

# **Recommissioning of the Contract for Support Services Scrutiny Task and Finish Group**

## **Draft Terms of Reference**

### **1. Scope**

The current contract for support services is provided by Capita and is due to expire in September 2022. Plans are therefore required to recommission the contract for the services provided under the contract. Currently the services provided through the contract are:

- Business Services
- Contact Centre
- Health and Safety
- HR Services (Admin and HR advice to schools), including Payroll
- Website
- Accounts Payable
- Procurement

Members have requested that a scrutiny TFG is established to provide member input to the planning process for the recommissioning of the contract. The TFG membership will include the Chairman of each of the scrutiny committees in order to provide information and knowledge of all the service areas across the Council.

The scope of the TFG will be to ensure that the process followed enables the contract being commissioned to best meet the needs of the County Council and offer good value for money and performance targets.

### **2. Methodology**

It is planned to hold two or three meetings of the TFG to scrutinise the work being undertaken and agree the recommendations to be made to the Cabinet Member for Economy and Corporate Relations ahead of the contract being commissioned. In order to do this Members will consider:

- The cost of operating the current contract to date, including cost of work to outsource additional services and insourcing of services (as requested at PFSC 12 July 2020);
- The assessments to be undertaken on which services should be included within the recommissioning exercise;
- The consultation undertaken with stakeholders;
- Consideration of the alternative options that are available for service provision;
- The efficiencies that could be made in commissioning a new contract or providing services in a different way;
- Any benchmark/comparative information that is available to help determine the most effective/efficient way of providing services covered by the contract (as noted at PFSC 12 July);
- The improved performance targets that could be built into the recommissioning of services;
- The proposed commissioning and implementation timetable;
- Any change to working practices required.

### **3. Timetable**

The proposal is for the TFG to commence in mid-September for a final report to be presented to the Cabinet Member for Economy and Corporate Resources in January/February 2021.

### **4. Membership**

The Chairman will be Joy Dennis.

The agreed membership of the TFG is:

- Andrew Barrett-Miles
- Joy Dennis (Chairman)
- Stephen Hillier
- Michael Jones
- Bryan Turner
- Steve Waight
- James Walsh

### **5. Reporting arrangements**

The TFG will report to PFSC ahead of presenting the recommendations to the Cabinet Member for Economy and Corporate Resources.