

Central
Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



**TO EACH MEMBER OF THE
EXECUTIVE**

02 July 2010

Dear Councillor

EXECUTIVE - Tuesday 13 July 2010

Further to the Chairman's Briefing which was held on Thursday 1 July 2010, please find attached the following additional information for the Executive meeting on 13 July 2010:-

10. Remodelling of Customer Services

The Customer and Central Services Overview and Scrutiny Committee met on 21 June 2010 to consider the Remodelling of Customer Services report. Whilst the Committee endorsed the Portfolio Holder's recommendations to the Executive, the minutes from the meeting were not available when the Executive agenda was published on 24 June 2010.

In view of this, the recommendation from the Overview and Scrutiny Committee to the Executive is set out below for clarity:

RECOMMENDATION TO THE EXECUTIVE

that, given that the Customer Relationship Management system procurement is an essential component of the Customer Service Remodelling Programme, it should be exempt from the current capital programme review to enable the procurement process to continue on schedule.

[NOTE: This recommendation will be considered as part of the Executive's deliberations on the Remodelling of Customer Services report attached to the main Executive agenda.]

11. Novation of the Term Contract for Highways Services

The Portfolio Holder for Safer Communities & Healthier Lifestyles second recommendation to the Executive, as detailed in the report attached to the main agenda, has been withdrawn and has been replaced by the following recommendation:

- 2) That the Executive delegates to the Director of Sustainable Communities, in consultation with Portfolio Holder for Safer Communities and Healthier Lifestyles, authority to approve the terms of the documents referred to in recommendation 1 in accordance with the arrangements proposed in the Portfolio Holder's report.

14. Corporate Commissioning & Procurement Strategy - Recommendations from the Customer and Central Services Overview and Scrutiny Committee

Please find attached the recommendations of the Customer and Central Services Overview and Scrutiny Committee from its meeting on 21 June 2010 that were marked to follow on the main agenda.

Should you have any queries regarding the above please contact Devina Lester, Senior Democratic Services Officer on Tel: 0300 300 6258.

Yours sincerely

Devina Lester
Senior Democratic Services Officer
email: devina.lester@centralbedfordshire.gov.uk

Meeting: Executive
Date: 13 July 2010
Subject: Corporate Commissioning & Procurement Strategy
Report of: Customer & Central Services Overview & Scrutiny Committee
Summary: The report outlines a number of recommendations from the Customer & Central Services Overview & Scrutiny Committee regarding certain aspects of the Corporate Commissioning & Procurement Strategy.

Advising Officer: Ian Porter, Assistant Director, Strategy and Performance
Contact Officer: Bernard Carter, Overview & Scrutiny Manager
Public/Exempt: Public
Wards Affected: All
Function of: Executive
Key Decision No
**Reason for urgency/
exemption from call-in
(if appropriate)** n/a

CORPORATE IMPLICATIONS

Council Priorities:

The likelihood of the Council achieving its vision through delivery of its main priorities will be greatly increased if it obtains value for money in all its activities and an effective Commissioning & Procurement Strategy is crucial to that objective.

Financial:

n/a

Legal:

n/a

Risk Management:

n/a

Staffing (including Trades Unions):

n/a

Equalities/Human Rights:

n/a

Community Safety:

n/a

Sustainability:

n/a

RECOMMENDATION(S):

1. that the Executive considers:-

- (a) Implementing processes to ensure that Budget Holders are encouraged to strictly adhere to the Council's Corporate Commissioning and Procurement Strategy and not purchase off-contract except in exceptional circumstances; and**
- (b) Implementing processes to ensure that all contracts are reviewed in sufficient time to ensure that the Council is not required to extend a contract as a result of time constraints incorporated within procurement rules.**

Reason for Recommendation(s): So that the Council can be confident in its ability to achieve best value when purchasing goods and services.

1. Members will recall that the Executive approved the Corporate Commissioning & Procurement Strategy at its meeting on 10 November 2009.
2. At a meeting of the Customer & Central Services Overview & Scrutiny Committee on 21 June 2010 Members received a presentation from the Head of Procurement which provided an update on the progress made to date in implementing the key elements of the Strategy within the Council.
3. During the presentation the Head of Procurement drew Members' attention to the main areas of Council expenditure and in particular covered the issue of contract spend. Discussion took place regarding off contract purchases, which still accounted for a significant minority of all corporate purchases (22% of all stationery, HR temps/interims etc, advertising and ICT), and the means by which this could be prevented in order to achieve average savings of 17% of the off contract spend which equated to over £1M per annum.
4. It was Members' assertion that more needed to be done to encourage Budget Holders to adhere to the Council's Corporate Commissioning & Procurement Strategy and not purchase off contract.
5. Members also expressed some concern regarding the poor quality of service provided by some contractors and the need to ensure the level of service set out within a contract was fully and clearly defined.

6. It was Members' opinion that all contracts needed to be reviewed in sufficient time prior to contract end to ensure that the Council did not find itself in the position of having to extend an existing (and potentially under performing) contract as a result of non-compliance with any mandatory time constraints incorporated within UK or European procurement rules (or indeed within the Council's own constitution).

Appendices:

None

Background Papers: (open to public inspection)

None

Location of papers: n/a

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