

**WARWICKSHIRE DIRECT PARTNERSHIP**  
**ANNUAL HEALTH CHECK**

**APPENDIX 3**

	<b>Annual Health Check Questions</b>	<b>Commentary (Please refer to any supporting documents)</b>	<b>Scrutiny Comments</b>
9.1	What has the partnership achieved during the course of the previous twelve months?	Coordinated Tell Us Once work across County (service for improving birth/death registration for customers) & transfer of bus passes to WCC. Joint Mosaic procurement. Various technology upgrades using shared resource (telephony, CRM system, pilot of self-serve online). Initiated joint working on Channel Strategy, Channel Migration funding application, and review of value of CRM system (ready for joint procurement in 2013). Worked with partners to deliver services (eg. Police front office in OSS). Joint work to solve technology issues & supplier issues. Sharing of best practice & common standards.	
9.2	How have the achievements made a difference to the residents/visitors/businesses of Warwick district and how do those achievements align to the aims of the Sustainable Community Strategy?	Customers registering a birth or death will have a seamless service at a stressful time (Tell Us Once from July 2011). Technology upgrades have allowed integration of call centres and a more robust service. Shared resources have allowed faster & cheaper resolution of issues, so more robust service. OSS customers have a wide range of services in one place and access to all information in one place.	
9.3	Have there been any significant changes to the external environment, such	The economic situation has resulted in partners reducing staff levels. The	

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	as the state of the economy or the introduction of new legislation, which require a re-appraisal of the need for the partnership? If so, what are these?	value of the key shared IT system (CRM) is currently being appraised, before contract end in 2014.	
9.4	What measures have been used to determine whether the partnership is providing value for money?	Major cost is shared CRM & telephony systems which was procured in 2008/09. Shared resource has been reduced from 3 to 1 FTE.	
9.5	What consideration to extending the scope of the partnership has been made?	Discussions had of increasing the partners eg. Police, PCT – awaiting feedback from partners.	
9.6	How can it be demonstrated that the achievements were not possible without the partnership?	Without the partnership, the ability to share premises and resources would be greatly reduced.	
9.7	What alternative options to the partnership have been considered?	Individual Partners could continue to work/procure jointly (eg. WDC with WCC). This is currently being considered along with the cost/value of the CRM & telephony systems.	
9.8	What are the key outcomes to be achieved over the forthcoming twelve months and how will they be measured?	Implementation of Tell Us Once. Review of value/cost of CRM & telephony. Increased online self-serve facilities for customers, by sharing pilot data. Channel strategy and action plan produced. Shared working where needed (eg. WDC with WCC and NBBC call centres).	
9.9	What arrangements have been in place during the previous 12 months for the management of risk? If no risk register is in place, why was one considered unnecessary?	Risks related to technology and business critical services reviewed periodically. High risk areas result in high priority mitigation actions being added to work plan.	