25% shift of workers’ time from process to repair and maintenance
- Increased employee satisfaction – key information for and communication with staff in the field



Logica is a business and technology service company, providing business consulting, outsourcing, systems integration, and professional services. Its value for clients lies in successfully integrating people, business and technology and delivering in a cost-effective manner. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs. Logica's 39,000 people work with around 10,000 clients around the world, including many of Europe's largest businesses.

Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG).
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