

**From: Sheila Humphreys**

**To: Mark Bowen**

**CC: Emma Pearce and Tammy Eglington**

**Formal response to the Consultation Document on the Commissioning Review of In House IT Services**

In response to the Consultation Document I would like to raise my concern over the proposed resourcing of the Client Team and the deletion of the Business Services Manager post.

- The responsibilities of the current Business Services Manager role within ISD revolves around the financial management of the IT spend of the Council. This includes, but is by no means limited to, all payments under the framework agreement for the consumption based service charges, service requests, project costs and IMACs as well as our regular payments to other suppliers for the telephony services, broadband service, remote access lines, licencing, service and maintenance contracts.
- The charging under the BT framework agreement is complex and involves a great deal of verification each month to ensure that the Council only pays for what has been delivered. The more detailed project work usually involves interim payments and timesheet verification. Since the start of the agreement in April 2016 the various checks and robust procedures in place achieved a reduction in the proposed charging to LBB of £19,830 (around £17k per annum).
- A transfer of the provision of all IT hardware, service and maintenance, broadband etc along with the relevant budget to BT under the new contract would require an equal if not higher level of financial scrutiny/verification at least for the initial 12 months to ensure that the annual cycle of renewals is completed effectively and is providing best value. We know from experience that these novations are complex and require a great deal of time and effort especially where there are multiple companies involved such as Daisy, BT, Hobbs Parker etc. This is where the experience and knowledge that the post would bring will be invaluable during transition / novation. After this time the post could potentially become more of a support role going forward once the problems have been remedied and be at a lower grade as there will be a much simplified contract estate.
- In my view this role should work in partnership with the Contract Manager and the new Head of ICT to ensure that the contract provides the high quality service and value for money which the Commissioning Agenda aims to achieve. It will also provide a degree of consistency to the new Head of ICT who will not necessary understand the intricacies

of the LBB financial processes or the sheer quantity of smaller contracts to be novated.

- It should also be noted that at the end of the Capita contract a saving of around £135,000 was achieved during the exit negotiations as a direct consequence of the knowledge and experience of the post holder.

I would therefore ask you to consider an extension to the requirement for transitional support for the Business Services Manager post to a minimum of 12 months following any transfer of services. The resulting additional staffing cost would be around £5000 which, in the context of the reductions in charging achieved in point 2 above, could potentially be more than recouped.

Sheila Humphreys

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### **Formal Response**

**From: Gill Drury on behalf of Mark Bowen**

**To: Sheila Humphreys**

**CC: Emma Pearce and Tammy Eglington**

### **Formal response to the Consultation Document on the Commissioning Review of In House IT Services**

Dear Sheila,

Thank you for your formal response to the Consultation on the Commissioning Review of In-House IT Services and for taking time to respond to the consultation document. These matters will be fed into the consultation process.

However, I think what we both recognise is that a range of processes that are currently in place between the Council will change if members agree to the proposal on the table. Colleagues are working on the detail of those and I would be more than happy to discuss them with you when they are at an advanced draft stage – although if you are happy sharing views earlier than that then I would be delighted if you would be prepared to be involved.

The only other point I would make at this stage is that I think we are both agreed that a post at your level is needed for the transition and as the contract settles down (if Members agree to proceed) where we appear to differ is on how long this period should be for. However, if it becomes apparent that as any potential contract beds in the position you maintain is correct then I would be more than happy to review the situation at that time.

I know that this is a difficult and unsettling time for you and I would stress that the approach being taken is no reflection on your skills, ability and commitment to the Council. Rather it is a reflection of changing work patterns and I am speaking for myself and your colleagues as we all recognise the extremely valuable contribution that you make to the team.

Yours sincerely

Mark

Mark Bowen  
Director, Corporate Services