

# Scrutiny Committee



Listening Learning Leading

Report of Head of Partnership and Insight

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## Corporate services contract changes and action plan update

### Recommendation

To note the updated technology action plan attached at Annex A for the short term (one year) agreed at the Scrutiny Committee on 2 October 2018

### Purpose of Report

1. This report updates members on the progress to date against the action plan agreed in 2018 to address shortcomings in our IT or other corporate services contract service provision and, in particular, the five change control notices raised to address specific concerns at the time.

### Background

2. The action plan agreed in October 2018 was established to address the shortcomings in service provision by Capita under the five councils partnership contract
3. Part of the ongoing difficulties for the council was a lack of clear direction in terms of making the best use of technology to maximise operational efficiency and transform services. The technology strategy, approved in October 2018, brings this clarity. The delivery programme sets a clear direction for the next four years and is in the process of being established as an integral part of our business plans.
4. The five change control notices raised in July 2018 have been progressed as follows:

- Return of the counterfraud service to South and Vale councils – completed in December 2018
- Return of all strategic finance responsibilities to South and Vale councils – completed in December 2018
- Transfer back of strategic HR responsibilities to South and Vale councils – this change is now being considered as part of a wider commercial conversation
- Finance system upgrade or replacement for South and Vale councils – this change was split into two:
  - On Pay360 the new system went live in December 2018 and the old Civica system has been retired
  - On the finance system, the project has been fully defined and is ready to begin but there are ongoing commercial matters which need to be resolved
- Separation of active directories for South and Vale councils from the five councils shared platform – this change is now being considered as part of a wider commercial conversation.

## **Financial Implications**

5. There are no financial implications arising directly from this report. Any financial implications arising from the action plan are being addressed on a case by case basis.

## **Legal Implications**

6. There are no legal implications arising directly from this report.

## **Risks**

7. Much of the core IT infrastructure has been brought up to a suitable standard for delivery and the level of risk has reduced relative to the position in 2018, although we remain at risk of service outages and performance failures on a small number of business-critical systems whilst they are upgraded or replaced under the technology delivery programme.

## **Conclusion**

8. Some progress has been made with turning around the services delivered by Capita under the corporate services contract, however performance remains a serious concern in several areas. Elements of the services are currently subject to commercial renegotiation and cannot be discussed in detail at this time.
9. The technology delivery programme, working as part of our wider business plans, will ensure the councils are setting the direction they want for service transformation and the realisation of the potential that digital offers to meet the needs of our residents and business in the future.