



Open Report on behalf of James Drury, Executive Director - Commercial

Report to:	Overview and Scrutiny Management Board
Date:	17 March 2021
Subject:	Corporate Support Services Review (CSSR) - Update and Emerging Draft IMT Model

Summary:

This report provides an update for the Overview and Scrutiny Management Board (OSMB) on the Corporate Support Services (CSSR) project and the further development of a potential new model for future IMT services. It seeks the Board's views on the emerging draft IMT model.

Actions Required:

The Board is requested to consider the report and presentation, and provide feedback on the emerging draft model for future IMT services.

1. Background

The Corporate Support Services Review (CSSR) Project has been established as part of the Council's Transformation Programme to support informed decision making around the future delivery of services in the current Corporate Support Services Contract we have with Serco. This contract will reach its natural conclusion in March 2024, as further extensions are not possible beyond then, and as such the Council needs to have alternative arrangements in place for 1 April 2024 at the latest.

The intention is to report progress to OSMB at regular intervals to coincide with the existing quarterly updates on the performance of the existing corporate support services contract. This is the second of such reports and deals with the emerging model for future IMT services.

The briefing slides attached at Appendix A build on the presentation provided to OSMB on 17 December 2020, which explored the high level design for future IMT services and the main drivers and principles for the new IMT model.

Having established that moving from a 'prime provider' (where a single supplier provides the bulk of our IMT service delivery) to a 'multi-source provider' model (where the Council commissions services from a range of specialist IT providers),

would better meet the Council's future needs, this presentation outlines the services which may be best suited to specialist providers and how the in-house IMT team would need to operate under this model. It also details work being undertaken to provide assurance around the emerging model, proposals for an evolutionary and smooth transition to the new arrangements and mitigation of other key risks.

This briefing will be presented at OSMB to facilitate discussions and explore the work undertaken to date.

2. Conclusion

The work embarked upon to date suggests the emerging draft model for IMT services would best meet the Council's future needs and more detailed market engagement should now be conducted to develop detailed proposals and help us clearly understand the options and opportunities available for each individual service.

3. Consultation

a) Risks and Impact Analysis

The key risk for this work not being undertaken now is that the Council will be unable to make an informed decision in April 2022. After that time some options become unviable, due to the required implementation timeframes, and as a result the Council's choice would be limited.

A full risk log is maintained for the CSSR project and monitored through weekly reporting to the Project Sponsor (Sophie Reeve) and the Transformation Programme Management Office, with supplementary monthly reporting to the Transformation Governance Board and the Corporate Leadership Team.

An initial Equality Impact Assessment has been undertaken. This will be updated for each work-stream within the CSSR project as the options appraisal work commences for each service in scope.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Presentation to be provided to OSMB on 17 March 2021

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Sophie Reeve and John Wickens, who can be contacted on 07717340625 / 01522 553651 or sophie.reeve@lincolnshire.gov.uk / john.wickens@lincolnshire.gov.uk.