

<b>Report title:</b> Response to Essex County Council's Resourcing Contract Task and Finish Group recommendations	
<b>Report to:</b> Corporate Policy and Scrutiny Committee	
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## **Response to Essex County Council's Resourcing Contract Task and Finish Group recommendations**

Endorsed by: Pam Parkes, Director, Organisation Development & People (ODP)

Approved by: Cllr Susan Barker, Cabinet Member for Customer and Corporate

### **Purpose**

This document provides a response to the recommendations made in the Corporate Policy and Scrutiny Committee's Task and Finish Group review report dated May 2018.

### **Background and Recommendations**

The Scrutiny Committee established a Task and Finish Group at its meeting in February 2018. The aim was to provide constructive suggestions and feedback as to how any new resourcing contract could look, particularly around KPI's and the wording used in the contract. The summary of recommendations is as follows:

1. That an executive summary (aims and ambitions) is written at the beginning of this new contract, and others that ECC procure, that clearly sets out the 'aims of the contract'.
2. That new bidders (contract dependent) are asked to join ECC's Integration Engine through an Application Programming Interface (API). This will ensure that the I.T infrastructure of both the bidder and ECC will be compatible from the very beginning of the contract.
3. That the new KPI's set are more value linked to the aims of the contract and consideration given to taking some parts of the contract back in house to make it more cost effective.
4. The length of contract should be no more than three years. This will reflect the pace of change in Local Government, ever-changing Technology and also Brexit.
5. The 'draft' contract is presented to the Corporate Policy and Scrutiny Committee when complete to allow Members to carry out a review.

6. That the specification set out during the procurement process makes it clear to companies what they are bidding for.

## **Response**

The Officers received the recommendations and have been carefully considering these as the options for future services were identified and assessed in preparation for the cabinet decision; the decision is expected to be taken at the meeting scheduled on 22 November 2018. The current contract with Capita expires in September 2019.

### Aims and Objectives

Any procurement activity, including any mini-competition undertaken to procure services through an existing OJEU compliant framework, will include an executive summary with clear aims and objectives in the specification. This will also be translated into contract(s) between suppliers and ECC; and will also be reflected in key performance indicator measures.

### Technology

All potential suppliers will be expected to provide technology solutions which support application programming interfaces (APIs) with ECC's resourcing related systems. Through market engagement we have established that this is now an industry standard requirement and should not restrict interest from potential suitable suppliers.

### Demonstrating Value

Key performance indicators and service level agreements which reflect the aims and objectives of future services will demonstrate value for money and action necessary to achieve efficiencies through continuous improvement activity. KPIs are likely to continue to include time to hire, as well as the quality of hires and customer/candidate feedback.

### Contract Duration

The duration of any contracts entered into will achieve a balance between return on investment – for both ECC and any future supplier(s) and the ability to adapt to changes in resource demand as well as political, economic, social, technological, legal and environmental challenges and opportunities. To achieve this balance it will be recommended that any contract entered into is for a minimum of two years with the option to extend for a further two +1 years.

### Draft Contract(s)

The timescales for procurement and drafting of the contract(s) between ECC and supplier(s) are likely to be challenging allowing for an adequate transition period before June 2019; however draft(s) will be shared with the Corporate Policy and Scrutiny Committee for review.

### Tender specification

Specifications will make it clear to potential suppliers what they are bidding for.

### **Updates**

The Scrutiny Committee will be provided with regular updates on the progress of the preparation and implementation of the new services; including the specific recommendations above and how these are being addressed.