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## **Report to Performance and Finance Scrutiny Committee**

**11 March 2022**

### **Procurement of a Digital Customer Service Function – Focus for Scrutiny**

#### **Report by Director of Law and Assurance**

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#### **Summary**

The committee's Business Planning Group requested that the decision in relation to the procurement of a Digital Customer Service Function be scrutinised as it is a key decision in relation to how the Council interacts with and serves the residents of West Sussex.

The attached draft report sets out the decision to be taken by the Cabinet Member for Support Services and Economic Development.

#### **Focus for scrutiny**

The Committee is asked to consider the attached report. Areas for scrutiny include:

- That the outcome of the procurement meets the objectives of the Council Plan to ensure priorities and targets of the County Council can be met, specifically around KPI51: percentage of digital services available from the County Council to support self-service.
- That the service being procured will provide the Council and its members with real insight into the needs of residents and their interaction with the Council
- That the outcome of the plans for management of the service and the chosen provider enable the Council to manage and monitor performance of this critical customer-facing service
- That plans are in place to manage the implementation and transfer to ensure service continuity and value for money.

The Chairman will summarise the output of the debate for consideration by the Committee.

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#### **1. Background and context**

- 1.1 The Support Service Outsource (SSO) contract is due to expire on 30 September 2022. Two of the services currently delivered through the SSO Contract are the Customer Service Centre, which handles incoming calls and non-telephony contact, and Support Service, which manages the corporate website and intranet. In preparation for the contract end the Council will procure an integrated customer service function from 1 October 2022.

- 1.2 The Cabinet Member for Support Services and Economic Development will be asked to approve the procurement process and delegate authority to the Assistant Director (Communities) to award the contract in due course.
- 1.3 The background, context and detail to this item for scrutiny are set out in the attached draft decision report.

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**Appendices**

Annex 1 – Draft Decision Report

**Background Papers**

None