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Joy Dennis  
Chairman  
Recommissioning of the Contract for Support Services TFG.

24 November 2020

Dear Joy,

**REF: Recommendations of Recommissioning of the Contract for Support Services TFG**

Thank you for your letter of 18 November concerning the recommendations made by the TFG on 16 November:

- 1. That the TFG agree with the early return of the ITO contract using the multi-source option as set out as option 4 in the draft decision report. The TFG recognise that this is an important project to move forward and this is the best way to achieve efficiency and align with the Council's Reset Plan.*
- 2. The TFG recommend that evidence to support the £750,000 per annum savings estimate must be included within the final decision report.*
- 3. The TFG consider the management of the project and on-going service to be a key success factor in the multi-source option. They therefore recommend that good leadership of the internal team is crucial to the success of the service and that robust recruitment is undertaken.*
- 4. They also recognised that the internal team may not have the skills set and experience to be able to manage contract performance effectively, so this should be considered in recruitment to the team.*

I welcome the support of the TFG in carrying out the pre-decision scrutiny of proposals to insource and recommission through new contracts the Information Technology services currently provided by Capita in the Outsource Contract, as set out in option 4 of the draft decision report considered by the TFG.

In response to recommendation 2, information to support the £750,000 per annum savings estimated will be sought out and included in the final decision report.

In response to recommendations 3 and 4, I agree that the management of the project and on-going service will be a key success factor. Any training of and recruitment to the internal team will reflect the need to deploy the necessary skillsets and experience to support this goal.

Yours sincerely,

A handwritten signature in blue ink that reads "Bob Lanzer".

Cllr Bob Lanzer  
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