



Worthing Borough and Adur District Councils

Case Study

An IT Services Delivery Strategy for Joined-Up Government



The Client:

Worthing Borough Council is located on the South coast of England, between Portsmouth and Brighton. There are 13 Wards in the Borough and it serves a population of almost 100,000. Adur District Council has 14 Wards and serves a population of almost 60,000. The Adur District includes the towns of Shoreham-by-Sea, Southwick and Lancing, and also the smaller areas of Sompting, Coombes and Fishersgate. Adur and Worthing jointly provide a number of public services to the area including refuse collection, recycling and tourism services.

From 2008, the two Councils have shared a joint management structure, with One Chief Executive; Three Corporate Directors; and, Ten Executive Heads of Services. In addition to this collaboration, Adur District Council is also part of the Central Sussex (CenSus) Partnership with Mid Sussex, and Horsham District Councils. The CenSus Partnership was established between Mid Sussex, Adur and Horsham District Councils in 2004 when a Partnership Agreement was signed for the delivery of ICT services. The joining up of local authorities to deliver public services has been an increasingly popular method of service delivery in recent years. The CenSus partnership was one of the first examples of local authorities joining up services and as such, has been publicly praised and recognised.

The Challenge:

In September 2006, Worthing Borough and Adur District Councils explored the opportunity to share the delivery of Council services in a partnership structure. A business case was prepared and recommendations made. In March 2007, both Councils met and the decision was taken to explore further issues and opportunities raised within the business case in more detail. As the process evolved, the considerations for the delivery of IT services for the two Councils were raised. With 30 employees working within the Council's respective IT Departments, it was seen as important that the Councils continue to deliver the vital day-to-day IT services for users in the most efficient and effective way.



Worthing Town Hall

In February 2008, PTS Consulting was retained to undertake an independent assessment of the existing delivery of IT services for the Councils, looking at which systems were being used and where they were being delivered from. As such, PTS Consulting could then provide an informed IT services delivery strategy along with recommendations of where the most effective delivery of these systems should be delivered as a future joint service for both Councils.



Cliff Harrison, Executive Head of Technical Services for Worthing Borough and Adur District Councils explained: *“It is important that the delivery of IT Services across Worthing Borough and Adur District is fully aligned with our long term strategy of ‘joining up’ Council services. We employed PTS Consulting to provide an objective review of our IT Service Delivery and provide us with a best-practice strategy for future action to achieve a joint IT Service that will meet all the needs of our users, across both Councils.”*

The Solution:

IT Services Delivery Strategy: The first task for PTS Consulting was to understand the IT and communication requirements of the users and stakeholders involved in the project along with the scope and location of IT services already in place. Via a series of interviews, interactive workshops and assessment of processes, PTS Consulting collected and analysed data on the following areas:

- Data Centre services
- Network Infrastructure
- Server infrastructure
- Service Level Management (agreements, business relationships, management reporting)
- Service Catalogue (business and technical)
- Asset management / configuration management database
- Service Management implementation
- Governance / staffing / skills availability
- Third parties / supplier management
- Locations / buildings
- Support services (locations and suitability)
- Incident / problem management
- Financial management
- Business and service continuity
- Risk and issue analysis



Adur Civic Centre

At this stage, Adur Council was already in a partnership under the Census agreement for the provision of IT infrastructure services, whilst Worthing was delivering IT with its own dedicated IT department that could provide service and infrastructure support services. The PTS Consultants pooled the data on the specific services that each Council had available in order to assess the services provided by each Council. From web services through to Data Centre facilities, PTS Consulting was able to determine exactly what services were being supplied, and how well they met the needs of both Councils. PTS Consulting could then provide a series of conclusions and recommendations to the Councils in a detailed IT Services Delivery Strategy.



This included multiple options for future actions, together with the risks and issues identified and projections for future service requirements. Following this, Worthing Borough and Adur District Council were able to make an informed decision on the best strategic direction for them to follow in the medium and longer term. Cliff said: *“PTS Consulting has considerable knowledge of IT within the Local Government sector and was able to use this experience to help fully review and document the whole range of IT services in place across the two Councils, with a view to bringing these services together in the most efficient way.”*

The Benefits:

The IT Services Delivery Strategy delivered by PTS Consulting will help Worthing Borough and Adur District Council to partner in the delivery of their IT Services, improving efficient use of resources to provide improved services to the community. Key features of the project include:

- Strategic review of IT Service Delivery requirements for 500 users across Worthing Borough and Adur District Councils with a view to partnering for the delivery of services for mutual benefit
- Clear understanding of scope, delivery location and resource requirements for the delivery of existing IT services
- Review and make recommendations on Data Centre services, network and server infrastructure, Service Level Management, Asset Management, Service Management processes, Support Services, Governance, skills availability, third party management, financial management and business continuity
- Strategy and recommendations for action to allow Worthing Borough Council to join the CenSus IT partnership alongside Adur, Mid Sussex and Horsham District Councils and achieve IT efficiencies across the entire Central Sussex area.

The Verdict:

With PTS Consulting’s help, Worthing Borough and Adur District Councils have been able to make the first steps towards an inclusive Joined-Up IT Government programme across Central Sussex. The prospective partnership is unique in terms of it being a test bed for others across the UK and it is hoped that it may also attract partnerships with additional Councils in the future.

Cliff Harrison, Executive Head of Technical Services for Worthing Borough and Adur District Councils concluded: *“I am very pleased with the strategic review and resulting IT Services Delivery Strategy delivered by PTS Consulting. The PTS Consultants were very methodical in their approach and thanks to the resulting advice they have provided, we now have a concise roadmap for action to take us towards our long term goal of an inclusive Joined-Up Government IT programme across the Central Sussex area.”*

About PTS Consulting: PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in over 70 different countries, 250 cities and employs more than 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com