

DEVELOPING THE NORTH WEST ECONOMY: SERVICE CENTRES

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PURPOSE

- Create Employment in the North West
- Help Reduce Costs
- Improve Service Standards

WHY IS NOW THE RIGHT TIME?

- Increasingly Tough Efficiency Climate – viz Yvette Cooper's latest letter. Incremental Change will Cease to be an Option
- Increasing Focus on 'Efficiency = Cash'
- Improved Service Demands
- Managing this 'Squeeze':
 - Shared/Joint services
 - Outsourcing
 - Transferring Work from High to Low Cost Areas
 - Third Party Spend/Procurement
 - BPR

HOW CAN OUTSOURCING AND SHARED SERVICES BUSINESS BE BOOSTED?

- Eliminate obstacles
 - High Costs
 - Long Timescales
 - Complex Procedures
 - Duplicating Specifications

HOW?

- Create Range of Model Specifications
- Create Matrix of Service Providers and Services that the Public Sector can use without further EU Tendering
- Boost the Outsourcing/Shared Services Market
- Provide those Services through building on Existing Service Centres/Creating New Ones

WHAT WOULD THE MATRIX LOOK LIKE?

SERVICES

SERVICE PROVIDERS

	BT	CAPITA	MOUCHEL	LIBERATA	EVER SHEDS	
Roads		√	√			
Call Centres	√		√	√		
HR	√	√				
Finance	√	√		√		
Construction Services		√	√			
ICT	√	√	√	√		
Legal					√	

HOW?

- Create Range of Model Specifications
- Follow EU Procurement Directives to Create Framework
- Evaluation Criteria: Capability
- Obtain Indicative Prices
- Grow Matrix Gradually

POSSIBLE SHORT CUTS

- Use OGCbuying.solutions agreements: Catalyst
- Use Dynamic Purchasing System

WHAT SERVICES COULD BE COVERED?

ALMOST ANYTHING!

- HR
- Payroll
- Print and Design
- Finance
- Internal ICT
- Legal Services
- Agile Working Solutions
- Procurement
- Construction
- Asset Management
- Roads
- Revs and Bens
- Debt Collection
- Managed CCTV
- CRM
- Out of Hours Services
- ICT Hosting
- Data Centre Operations
- Environmental health
- Elements of Children's Services and Adult Social Care

INTENDED IMPACT

- Rapid Growth in Outsourcing – Volume and Type
- Rapid Growth in Outsourced Services Businesses
- Rapid Growth in Shared Services
- Wealth Transfer to less well-off parts of England
- Cash Savings
- Improved Services
- Councils becoming Commissioners rather than Providers

MAKING IT HAPPEN

- Create Steering Group with TORs
- Commission and Fund Initial Work – to include
 - Wider Discussions with Public Sector and Industry
 - Further Discussions with OGCbs
 - Discussions with other bodies e.g. CLG
 - Legal Advice re Dynamic Purchasing System
 - Identify Possible Sources of Funding
- Approve and Fund Work to create OBC

THANKYOU

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