



What's in a year?

Celebrating Southwest One's first year anniversary

Did you know?

We have grown to over 1,350 staff in 12 months. We have been supported by over 200 people from IBM in Taunton, Portishead and Bristol helping transform public services for the citizens of the region. We support 280 schools and over 25 other traded services customers.

Southwest One runs a Graduate Development Scheme which involves new graduates joining our partnership to exercise their new business skills.

IBM are providing training links with local education providers, initially the electronic mentoring of GCSE students at a Bridgwater college to help with study and life skills.

Our Southwest One technology team set up temporary network and building on a ley line – namely the Bath and West Custody Suite at the Glastonbury Festival with double the network bandwidth over last year, providing the police with a professional facility for policing duties – in a field.

Procurement Category Management plans have been signed off by Somerset County Council and Taunton Deane Borough Council. These plans look at the current needs of the organisation, the current market analysis and where the market is going allowing us to take an initiative on

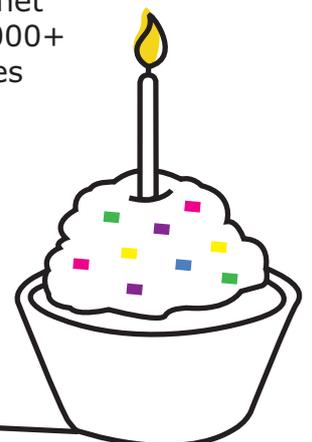
cashable and non-cashable savings and to quickly realise the benefits which are in the range of circa £50m over ten years. The Avon and Somerset Police category plans are already nearing completion.

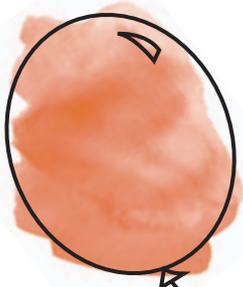
Southwest One's Application Services "eServices" team's entry into the national APPRO (Association of Police and Public Relations Officers) awards was short listed into the finals for their work on Web 2.0 and social networking sites such as Facebook, Youtube and blogs.

The team will be pursuing first place next year with the new children and young people's website due to be launched in January.

The Southwest One intranet will be accessible by 18,000+ staff across the authorities and police by the end of the year – the ultimate knowledge sharing tool – designed by IBM architects who have won global 5th place for the IBM website.

"I see PEM as being day one of the start of my Career Development"
- Mark Woolaway
ICT PEM Community





Southwest One / Somerset County Council have been short listed for the "Public-Private Partnership" category of the Local Government Chronicle Awards with results in early 2009.

With efficiencies of in-scope services, reduced charges to the police represent the equivalent of 24 additional officers, with the hope to increase this to 40.

For the fifth year running the IT Training Team have received a Grade A for training best practice from the British Computer Society ECDL auditors.



IBM has provided two child friendly computers to a playgroup and a children's centre in 2008 and more computers will arrive for children's

support organisations in 2009. Southwest One has developed a programme to encourage and promote excellence in schools in the area.

Julie Harrison of the Southwest One procurement team, won the 2008 Personal Achievement award from the "Association of Police Purchasing and Contracts Managers" at their annual conference for her work as leading the Forensic Service procurement project for a consortium of fourteen forces and changing the way forensic services were purchased.

Southwest One has introduced a People Excellence Model (PEM) for the councils, with thirteen seconded People Development Managers (PDM's) whose mission is to encourage, guide and

develop staff career paths from the benefits of the transformation. All seconded council staff have completed a skills self assessment as the first step on this journey.

Southwest One's citizen portal has been jointly designed by a citizen focus group and aims to revolutionise citizen self-service

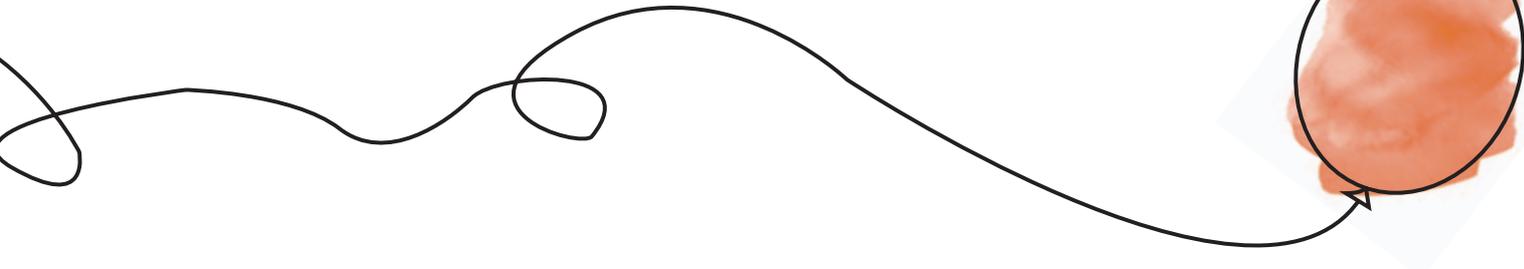
supported by authorities' multi-agency support and collaboration, helping citizens across the region.



Rachel Ellins from the Employee Services Unit was short listed in the final of the Institute of Payroll Professionals "Manager of the Year" award, recognising payroll excellence and exceptional contribution.

The Community Directorate HR team received an award – the "Community Leadership Team Special Award" presented by the Corporate Director of Community, Miriam Maddison at the Community Directorate Awards ceremony recognising exceptional customer focus and team performance.

Southwest One's Strategic Procurement Service (SPS) won two awards at the recent Society of Procurement Officers in Local Government (SOPO), winning outright one of the categories for outstanding achievements in procurement.



The Southwest One vision is to become the "UK's No. 1 benchmarked shared services company". We are already talking to several other authorities in the

south west, another three public sector organisations nationally and two German authorities with a view to new shared service business. Southwest One is already recognised by the wider market in the region as leader in operate services, business and social transformation in the Public Sector.

The police eServices team have won the silver award for their website in the CIPR (Chartered Institute of Public Relations) West of England Pride Awards 2008. The police website (www.avonandsomerset.police.uk) was entered and awarded second place overall - in the whole of the South West - having been short listed from the highest number of entries the annual awards have ever received.

Over the past 12 months Customer Contact have answered 92% of calls within 20 seconds this compares to 72% for the previous 12 months, despite a 10% increase in overall volumes.

Southwest One aims to become the UK's benchmark shared services company in the public sector.

Four essential goals for Southwest One to deliver:

- Improved public services through multi-agency working
- Social and Economic Development
- Enterprise wide Transformation
- Efficient Delivery of In-Scope Services

Join us on our exciting and unique journey – let us celebrate an outstanding second year of achievements as we move through our milestones together.

If you would like more information on Southwest One, please email Sarah Cashmore (cashmor@uk.ibm.com).

