
Scrutiny Task and Finish Group (TFG)

Recommissioning of the Support Services Contract

Terms of Reference

Scope

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

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

The Performance and Finance Scrutiny Committee have requested that a scrutiny TFG is established to provide Member input to the planning process for the provision of services currently provided through 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 future provision of services currently provided by Capita meets the needs of the County Council, is flexible to adapt to changes in priorities, and offers good value for money.

Methodology

It is planned to hold two or three meetings of the TFG to scrutinise the work being undertaken to inform the decision report being prepared for the Cabinet Member for Economy and Corporate Resources. In order to do this Members will consider:

- The approach being undertaken to formulate and determine the future options that are available for service provision;
- The assessments to be undertaken on how services are provided after the contract expires;
- The approach to engagement and consultation that will be undertaken with identified stakeholders;
- The current budget for the SSO and ITO contracts;
- The efficiencies and improvements 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 proposed commissioning and implementation timetable; and
- Any changes required to working practices.

Timetable

The proposal is for the TFG to commence in mid-September 2020 for a final report to be presented to the Cabinet Member for Economy and Corporate Resources in January/February 2021. It is however recognised that the TFG will need to be flexible in its approach and timing and that additional meetings may be required which may extend the reporting timeline. This will be assessed at each TFG meeting.

Due to the differing timelines for the ITO and SSO contracts the TFG will have limited influence and scrutiny in relation to future ITO service provision. The TFG will therefore only provide an overview challenge in relation to that area of the business. The TFG report presented in January/February will therefore largely concentrate on the SSO elements of the current contract.

Membership

The Chairman will be Joy Dennis.

The agreed membership of the TFG is:

- Stephen Hillier
- Bryan Turner
- Andrew Barrett-Miles
- Steve Waight
- Michael Jones
- James Walsh

Reporting arrangements

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

October 2020