



London Borough of Haringey

Testimonial

About the Contact Handling Shared Service

The Contact Handling Shared Service is a new iteration of the PAN London framework agreement. This shared service framework enables local authorities, social housing providers and government agencies to improve customer service through efficient cost-effective management of inbound enquiries, relating to social services, social welfare, housing repairs, nuisance behaviour, public safety issues and general enquiries. Since 2008, General Dynamics Information Technology has worked in partnership with Haringey Council and participating organisations to develop an agile customer-centric service that delivers for the rate payer and all associated stakeholders.

Haringey Council

Haringey Council is the local authority for the London Borough of Haringey in North London. The borough has a population of 254,900. The local council and housing associations provide about 27,463 affordable homes and offer services that range from health, social care and housing to education, environment, community and living issues.



"Quality as well as value for money have been our prime benefits since joining the framework. The [contact handling] service enables operational staff to deal with incidents effectively due to the way General Dynamics Information Technology's system is able to capture the required details for the operative.

The framework contract acts as a platform to share services for the participating organisations - this has enabled us to maximise savings since we can share and supply services with our neighbouring boroughs.

The framework is designed to take into account individual service requirements and the technology used behind the scenes is meticulously designed to deliver the required outcome for differing service needs.

Initial savings made in the first year by outsourcing our 'Out of Hours' service was £133,771 including set-up costs and no joining fee! General Dynamics Information Technology listens, learns and applies the learning."

Mina Mistry, Support and Service Development Officer, Haringey Council

Participating Authorities

- Ealing Borough Council
- Enfield Council
- Haringey Council
- The Royal Borough of Kensington and Chelsea
- Homes for Haringey
- Tower Hamlets Council
- Havering London Borough
- Waltham Forest

Benefits of Joining the Contact Handling Shared Service

The Framework Contract

- Proven service since 2008
- Service available via a simplified access agreement
- Opportunity to access and supply shared services with participating organisations
- Next generation technology and best practices
- Effective framework governance

Customer Centric Service

- Option for tailored services that fit specific requirements
- Utilisation of Microsoft® Dynamics
- Optional gold or silver service levels
- Staff training developed on the principles of knowledge, respect, empathy and efficiency

Cost Savings and Efficiencies

- Participating organisations have achieved savings of up to 70% in comparison with running an in-house service
- As more organisations join the framework, economies of scale provide increasing financial savings
- Avoidance of an expensive procurement exercise
- Free set up and implementation of standard processes

General Dynamics Information Technology-Service Delivery

- Account Director and account team providing seamless client on-boarding and on-going support
- Experience in designing, managing and operating UK public sector contact centres since 2003
- Original contract supplier
- Dual operation centres delivering business continuity and risk mitigation

Joining the Framework

- Non-disclosure Agreement
- Discovery meeting and savings calculation
- Service lead engagement
- Requirements confirmation
- Firm price proposal
- Authority to proceed
- Typical service transfer within 8 weeks

Client Experience

- Collectively the participating organisations benefitted from millions of pounds in savings.
- Last year the service managed over 300,000 out-of-hours calls and saved participating organisations circa £1,000,000.
- Participating organisations have achieved savings of up to 70% in comparison to running an internal contact service.
- Service levels have been consistently exceeded (including answering 85% of calls within 10 seconds).
- Average call handling time is three minutes.
- Almost 100% correct call diagnosis from the Capital Ambition service evaluation report.

GENERAL DYNAMICS
Information Technology

Cottons Centre • Cottons Lane
London, SE1 2QG • www.uk.gdit.com
Tel. +44 (0) 207 939 3600
info-uk@gdit.com