

AGENDA

**CUSTOMER AND SUPPORT GROUP CONTRACT REVIEW
MEMBER WORKING GROUP**

MONDAY 25TH JULY, 2016

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, NW4 4BG

**TO: MEMBERS OF THE CUSTOMER AND SUPPORT GROUP CONTRACT REVIEW
MEMBER WORKING GROUP**

Chairman: Councillor Anthony Finn

Members:

Councillor Geoff Cooke

Councillor Sury Khatri

Councillor Kathy Levine

Councillor Peter Zinkin

Contact:

Helen Sunderland, 020 8359 3790, helen.sunderland@barnet.gov.uk

Note: This Member Working Group is an informal body and is therefore outside of the formal governance framework of the Council. Consequently Constitutional provisions do not apply and the Working Group has been able to define their own working arrangements. Findings from the Working Group will be reported to the Performance and Contract Management Committee.

ORDER OF BUSINESS

Item No	Title of Report	Pages
1	WELCOME AND APOLOGIES	
2	SUMMARY OF SERVICES	1 – 4
3	<p>EVIDENCE SESSION</p> <p><i>The Chairman has indicated that approximately one hour will be allocated to allow the public to make verbal representation at the meeting on the operation of the Customer and Support Group contract. The amount of time allocated to each resident, trader or business representative to speak will depend on the number of people who have requested to speak at the meeting. The Chairman will announce the detailed arrangements at the start of the meeting. Members of the Working Group will have the opportunity to ask questions of members of the public making verbal representations at the meeting. The Group would like to hear representations from as many people as possible to inform their recommendations.</i></p>	
4	<p>CONSIDERATION OF WRITTEN SUBMISSIONS</p> <p><i>The Working Group has requested that residents, traders and businesses make written submissions if they are unable to attend the meeting. The Group will consider these submissions following the verbal evidence gathering session.</i></p>	
5	DISCUSSION AND AGREEMENT OF ACTIONS	

FACILITIES FOR PEOPLE WITH DISABILITIES

Hendon Town Hall has access for wheelchair users including lifts and toilets. If you wish to let us know in advance that you will be attending the meeting, please telephone Helen Sunderland helen.sunderland@barnet.gov.uk 020 8359 7034. People with hearing difficulties who have a text phone, may telephone our minicom number on 020 8203 8942. All of our Committee Rooms also have induction loops.

FIRE/EMERGENCY EVACUATION PROCEDURE

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by uniformed custodians. It is vital you follow their instructions.

You should proceed calmly; do not run and do not use the lifts.

Do not stop to collect personal belongings

Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions.

Do not re-enter the building until told to do so.

Customer and Support Group Year Three Contract Review

BRIEFING NOTE

Introduction

This briefing note provides a summary of the services covered by the Customer and Support Group (CSG) contract. Its purpose is to provide background information for members of the public, ahead of the meeting of the member working group on 25th July 2016.

Customer Services

Customer Services provides the first point of contact with the council for residents and service users, whether this is through the face to face contact centres at Burnt Oak and Barnet House, by telephone or through the council's website.

Services that can be accessed through Customer Services include:

Street Scene	Youth services
Environmental services	Assisted travel
Parking	Revenues and benefits
Children's service front door	Registrars
Electoral registration and call centre	Libraries
Children's services front door	Adult social care
School admissions	Social Care Direct
Part of the council's out of hours customer services	

Customer Services also handles general enquiries, through the council's switchboard, and Members' enquiries.

Revenues and Benefits Service

The Revenues and Benefits Service manages all aspects of the administration of Council Tax, Business Rates and various benefits. This includes:

- Billing, collection and recovery (including preparatory work on any committal cases) of Council Tax

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- Billing, collection and recovery (including preparatory work on any committal cases) of Business Rates
 - Completing and submitting Non Domestic Rates and other statutory returns
 - Assessment and award of Housing Benefit, Council Tax Support, residual Council Tax Benefit/Support, Local Assistance (Crisis Fund) and Discretionary Housing Payments
 - Administering and organisation of Housing Benefit appeals
 - Recovery of Housing Benefit overpayments
 - Administering of benefit subsidies

Finance Service

The Finance Service is an internal support service providing a range of accountancy and transactional functions on behalf of the council, including:

- Providing a full range of financial management services to the council's Delivery Units and Commissioning Directors
- Providing a finance and accountancy traded service to schools
- Supporting the development of the council's medium term financial strategy, the dedicated schools grant and development of the 30 year Housing Revenue Account business plan
- Production of the Pension Fund's and the council's financial statements
- All transactional financial services including accounts payable, accounts receivable, cash collection and cashiers
- Treasury management for the council and the Pension Fund

HR Service

The HR service is an internal support service providing a range of professional advisory and support functions, along with the council's payroll and transactional HR service. This includes:

- Providing a senior HR advisory and consultancy service
- Providing support to managers and employees through a customer contact centre
- Supporting the recruitment process and ensuring compliance
- Administering pay & rewards and pensions
- Providing support, advice and training on safety, health and wellbeing
- Supporting the council in managing employee and industrial relations
- Supporting the development of policy and equalities
- Workforce planning and organisational development

ICT Service

The ICT service is an internal support service, responsible for all aspects of the development and delivery of the council's technology infrastructure, including:

- ICT delivery services:
 - Programme and project management (e.g. transformation, replacement systems, upgrades)
 - Service management (ensuring day to day availability of council-wide and service-specific applications)
- Infrastructure (e.g. servers, cabling, disaster recovery)
- Telephony (fixed and mobile)
- Desktop services (PCs, laptops, tablets)

Procurement Service

The Procurement Service is an internal support service that provides:

- Sourcing support (including provision of corporate catalogues/framework agreements; market analysis; drafting and publishing of contract notices; supplier feasibility reviews)
- Ensuring compliance the Authority's contract rules as well as EU Regulations and UK legislation
- Providing procurement guidance and advice
- Project managing large procurements and leading renegotiations
- Vendor management
- Management of the contract database and contracts repository
- Delivery of sustainability agenda
- Supplier and stakeholder relationship management
- Procurement training

Estates Service

The Estates Service is an internal support service delivering property and facilities management services, including:

- Property Services:
 - Commercial estate management, management of leases granted to the Authority and landlord and tenant services
 - Compulsory purchase order and planning applications
 - Valuations and rating advice
 - Acquisitions and disposals
- Building Services, including planned, preventative and emergency maintenance, statutory testing and inspection, building surveying and adaptations, energy and utilities, cemeteries and war memorials
- Facilities management, including management of building custodians, cleaning and security
- Document production and mail room

Corporate Programmes Service

The Corporate Programmes Service is an internal support service that supports the council in delivering major construction, ICT and service transformation projects by:

- Providing a project management function to secure the delivery of capital and transformation projects where commissioned to an agreed methodology, meeting the council's objectives within agreed time, budget and quality constraints
- Ensuring the availability of project resources and project management skills to meet the needs of projects
- Acting as the client on major construction projects
- Coordinating procurement processes and drafting and agreeing contracts with commercial partners involved in delivering project outputs (including the council's primary school construction partner) and managing these contracts
- Programme reporting – drafting of reports and documentation required for various stages of project approval
- Managing risks across portfolio, budget monitoring, profiling and reporting

All aspects of these services are being considered as part of the year three contract review. The aim of the review is to ensure that the contract remains fit for purpose in the period to 2020, recognising that the strategic context within which the contract operates has changed significantly since it was signed in 2013.
