

ACTION TAKEN BY CABINET MEMBER (EXECUTIVE FUNCTION)

Subject	Variation to CSG Contract for the inclusion of Deferred Services to the Contact Centre
Cabinet Member	Cabinet Member for Resources and Performance
Date of Decision	21 May 2014
Date of decision comes into effect	1 June 2014

Summary	Libraries calls, along with children's service duty rota and fostering calls were identified in the contract as "Deferred Services" within the Customer Service Output specification and should have been transferred as an agreed change following service commencement. However, due to the delays in signing the contract the calls were transferred into the contact centre by the Council prior to the Contract Service Commencement Date for CSG and without formal agreement. This now necessitates a formal variation to the contract to adjust for the increased call volumes.
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Officer Contributors	Marcus Hobbs, CSG Partnership Manager
Status (public or exempt)	Public
Wards affected	All
Enclosures	CR013
Reason for exemption from call-in (if appropriate)	N/A
Key decision	No

Contact for further information: Marcus.Hobbs@Barnet.gov.uk

1. RELEVANT PREVIOUS DECISIONS

- 1.1 Cabinet – 6th December 2012, New Support and Customer Service Organisation (now renamed as the Customer Support Group – CSG) – Recommendation for Preferred and Reserved Bidder and Full Business Case

2. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 2.1 This change supports the Council's corporate priority to improve the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study.

3. RISK MANAGEMENT ISSUES

- 3.1 None. These additional resources to meet the call demand are covered by the full CSG Contract and the service performance levels required for Customer Services.

4. EQUALITIES AND DIVERSITY ISSUES

- 4.1 Under the Equality Act 2010, the council and all other organisations exercising public functions on its behalf must have due regard to the need to:
- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.
 - Advance equality of opportunity between those with a protected characteristic and those without.
 - Promote good relations between those with a protected characteristic and those without. The 'protected characteristics' referred to are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex and sexual orientation. It also covers marriage and civil partnership with regard to eliminating discrimination.
- 4.2 Capita has committed to the provision of services under the Equality Act 2010 in the CSG contract.

5. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

5.1 Finance

- 5.1.1 This contract variation will increase the Contract Charges by £301,508 in Year 1 and £152,072 in Year 2 (Total £453,580) and will be reviewed after 2 years against the revised Contract Baselines in line with the Payment Mechanism set out in Schedule 4 of the Contract.

5.1.2 The additional charges will be offset against a guaranteed refund paid to the Council in February 2014 of £1.01 million resulting from a reduced liability for redundancy payments due to the changes in staffing profiles at the time of Service Commencement.

5.2 Procurement

5.2.1 This variation is within the limits of the OJEU notice published for the NSCSO contract.

5.3 Performance & Value for Money

5.3.1 This change will maintain the guaranteed levels of performance set out in the CSG contract for Customer Services.

5.4 Staffing

5.4.1 The impact of this change will be to increase staffing levels in the following profile

- Year 1 of the contract - additional 7 FTE to be put in place within the service.
- From Year 2 this will reduce to 6.0 FTE

5.5 IT

5.5.1 None

5.6 Property

5.6.1 None

5.7 Sustainability

5.7.1 None

6. LEGAL ISSUES

6.1.1 Cabinet has given authority for the CSG contract to be entered into with Capita. The CSG contract has been procured in compliance with EU procurement rules and incorporates the process for contract changes in Schedule 14.

6.1.2 The contract change will be documented in a formal contract variation approved by Legal Services

7. CONSTITUTIONAL POWERS

7.1 This change is compliant with the Councils Contract Procedure Rules and within the limits authorised for Cabinet Member approval identified in Appendix 1 – Table A of the CPR.

8. BACKGROUND INFORMATION

- 8.1 At the time that the CSG Contract was finalised it was known that some additional services would transfer to the Contact Centre after the planned date for Service Commencement and these services were identified in the Customer Services Output Specification as “Deferred Services”. It was agreed that any Deferred Services would be implemented at the required time under the Change Control process and understood that any additional costs would be offset by savings on the retained council budgets.

9. LIST OF BACKGROUND PAPERS

- 9.1 893357 CR013

10. DECISION OF THE CABINET MEMBER(S)

I authorise the following action

- 10.1 That the CSG Contract be updated to reflect this change.

Signed **Councillor Daniel Thomas**

Date **21 May 2014**