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EUROCITIES Knowledge Society Forum - TeleCities

# Liverpool's Experience In Telecities

## Prague

### 13-14 October 2005

Chris Newby  
Forum Chair and Councillor  
Liverpool City Council



# LIVERPOOL IN 1998 -

- Highest council tax in the UK
- Officially one of the worst council services in the UK
- Approximately over staffed by 5000
- 'Can't do' council





# LIVERPOOL IN 1998 -

- Over 220 different computer systems
- Over 500 different databases
- Over 400 different reception points (buildings)





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# LIVERPOOL IN 1998 -

- Streets not being swept
- £25 million underspend on education
- No credible relationship with police, fire service, health authority, etc.





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# LIVERPOOL IN 2005 -

- Liverpool Direct Call Centre
- 10 One Stop Shops
- 5 interactive transactional on street kiosks with another 7 planned.





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# LIVERPOOL IN 2005 -

- ✦ Joint venture company with BT
- ✦ Responsible for:
  - Call Centre
  - ICT
  - Payroll
  - Human Resources
  - Revenue & Benefits





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# LIVERPOOL IN 2005 -

- Staff culture change  
(the Liverpool way)
- TeleCare

