

**Public Question(s)**

Question	Agenda Item	Raised by	Question Raised	Answer
1	8	Mr John Dix	<p>The report fails to answer the two fundamental questions posed by Grant Thornton namely 'What are we trying to achieve' and 'What problems are we trying to solve'. There is no clear strategic overview or consequences of how key services to be retained by Capita will impact the efficiency and strategic fit of the overall council operation. Given the report appears entirely one sided, reflecting best fit with Capita's strategy and restructuring plans, not Barnet's, how can residents have any confidence that this is not just another "ideologically driven and highly political" decision.</p>	<p>As stated in the report, the council's approach to the Review aligns with Grant Thornton's assessment of the current market for outsourcing, in that the approach is based on a pragmatic, service by service review, with the focus being on identifying the right approach for each service to achieve the overarching priority of ensuring that Barnet residents receive the best possible services that we can afford. Residents should be confident that this approach is based on a pragmatic assessment of "what works" for each service, rather than an ideological view of whether outsourced or in-house services are inherently "better". Indeed, the report acknowledges where the current contractual arrangements hinder the effective delivery of services. It should be noted that the position for each service is based on an initial analysis and all final decisions are subject to the further development of outline business cases, which will be assessed against that overarching priority of ensuring that Barnet residents receive the best possible services that we can afford.</p>