

AGENDA ITEM: 10

SUMMARY



Report for:	Finance and Resources Overview & Scrutiny
Date of meeting:	31 st January 2012
PART:	1
If Part II, reason:	

Title of report:	Shared and Outsourced Services Update
Contact:	Brian Ayling, Portfolio Holder for Performance Improvement and Transformation Chris Gordon, Group Manager Performance, Transformation and Projects
Purpose of report:	To Brief Members of the Committee on the progress of Shared and Out Sourced Services Project.
Recommendations	Members note the progress made on the Shared and Out Sourced Services project to date.
Corporate objectives:	Supporting Dacorum Delivers, the Council's Strategic Change Programme
Implications:	<u>Financial</u> None from this report
'Value For Money Implications'	<u>Value for Money</u> None from this report

Risk Implications	None from this report. The Shared and Outsourced Services Programme has a separate Risk Register.
Equalities Implications	Equality Impact Assessment carried out. A headline Equality Impact assessment for the whole Shared and Outsourced Services Programme.
Health And Safety Implications	None
Consultees:	Louise Miller, Director of Performance, Improvement and Transformation.
Background papers:	<p>Cabinet Paper 25th May 2011 Shared and Outsourced Services Project and Annexes (not attached but available on the Council's website: www.dacorum.gov.uk)</p> <p>Cabinet Paper 28th June Transfer of Occupational Health to SERCO and Annex (not attached available on the Council Website: www.dacorum.gov.uk)</p> <p>Finance and Resources Overview & Scrutiny Report 6th September Shared and Outsourced Services update (Cloud Computing update)</p>

BACKGROUND

The last time this committee was updated on the Shared and Outsourced Services Project progress was reported on the Occupational Health and Facilities Management Services. For both these services the Council has been working with Serco using the Hertfordshire County Council Framework. In addition this committee was updated that the Council have been investigating partnership opportunities for other services including ICT, HR and Revenues and Benefits.

PROGRESS TO DATE

Occupational Health

The Council has agreed with Serco for the provision of it's Occupational Health Service. This agreement is in replacement for the previous agreement with Hertfordshire County Council.

Facilities Management

A business case from Serco was presented to Cabinet on the 13th December 2012 for the provision of Facilities Management Services. This business case showed that if Serco provided the service the Council could potentially benefit from an average cost saving of £110,000 per annum over the life of the contract.

Staff are currently being consulted with on the proposal from Serco. Following the consultation a report is going to Cabinet in March 2012 for a decision on the proposal.

Customer Service Unit

Progress towards market testing of the CSU has started with the production of a specification document for the tendering of the service. The specification will include:

- the Call Centre;
- Face to Face and Reception;
- The Website; and
- Customer Relationship Management system.

The specification is broken into the four areas above to enable the Council to clearly see the benefit that an external provider could have on each area. By starting this market test the Council will be able to see if there will be any quality and efficiency gains by providing all or any bit of the service in another way.

ICT

The Council has started to work with Aylesbury Vale District Council (AVDC) in ICT. This is following a recent review of the Councils ICT department. AVDC are offering mentoring support to DBC ICT team to help reduce the number of outstanding help desk calls as well as to increase ICT project delivery. This is short term gap while we continue to review the longer-term options which include working partnership with another local authority such as AVDC or to invest in the service. Officers are due to report to Cabinet in April 2012 on the long term options for ICT.