



THE LONDON BOROUGH
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To: Members of the
LOCAL JOINT CONSULTATIVE COMMITTEE

Employer's Side

Councillor Russell Mellor (Chairman)
Councillor Simon Fawthrop
Councillor Kate Lymer
Councillor Tom Philpott
Councillor Colin Smith
Councillor Diane Smith
Councillor Tim Stevens J.P.
Councillor Michael Turner
Councillor Angela Wilkins

Staff Side and Departmental Representatives

Kathy Smith (Vice-Chairman)
Kelle Akala, Environment & Community Services
Helen Akpogheneta, Chief Executives (HR)
Alice Atabong, Education, Care and Health
Services (Housing)
Duncan Bridgewater, Chief Executives
Jill Crawley, Departmental Representative
Richard Earis, Environmental Health
Jackie Goad, Chief Executives
Stuart Henderson, Chief Executive (Registrars)
Mandy Henry, Education, Care and Health
Services
Sandra Jones, Education, Care and Health
Services
Jan McWhinnie, Corporate Services
Mary Odoi, Unite
Gill Slater, Unite Representative
Kirsty Wilkinson, Education, Care and Health
Services (SEN & Disability Service)

A meeting of the Local Joint Consultative Committee will be held at Committee Room
1 - Bromley Civic Centre on **THURSDAY 9 JUNE 2016 AT 6.30 PM**

Rooms have been reserved for Members and the Staff Side to meet separately at
6pm before the meeting commences at 6.30pm. The Assistant Chief Executive
(Human Resources) will be available from 6.00pm to brief Members.

MARK BOWEN
Director of Corporate Services

A G E N D A

1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

2 DECLARATIONS OF INTEREST

To record any declarations of interest from Members present.

3 MINUTES OF THE PREVIOUS MEETING OF THE LOCAL JOINT CONSULTATIVE COMMITTEE HELD ON 25TH FEBRUARY 2016 (Pages 5 - 10)

4 NEW IT CONTRACT WITH BT

The Staff Side would like to ask the following question:

Unite have noted that all of the reports concerning the IT contract that have gone to various committees, have been part 2 reports.

The written response provided and the response to the 23rd March Executive do not suggest that these wider costs, borne partly by staff, have been reported and therefore factored into decisions.

Were the wider costs to the Council reflected in these reports?

Background Information-Previous Question and Answer

There was a question from the Staff Side at the previous LJCC meeting pertaining to the IT contract, which was not answered on the evening of the meeting, and it was agreed that a written answer be disseminated to the Committee in due course.

The question and subsequent answer is detailed below. Please note that the original question was split into 2 sections, so there are effectively 2 questions and 2 answers.

The original question is written in the red text and the answer is in the blue text:

The Council has just announced the awarding of the IT contract to BT with estimated savings of 10%. Is this further savings on top of the SunGard contract subsumed by Capita that was intended to give 25% savings?

The SunGard /Capita contract replaced two contracts, one run by Liberata for IT services and one by Demovo for telephony. The contract was also awarded jointly with Lewisham. Amalgamating two services into one contract and letting jointly with Lewisham gave savings of approximately 25% overall. The discount for the joint arrangement with Lewisham amounted to 17% of the total savings. The withdrawal of Lewisham at the contractual break point would have led to the joint arrangements savings element being lost from 1st April 2016.

The Part 2 Executive reports which have been considered by the E&R PDS Committee, and the Contracts Working Group, detailed how the BT savings would be achieved. This was not a straightforward calculation as the 2 contracts were not like for like; the BT framework had elements included that were outside the scope of the Capita contract. These arose from projected changes post 2016 including, the efficiencies that come from the framework model of procurement, the inclusion in the main contract price of certain charges e.g.–the People`s Network, where Capita made a separate charge, and server hardware maintenance being included in the overall contract price, and the flexibility we have around the consumption based model. Overall the BT contract is projected to give an estimated initial 11% saving compared to the revised Capita contract costs without Lewisham.

Now we are at the change of contracts is there a “final account” / report to the Contracts Committee setting out any true savings achieved and does this reflect in any way the wider costs to the service through IT failures to the IT service?

The contractor has delivered on budget. Key Performance Indicator information has been reported to E&R PDS and latterly at the Contract Working Group. Sums payable for breaches of the KPI’s have been deducted and total £134,076. Further deductions are likely for the last 3 month period of the contract. It must be remembered that IT issues can arise from a variety of sources including but not limited to user error, hardware failures, data corruption, issues with third party suppliers and software and external events, as well as issues arising from contractor performance. Whilst there is increasing dependency on IT, not all tasks undertaken are dependent on IT.

The Council meeting on 22 February included a similar question but directed at certain IT systems, to take one extract then on email system availability, the position in the last 12 months was:

Service Provided by	Capita
Dates Unavailable	Based on server availability: 04/02/2016 – 05/02/2016 – approximately half of the staff 04/02/2016 – 08/02/2016 – remaining staff Based on individual calls logged: Various dates & times total 13.9 hours with 2 incidents lasting over 2 hours.
Impact to staff	Staff would not have been unable to access e-mails until the server was available. The impact to staff is impossible to quantify as people do not use e-mails all day therefore there is no way to gain meaningful metrics.
Costs	The only costs we can recover are as per the KPI’s. The KPI for system availability is 99%. Based on the previous 3 quarters then availability has been 99.4%

The contract requires 99% minimum system availability and on key systems. The Contractor has met the 99% minimum availability KPI throughout the contract. Reports are regularly made to the relevant member bodies on performance of key contractors and this includes IT.

Additional Background Information:

There was an original report concerning this matter that went to the Executive on 17th September 2015, this was a part 2 report.

An updated report on the award of the new IT contract went to the Executive on 14th October 2015, with pre-decision scrutiny by E&R PDS on 8th October 2015. This was also a part 2 report.

The issue was considered by Contracts Working Group, and all their meetings are part 2.

5 LESSONS LEARNT FROM PREVIOUS CONTRACTS INFORMING THE TOTAL FACILITIES MANAGEMENT COMMISSIONING PROJECT

The Staff Side would like to ask the following question:

Lessons are learnt from all contracts. At the 23rd March Executive, members asked for a report back on the Total Facilities Management Commissioning project once due diligence was underway before a decision could be taken, particularly if it was felt that staff needed reassurance. The Commissioning Team agreed that discussions between the contractor and staff should be taking place. Are Members aware how the lessons learnt from the TLG contract are being used to inform the TFM proposals?

6 CORPORATE RISK MANAGEMENT POLICY STATEMENT AND STRATEGY

The Staff Side would like to ask the following question:

Does the Council have a publically accessible Corporate Risk Management Policy Statement and Strategy? If so does it consider and address the risks to the organisation, in terms of Resilience, as the Council moves towards an increasingly commissioned authority?

7 DATE OF NEXT MEETING

The Committee is requested to note that the next meeting will be held Wednesday 19th October 2016 at 6.30pm.

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