

Progress Report on Implementation:

Refreshing the Partnership: Service Birmingham

Inquiry Information

Date Approved at City Council:	9 th June 2015
Member who led the original review:	Cllr Carl Rice
Lead Officer for the Review:	Emma Williamson, Head of Scrutiny Service
Date last tracked	12 th April 2016

1. In approving this inquiry the City Council asked me, as the appropriate Cabinet Member, to report on progress towards these recommendations to this Overview and Scrutiny Committee
2. Details of progress of the recommendations are shown in Appendix 4
3. Members are therefore asked to consider progress against the recommendations and give their view as to how progress is categorised for each.

Appendices

1	Overview
2	Scrutiny Office Guidance on the tracking process
3	Recommendations you are tracking today
4	Supporting Evidence Pack

For more information about this report, please contact

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Appendix 1: Overview

This report provides an update to members following the April 2016 Overview and Scrutiny Committee and progress against the recommendations made.

As Deputy Leader I am pleased to report that since the original Scrutiny Review good progress has been made against the recommendations. This report provides an update to members following the April 2016 Overview and Scrutiny Committee and progress against the outstanding recommendations:

- RO1 - Operational Plan
- RO6 - Improved Communication
- RO7 – Partnership Performance Indicators

Appendix 1 provides updated and supporting evidence

Over the last year Service Birmingham has run over 50 workshops with the various service areas across all directorates, to get a better understanding of individual business plans over the coming years and to explore how ICT can play its part as a business enabler for the significant financial challenges the city is facing, as well as maintaining, and wherever possible, improving service delivery.

This had previously been a challenge, as there was no clear corporate business strategy in place and no clarity over the future operating model for the city as a whole. The Future Council Programme has been a catalyst for change and has given a direction for future need. In addition, six months ago, BCC appointed an Interim ICT Director. Service Birmingham has worked closely with him on a number of initiatives, with development of the new ICT & Digital Strategy being at the heart.

While this reports key focus is to update members on the progress made against the specific recommendations set in the April 2016 committee, it is recognised that the actions and initiatives themselves only lay the foundations and we will need to work closely together to respond to the wider shared challenges.

Appendix 2: The Tracking Process

In making its assessment, the Committee may wish to consider:

- What progress / key actions have been made against each recommendation?
- Are these actions pertinent to the measures required in the recommendation?
- Have the actions been undertaken within the time scale allocated?
- Are there any matters in the recommendation where progress is outstanding?
- Is the Committee satisfied that sufficient progress has been made and that the recommendation has been achieved?

Category	Criteria
1: Achieved (Fully)	The evidence provided shows that the recommendation has been fully implemented within the time scale specified
2: Achieved (Late)	The evidence provided shows that the recommendation has been fully implemented but not within the time scale specified
3: Not Achieved (Progress Made)	<p>The evidence provided shows that the recommendation has not been fully achieved, but there has been significant progress made towards full achievement.</p> <p>An anticipated date by which the recommendation is expected to become achieved must be advised.</p>
4: Not Achieved (Obstacle)	The evidence provided shows that the recommendation has not been fully achieved, but all possible action has been taken. Outstanding actions are prevented by obstacles beyond the control of the Council (such as passage of enabling legislation)
5: Not Achieved (Insufficient Progress)	<p>The evidence provided shows that the recommendation has not been fully achieved and there has been insufficient progress made towards full achievement.</p> <p>An anticipated date by which the recommendation is expected to become achieved must be advised.</p>
6: In Progress	It is not appropriate to monitor achievement of the recommendation at this time because time scale specified has not yet expired.

Appendix 2: Progress with Recommendations.

No	Recommendation	Responsibility	Original Date for Completion	Cabinet Members Assessment
R01	b) That an operational plan for Service Birmingham is produced to evidence a Strategic approach, including how the City Council's expectations of Service Birmingham as its ICT department will be met, show clear lines of accountability for achieving the outcomes, and state clearly what is included in the core contract costs. This should include a plan for one, three and five years. The Strategic Partnership Board should monitor progress against these plans.	Deputy Leader Service Birmingham	April 2016	1- Achieved (Fully) (See p3 /8. Appendix 4)
	c) That these are reviewed annually to ensure they remain relevant and aligned with Corporate objectives.	Deputy Leader Service Birmingham	Annual Review	1-Achieved (Fully)
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>Partnership working is about understanding the objectives of both parties and working together to agree and then achieve joint objectives. The Service Birmingham Partnership Business Plan has been jointly developed with BCC. However, we have made two important changes this time:</p> <ul style="list-style-type: none"> a) It has a longer term focus, reflecting the Council's new operating model and medium term financial strategy that will enable us to operate more effectively in the longer term. b) It incorporates an updated ICT strategy that reflects the "Future Council" and shows how we will support the vision. <p>The one, three and five year Business Plan is summarised in the attached evidence pack (p8)</p>				

No	Recommendation	Responsibility	Original Date for Completion	Cabinet Members Assessment
R06	<p>That communications from Service Birmingham and the City Council to all staff and members are examined and improved, with an emphasis on transparency wherever possible. This should include consideration of:</p> <ul style="list-style-type: none"> a) Sharing information about the contract (BCC); b) Transparency on costs and charging wherever possible (Service Birmingham and BCC); c) Alerting City Council officers when specific issues arise that have an impact on Service Birmingham's ability to deliver services or projects (Service Birmingham). 	<p>Deputy Leader</p> <p>Service Birmingham</p>		<p>1- Achieved (Fully)</p> <p>(See p 5 Appendix 1)</p> <ul style="list-style-type: none"> a) 1 Achieved (Fully) b) 1 Achieved (Fully) c) 1 Achieved (Fully)
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>There were 2 outstanding items:</p> <p>The full contract is available on the Council's website with commercially sensitive information redacted) was which was published in December 2015 as part of the ongoing commitment to transparency. Contract (Fifth, Sixth and Seventh) Variations have been redacted and ready to publish and will be available on the Council's new website when priority work is complete.</p> <p>To publish a 'Contract Lite' to make more easily understood the commercial agreement between the parties. This is complete and is ready for circulation</p> <p>C) This part of the recommendation was fully achieved at the last meeting</p>				

No	Recommendation	Responsibility	Original Date for Completion	Cabinet Members Assessment
R07	a) That a set of indicators (including relationship indicators) are agreed with Service Birmingham, the City Council and Capita to capture the range of success measures set out above;	Deputy Leader Service Birmingham	November 2015	1- Achieved (Fully) (See p12 Appendix 4)
	b) These should form part of the one, three and five year operational plans;	Deputy Leader Service Birmingham	Ongoing	Achieved Fully
	c) These should be reported to scrutiny on an annual basis.	Deputy Leader Service Birmingham	Annual update	Achieved Fully
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
A set of indicators have been developed and agreed that measure the Partnership Objectives and the performance of Projects .These complement existing contractual performance measures. The first years results are presented in the attached evidence pack				