

REPORT TO: SHAREHOLDER SUB COMMITTEE

DATE: 29 SEPTEMBER 2020

TITLE: BEST VALUE REVIEW UPDATE

LEAD OFFICER: SIMON HILL, HEAD OF GOVERNANCE
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RECOMMENDED that:

- A** The Sub Committee notes the progress on the Best Value Review Action Plan
- B** The Sub Committee notes the BAU Action Plan progress to date and continues to monitor Covid-19 delayed actions

BACKGROUND

1. The Cabinet meeting of 17 September 2015 resolved that, subject to the change in service provider from JVCO to LATC, Cabinet would receive a report in 2020 to demonstrate that the LATC is achieving value for money and has incorporated the principles of best value into its operation, securing continuous improvement.
2. A Best Value Review was completed in October 2019 and on 5 December 2019 Cabinet resolved that the current contract with HTS (Property and Environment) Ltd be extended for the maximum five year period provided for subject to completion of four pre-contract requirements, which were all completed by August 2020, and the recommendations of the Best Value report be adopted as an action plan for the contract extension.
3. It was also resolved that the 'Business as Usual' activities arising from the Review would be monitored for their completion by the Shareholder Sub Committee.

CONTRACT EXTENSION ACTION PLAN

4. The Action Plan arising from recommendations made in the Best Value Review Outcomes report have been prioritised into a programme of short and long term projects, all to be completed at the commencement of the agreed extension period in March 2023. The projects identified for completion in August 2020 are complete, with those related to the company's strategic financial approach having been subsumed into the business as usual processes around updating the company's operational Business Plan.

5. Medium and long term activities are due for completion by December 2021 and February 2023 respectively, and work on the medium term projects has commenced. The medium term projects will address refinement of the services specification and performance measurements, ICT investment, and supply chain management and resilience (some of which is already complete).
6. The current status of the BAU Action Plan can be found at Appendix A. All actions have been met as per stated deadlines with the exception of the customer feedback work; this work commenced on schedule and a number of visits to work with other LATCs and similar organisations were planned to achieve benchmarking and peer review exercises to inform changes to the customer service metrics and enhancement of customer access . These were not able to be completed once the COVID-19 pandemic took hold and given the refocusing of Council and HTS' efforts on response and recovery, and similar responsibilities of peer organisations involved, HTS (Property and Environment) Ltd, in agreement with Client teams at HDC, have put this work on hold for 6-12 months. Future progress of work in this area will continue to be monitored by the Shareholder under the Cabinet decision regarding the BAU Action Plan.

IMPLICATIONS

Environment and Planning (Includes Sustainability)

As set out in the report.

Author: Andrew Bramidge, Head of Environment and Planning

Finance (Includes ICT)

None specific.

Author: Simon Freeman, Head of Finance and Property and Deputy to the Managing Director

Housing

As contained in the report.

Author: Andrew Murray, Head of Housing

Community Wellbeing (Includes Equalities and Social Inclusion)

None specific.

Author: Jane Greer, Head of Community Wellbeing

Governance (Includes HR)

As set out in the report.

Author: Simon Hill, Head of Governance

Appendices

Appendix A – BAU Action Plan (dated 10 September 2020)

Background Papers

None.

Glossary of terms/abbreviations used

BAU - Business as Usual

LATC - Local Authority Trading Company