

Notice of Non-key Executive Decision containing exempt information

Appendices attached to this report are not available for public inspection as they contain or relate to exempt information within the meaning of paragraph 3 of Schedule 12A to the Local Government Act 1972. They are exempt because they refer to information relating to the financial or business affairs of any particular person, including the authority holding that information, and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Subject Heading:	Customer Engagement Discovery – Direct Award to Supplier
Cabinet Member:	Roger Ramsey
SLT Lead:	Jane West
Report Author and contact details:	Rory Carlton – 01708 431 052
Policy context:	Connections
Financial summary:	The award of contract for the cost of £89,400 to be funded from the existing CRM programme budget
Relevant OSC:	Overview and Scrutiny
Is this decision exempt from being called-in?	Not applicable

Non-key Executive Decision

The subject matter of this report deals with the following Council Objectives

Communities making Havering	<input type="checkbox"/>
Places making Havering	<input type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input checked="" type="checkbox"/>

Exempt appendices

Exempt Appendix 1 – Supplier Assessment

Exempt Appendix 2 – We Are Snook Proposal

Part A – Report seeking decision

DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

For the reasons set out in this report the Officer is recommended to approve the award of a contract for £89,400.00 to We Are Snook Limited, a provider of professional services who will facilitate and lead a discovery exercise into three specific areas within the Council; Complaints, Highways and Green Waste.

AUTHORITY UNDER WHICH DECISION IS MADE

This decision is being made under the authority delegated to the Director of Technology and Innovation who may award contracts of up to £100,000 derived from the oneSource Scheme of Delegation of January 2016 “B21 To award contracts on behalf of participating councils.”

STATEMENT OF THE REASONS FOR THE DECISION

The discovery exercise will greatly improve our understanding of how residents interact with the Council in each of the following areas;

Complaints:

To review and help redesign the process and solution by which;

- Customers complain/make compliments to the Council (including the method in which we record / report upon them)
- Customers request FOIs (including how we respond and record)
- the Council records and reports upon Members & MPs enquiries

Highways:

There are currently a number of key issues to focus on, specifically processes/interaction between Love Clean Streets and other services as well as;

- to review and help redesign the processes and solution by which customers report a range of Highway related enquiries.
- recommend whether the Love Clean Streets application used for some of the enquiries should remain and be rolled out to other processes or built on a new solution.

Green Waste:

There are a number of issues with this process, a key focus being to review and help redesign the processes and solution by which customers subscribe to the Green Waste Service

Non-key Executive Decision

The supplier represents best value by providing the cheapest proposal.

The appointment of We Are Snook is absolutely vital to; ensure the Digital Platform Replacement (CRM) programme can adhere to the costs and timescales that were agreed by Council (22nd January 2020), avoid additional costs incurred through any delays and ensure the overarching risk pertaining to the legacy platform are mitigated appropriately.

This key piece of work forms part of the Digital Platform Replacement programme seeking to bridge the gap between the technological solution and the user need. The discovery exercise will help to ensure the Council is building and offering a user focused service and that any digital tools underpin this ambition.

Over the course of the discovery exercise, there are a number of key outcomes that will be achieved whilst looking into the aforementioned three service areas. Primarily, to improve the Council's understanding of how residents interact with the Council. Secondly, the outputs and recommendations will be realistic and augment with the existing work underway as part of the CRM programme. A key part of this will involve the upskilling of colleagues ensuring that the design thinking methodology can potentially be replicated across all of the processes (141) in scope of the programme.

Three suppliers; DXW, We Are Snook and Future Gov were contacted and invited to submit a proposal according to identical criteria specification in order to ensure a fair competition. Each were subject to assessment and scoring against the following criteria;

- Cost
- Scope
- Deliverables
- Knowledge Transition
- Methodology/ Plan

The supplier assessment (*Exempt Appendix 1*) is attached for review and outlines at a high level the assessment made. In summary We Are Snook represented the best value in terms of cost as well as scoring highly in terms of alignment with the criteria required to deliver required outcomes. We Are Snook Limited's tender response with methodology is appended at *Exempt Appendix 2*

OTHER OPTIONS CONSIDERED AND REJECTED

Due to significant time constraints and the level of expertise required to conduct the exercise the use of a pre-existing framework or procurement portal such as Bloom were discounted.

Non-key Executive Decision

PRE-DECISION CONSULTATION

No consultation is required at this stage of discovery work.

NAME AND JOB TITLE OF STAFF MEMBER ADVISING THE DECISION-MAKER

Name: Rory Carlton

Designation: Implementation Manager

Signature:

A handwritten signature in black ink, appearing to read 'Rory Carlton', written over a horizontal line.

Date: 29th July 2020

Part B - Assessment of implications and risks

LEGAL IMPLICATIONS AND RISKS

This report seeks authority to award a contract following a tender exercise.

The Council has the general power of competence under s1 Localism Act 2011 to do anything an individual may generally do, together with the power under s111 Local Government Act 1972 to do anything ancillary to or which facilitates any of its functions. The contract may be procured and awarded in accordance with these powers.

The proposed contract falls below EU threshold for Service contracts. Officers will ensure that the contract accords with the Councils Constitution and Contract Procedure Rules including ensuring that contract documents are captured on the Councils e-tendering suite.

FINANCIAL IMPLICATIONS AND RISKS

The cost of this contract is £89,400. This cost has been budgeted for within the existing CRM programme budget of £5m (funded via a combination of flexible use of capital receipts £4.4m and existing revenue budgets £0.6m).

HUMAN RESOURCES IMPLICATIONS AND RISKS (AND ACCOMMODATION IMPLICATIONS WHERE RELEVANT)

There are no Human Resource implications as a result of this decision being made.

EQUALITIES AND SOCIAL INCLUSION IMPLICATIONS AND RISKS

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) The need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) The need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) Foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex/gender, sexual orientation.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.

Non-key Executive Decision

An equalities impact assessment is not required to support this decision. No discernible disadvantages on any protected characteristics will be incurred through the imposition of this decision.

The discovery will not have any negative effect on residents, service users, employees or the wider community in the London Borough of Havering.

BACKGROUND PAPERS

Non-key Executive Decision

Part C – Record of decision

I have made this executive decision in accordance with authority delegated to me by the Leader of the Council and in compliance with the requirements of the Constitution.

Decision

Proposal agreed

Details of decision maker

Signed



Name: Omid Shiraji – Director of Technology and Innovation

Cabinet Portfolio held: N/A

CMT Member title:

Head of Service title – Director of Technology and Innovation

Other manager title: N/A

Date: 29th July 2020

Lodging this notice

The signed decision notice must be delivered to the proper officer, Debra Marlow, Principal Democratic Services Officer in Democratic Services, in the Town Hall.

For use by Committee Administration

This notice was lodged with me on _____

Signed _____