
**ONESOURCE JOINT
COMMITTEE**

12th July 2019

Subject heading:

oneSource Commercial Protocol

Report author and contact details:

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Financial summary:

Implementation of the Commercial Protocol will ensure that there is no impact on the current service delivery and that efficiencies will be used to alleviate any budget pressures.

SUMMARY

This report is presented to the Committee for approval of the Commercial Protocol for oneSource. Discussions at the 5th April Joint Committee members agreed to move away from the mandate to “sell” shared services externally on a commercial basis, to primarily an in-house shared service delivering excellent services to the three partner councils.

The Joint Committee recognised the benefits of commercialisation and this can be viewed within the context of reductions in Central Government grant, caps on Council Tax Increases and savings required as part of the MTFs process. The use of a more commercial approach to providing services to mitigate the financial pressures can be seen as a way of safeguarding service delivery and standards.

The Joint Committee requested a way of ensuring that the development of commercial opportunities does not undermine the in house focus on delivery of excellent services. It was agreed that a commercial protocol would ensure this.

RECOMMENDATIONS

1. To consider and agree the Commercial Protocol at Appendix 1

REPORT DETAIL

1. Background

- 1.1 Whilst scaling back the previous push to 'trade' the oneSource service and a focus on supporting the delivery of the partner Councils' priorities, the Joint Committee supported the shared services undertaking work for other councils where that brings in income – but does not undermine the in house focus. The move reflects the agreed shift of oneSource towards a dominant focus on excellent service delivery to the partner councils and away from commercial expansion.
- 1.2 oneSource services income generation is a successful element of the shared service. In particular, the Ethical Enforcement service is now successfully delivered in all three authorities and also in four other councils. This service generated significant increases in debts recovered (including parking, council tax and business rates) but also adopts an ethical approach, including waiving fees in cases of hardship, early engagement with debtors to avoid proceedings, awareness and understanding of working with and signposting to debt advice agencies and are currently considering the establishment of a welfare service to enhance this aspect of the service, which is unique from the services provided by traditional private sector services.
- 1.3 The Joint Committee at its meeting on the 5th April 2019 requested that a Commercial Protocol be drafted to ensure that the exploration of any commercial opportunities does not undermine the in house focus on delivery of excellent service and the in house service provision.

2. The Commercial Protocol

- 2.1 The Commercial Protocol is attached at Appendix 1.

3. Legal implications and risks:

There are no direct legal implications.

4. Financial Implications and risks:

The Implementation of the Commercial Protocol will ensure that there is no impact on the current service delivery and that efficiencies will be used to alleviate any budget pressures.

There will be a proportionate business case approach to developing and implementing new proposals that includes accurate costings.

5. HR Implications and risks:

There are no direct HR implications.

Appendices:

1. Commercial Protocol