



London Borough of Tower Hamlets 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 Ealing Borough Council and participating organisations to develop an agile customer-centric service that delivers for the rate payer and all associated stakeholders.

Tower Hamlets London Borough Council is the local authority for the London Borough of Tower Hamlets in Greater London. The borough has a population of 254,000 and offers services that span from health, social care and education to community and living, environment and housing issues.

“Joining the out-of-hours shared service enabled us to save a million pounds over the four years of the first contract and we are confident that this level of annual saving will continue through the current contract. It has delivered a consistently high level of service, meeting challenging performance targets and ensuring that our residents can get help quickly in emergency situations.”

The framework contract has enabled us to keep our services tailored to our local community, with scripts and responses designed specifically to our needs. The contract has increased the resilience of our out-of-hours emergency service and increased our insight into the service, enabling us to inform contact reduction and channel shift initiatives.

Overall the contract has been very successful. We have reduced costs and improved service levels and enjoyed a good, responsive working arrangement with General Dynamics Information Technology.

I would recommend the service unreservedly. It has delivered on both of its key aims – to deliver substantial savings and to improve the level of service received by residents.”

Keith Paulin- Head of Customer Services, London Borough of Tower Hamlets

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



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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.

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