

NOTICE OF KEY DECISION

Local Government (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Decision made at the meeting of cabinet – 20 January 2021

Decision Maker:

To delegate authority to the Director of Resources to agree and enter into a contract for provision of Support Services to Norwich City Services Ltd (NCSL) for the six year period 1 April 2021 to 31 March 2027, with the option to extend a further period of 5 years on an annual basis. The amount for 2021/22 is £0.522m. The total value for the 11 years period is estimated to be £6.283m

Decision status: Is key decision?: Yes

Is subject to call in?: Yes

Decision details:

As detailed in the cabinet meeting on the 20 January the Council will contract with NCSL for the provision of Support Services. The principles of this decision have not changed, with the budget remaining as per the Cabinet report. The key principles are repeated below for ease of reference:

1. Council Support Services Contract - key principles

1.1. Following member workshops earlier in 2020, it was agreed that the Council will provide support services to NCSL. The services to be provided are HR & Organisational development, Finance, ICT, Procurement, Legal, Insurance and Communications.

1.2. The following key principles from the contract are summarised below:

- the service provision shall primarily mirror that provided to the Council's service areas;
- insurance and legal shall be delivered through variation of the Council's existing relationships with LGSS and Nplaw;
- the contract term shall sync and co-terminate with the environmental and building contracts - being 6 years from 1 April 2021 with the option to extend on an annual basis for a further 5 years;
- the contract allows a process for variation and termination.

2. Council Support Services Contract - terms & conditions:

2.1. The Council will provide services with reasonable skill and care, indemnify each other for their negligence or default, and applies a limit to potential liability.

2.2. The following provision is made in respect managing performance:

- nominated Contract Liaison officers and a Contract Management Board, meeting frequency to be determined by parties;
- volumes shall form part of the regular management information provided to NCSL and will be developed as services are delivered;
- Contract Management Board shall review performance and make recommendations regarding delivery of the services, with performance reporting to Cabinet on a 6 monthly basis;
- the Council shall maintain business continuity arrangements.

3. Council Support Services Contract – Schedules Key Features

3.1. Service level agreements (SLAs) for each of the services have been produced and form part of the contract for services.

3.2. The SLAs include

- deliverables - tasks, software & systems used, data and policies
- KPIs and statements on assurance as to compliance and delivery
- service fees
- defined responsibilities split between the Council and NCSL to ensure tasks are delivered and KPIs achieved
- ICT assets to be provided with an asset charge but Council retains ownership

3.3. The SLAs have been developed, reviewed and agreed with the key stakeholders including the Managing Director of NCSL.

Publication date: 29 March 2021

Date of decision: 29 March 2021

Call-in deadline date: 31 March 2021 (5pm)

Date comes into force: 1 April 2021