

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee

DATE: 20th January 2015

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PART I **FOR COMMENT AND CONSIDERATION**

PROGRESS ON THE THAMES VALLEY TRANSACTIONAL SERVICE CENTRE – APRIL 2015 TO NOVEMBER 2015

1 **Purpose of Report**

The purpose of this report is to update Overview and Scrutiny Committee members on the progress of the Thames Valley Transactional Service Centre Partnership with arvato for the period of April 2015 to November 2015.

2 **Recommendation(s)/Proposed Action**

The Committee is requested to note the progress made within the reporting period.

3 **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

3a. **Slough Joint Wellbeing Strategy Priorities**

The services in scope of the partnership link to the overall effectiveness and efficient running of the council. By streamlining processes, implementing service improvements and securing a step change in performance across all services in scope, the service supports the Council's medium term financial strategy through optimising collection of revenues whilst ensuring that benefits continue to reach our most vulnerable members of the community in an efficient and timely manner. The overarching aim of the partnership continues to support all of the Council's priorities

Civic responsibility

arvato remains committed to its Civic responsibilities and regularly participate in local initiatives to help support the borough and its residents. During the course of the contract term, arvato have been actively engaged in Slough Smart Commute and raising money for charity. Under the umbrella of the partnership, arvato have invested resources in facilitating workshops in schools relating to poverty awareness. These focussed on how to avoid key problems, where to seek help and how the Council supports those in need. arvato also continue to play an active role in the success of Slough Aspire having recently contributed a new finance package and will be attending the upcoming careers guidance event for young local people in February.

Five Year Plan

As part of the annual contract review, KPI's and service priorities have been realigned to ensure that outcomes identified in the 5 year plan relating to council tax and business rates income collection are on track to achieve agreed targets. Further outcomes identified by directorates are subject to a more detailed scoping exercise Details of 5 year plan activities are identified in appendix 1 and 2 of this report.

4 Other Implications

(a) Financial

Annual increases to Council Tax and Business Rates collection performance measures compared to previous years, will undoubtedly boost the Council's overall collection rates and increase income for the Council to assist in bridging the funding gaps

(b) Risk Management

Risk	Mitigating action	Opportunities
Legal	The contract has built in flexibility which enables changes to be appropriately considered using the change control mechanism	Allows for flexibility as the council's corporate and service priorities change.
Property	With the relocation of arvato's head office to Slough all risks associated with property have now been mitigated and the risk has transferred to arvato	The re-location has enabled Slough Borough Council to make use of the training and meeting room facilities at Phoenix 1 – Farnham Road. The site is also much closer located than previously when Airways House was leased.
Human Rights	Not applicable	
Health and Safety	arvato have access to their own corporate Health and Safety services	The Council has opportunities to draw on arvato corporate resources to assist the council as required.
Employment Issues	All staff delivering Transactional services were successfully TUPE'd over to arvato.	There is a requirement within the contract deliverables for arvato to offer employment opportunities to the people of Slough and actively encourage this through their recruitment processes
Equalities Issues	Not applicable - Council policies apply as part of the Staff transfer	
Community Support	arvato UK headquarters	arvato continue to support

	based in Slough	community projects, working with Slough mobility, board member of ASPIRE, development of the arvato apprenticeship academy - strengthening employment opportunities for local residents.
Communications	There is a joint partnership arrangement in place to share information and manage communication	Access to a wider communications network allows the authority to benefit from more positive exposure, marketing and promotion
Community Safety	The employment of Neighbourhood benefit officers provide a more locally accessible and tailored service to local residents	Improved access to services and opportunities to work with our most vulnerable residents to maximise benefits.
Financial	Agreed pricing model , KPI framework and Payment mechanism which can be reviewed annually as the councils priorities change	Allows the partnership the flexibility to focus on emerging priorities faced by the council and the services it delivers.
Timetable for delivery	The contract is in place for a period of 10 years from April 1 st 2012 – March 2022.	Timescales allow for services to be embedded and focus on service improvements
Project Capacity	Not applicable - this is not a project	

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications.

(d) Equalities Impact Assessment

Equalities Impact Assessments are undertaken by the Client team as new legislation and policies emerge

(d) Workforce

Approximately 100 staff were TUPE'd successfully as part of the procurement process on existing terms for Phase 1 services. A further 98 staff were successfully TUPE'd as part of Phase 2. All staff continue to be fully engaged in service improvements and training opportunities to further improve their skills, which will ultimately deliver more efficient and effective services to the residents of Slough.

5 Supporting Information

See appendix 1 for detailed service summaries.

6 **Comments of Other Committees**

None.

7 **Conclusion**

For the reporting period of April - November 2015, performance for all services in scope for the first three quarters continues to be on track for a positive outturn, despite a weaker than expected start to the commencement of Contract year 4 in April 2015. Key collection targets are positively on track to exceed 14/15's record performance whilst significant investment has been made by the Council in the IT estate which will provide considerable benefits for both the staff and the residents in the coming years.

In addition to the Contract deliverables arvato have continued to support, lead and engage on a number of key strategic projects. Some of which have included the set up of Slough Children Services Trust, the implementation of the Council's new ERP platform coupled with the extensive Accommodation Strategy for the Council. Members are asked to refer to the appendices of this report for further details.

8 **Appendices Attached**

Appendix 1 – KPI Performance Report

9 **Background Papers**

None.