

**MEETING****BUSINESS MANAGEMENT OVERVIEW AND SCRUTINY COMMITTEE****DATE AND TIME****THURSDAY 13TH DECEMBER, 2012****AT 7.00 PM****VENUE****HENDON TOWN HALL, THE BURROUGHS, NW4 4BG**

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
6.	Call-in: Cabinet, 6 December 2012, New Support and Customer Services Organisation: Recommendation for Preferred and Reserved Bidder and Full Business Case	1 - 2

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## AGENDA ITEM 6

<b>Special Cabinet, 6 December 2012, Decision Item 5 – New Support and Customer Services Organisation: Recommendation for Preferred and Reserve Bidder and Full Business Case</b>	
<b>Report</b>	Report of the Deputy Leader of the Council / Cabinet Member for Resources and Performance and the Cabinet Member for Customer Access and Partnerships
<b>Called in by</b>	Councillor Lord Palmer OBE
<b>Decision, Reason and Objective</b>	<p>Decisions:- 1, 2, 3 and 4</p> <p>Reasons for call-in:-</p> <ul style="list-style-type: none"> <li>o The risks of entering at ten year contract reducing future democratic actions</li> <li>o The break with Localism which is at the heart of Coalition Government policy</li> <li>o Financial Risks inherent in the Contract</li> <li>o Lack of security due to Barnet' affairs being managed with the affairs of other organisations and not at one secure site</li> <li>o Lack of ability to audit and call to account those that will be charged with providing services</li> </ul> <p>Objective:-</p> <p>To refer the decisions back to the Cabinet for reconsideration.</p>

**Special Cabinet, 6 December 2012, Decision Item 5 – New Support and Customer Services Organisation: Recommendation for Preferred and Reserve Bidder and Full Business Case**

<b>Report</b>	Report of the Deputy Leader of the Council / Cabinet Member for Resources and Performance and the Cabinet Member for Customer Access and Partnerships
<b>Called in by</b>	Councillor Alison Moore
<b>Decision, Reason and Objective</b>	<p>Decisions called-in:- 1, 2, 3 and 4</p> <p>Reasons for call-in:-</p> <ul style="list-style-type: none"> <li>o To re-examine the significant financial and service risks of the contract in the light of failures elsewhere</li> <li>o To challenge the benefits and deliverables</li> <li>o To scrutinise the outcome specifications and Key Performance Indicators</li> <li>o To query the lack of consultation and democratic accountability</li> <li>o To scrutinise the Equalities impact of the proposals</li> <li>o To scrutinise the ability to change things in response to changing corporate priorities and demand, and the financial impact of doing so</li> </ul> <p>Objectives:-</p> <ul style="list-style-type: none"> <li>• To refer the decisions back to the Cabinet for reconsideration and to halt the procurement, and, to ask that Cabinet instructs the acting Chief Executive to investigate fully, as a matter of urgency, all reasonable methods of delivering the Council services covered by the proposals for the NSCSO, which addresses the need to make efficiency savings and to generate income which may include in-house options.</li> <li>• To make a reference to full Council in January that, if, after re-consideration by Cabinet the NSCSO contract proceeds, that a full standing scrutiny panel should be established by Council with immediate effect to monitor and scrutinise the transition to, establishment of and regular performance monitoring of the NSCSO contract.</li> </ul>