

London Borough of Hammersmith & Fulham

Comments in response to HM Government's Report:

Transformational Government Enabled by Technology

The London Borough of Hammersmith & Fulham is delighted to have the opportunity to respond to the report from the Cabinet office on Transformational Government.

We welcome the report and are greatly encouraged by the vision and strategy set out by the Cabinet office. At Hammersmith & Fulham we have espoused many of the concepts laid out in the report, in particular that of designing IT-enabled services around the citizen or business and moving to a shared services culture.

On both of these points we have worked very closely with our strategic IT partner, Agilisys.

Designing IT-enabled services around the citizen

Working in partnership with Agilisys, we are transforming the way in which our services are made available to our citizens, through our **Customer First** programme.

We wholeheartedly endorse the recommendation that the public sector needs to systematically engage with its customers, and we believe at Hammersmith & Fulham we have done just that. Our **Customer First** programme is a genuinely customer centric approach to a number of the key challenges facing local government. In response to the e-government agenda, Gershon, Personalisation and other issues, our starting point has not been IT or big bang process re-engineering, but our customers.

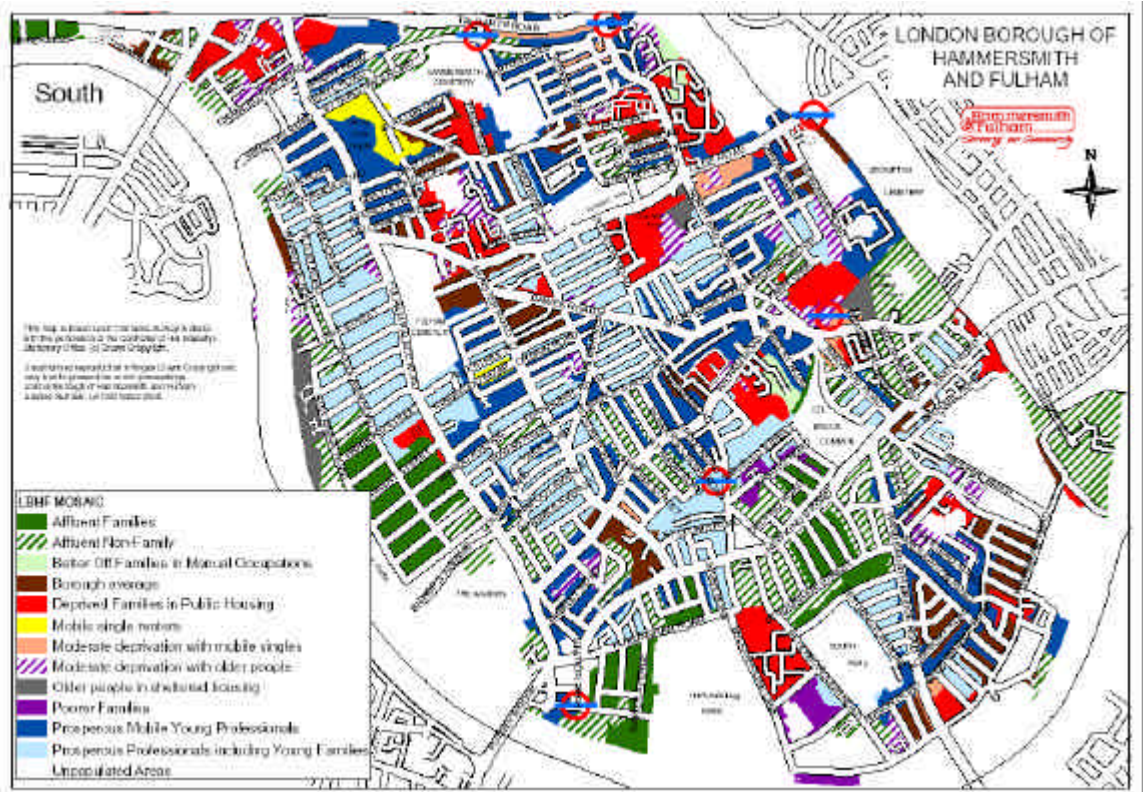
To this end, we've gathered an understanding of our customer base to a level of granularity not commonly seen in the public sector – and we're building that picture more and more each and every day. With **Customer First**, we are using the data we have gathered about our customers to drive real and lasting change.

A number of projects have been undertaken within the scope of customer first, including a Corporate Contact Centre, Text Messaging for Schools, An Incubator Model for services, and the implementation of targeted customer communications.

Understanding our Customers:



Who we are and where we live:



Shared Services Culture

We feel it is key to work with suppliers who are currently making shared services a reality. Agilisys, our private sector partner, has recently launched a taskforce to identify opportunities and unlock shared services potential for Regional and Local Government.

We join Agilisys and other leading councils including North Yorkshire County Council, Hambleton District Council and Cumbria County Council to participate in a project to look at the benefits and savings shared ICT platforms and services offer local and regional government.

Agilisys has already demonstrated the significant benefits that investment in shared ICT platforms and services can achieve and we would encourage suppliers other councils to come together to identify further opportunities.

At a national level, Agilisys has been procured as the technology partner by Mid Sussex District Council to develop interactive portal that will provide 354 local billing authorities across the UK with up-to-date information on Council Tax absconders as well as sharing best practice. This innovative new national approach to Council Tax debt collection service is expected to help local councils collect an estimated extra £100million in unpaid council tax per year. Prior to the shared data exchange service provided by the portal, absconders that relocated across Local Authority boundaries would often slip through the net.

We hope that sharing our thoughts and voicing our support has been helpful, and we look forward to seeing further communications on the subject and helping to make the vision a reality.