



**OVERVIEW AND SCRUTINY COMMITTEE (REGULATORY,  
COMPLIANCE AND CORPORATE SERVICES)**

**MEETING HELD AT THE BIRKDALE ROOM, TOWN HALL,  
SOUTHPORT  
ON TUESDAY 28TH MARCH, 2017**

PRESENT: Councillor Robinson (in the Chair)  
Councillor Byrom (Vice-Chair)  
Councillors Booth, Grace, Jamieson, Daniel Lewis,  
McCann and McKinley

ALSO PRESENT: Cllr Lappin

**40. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Linda Cluskey (and her Substitute Member Councillor Dams) and Councillor Owens.

**41. DECLARATIONS OF INTEREST**

No declarations of interest were received.

**42. MINUTES OF THE PREVIOUS MEETING**

RESOLVED:

That the Minutes of the meeting held on 14 February 2017 be confirmed as a correct record.

**43. THE ARVATO CONTRACT**

The Committee received a presentation from Stephan Van Arendsen, Head of Corporate Resources on the arvato contract and in particular which updated on ICT and Transactional Services.

Mr. Van Arendsen:-

- indicated that in September 2018 the current contract with arvato, the provider of ICT and transactional services, would come to an end
- indicated that in January 2017 Cabinet had agreed future delivery models and that work was now commencing on implementing the appropriate project and exit plans
- provided information on the proposed operating models relating to ICT, Customer Services, Revenues and Benefits, Transactional Human Resources and Payroll and Accounts Payable
- provided information on the evaluation methodology used to determine the delivery models
- indicated that it was recommended to bring the Customer Services, Revenues and Benefits, Transactional Human Resources and

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Payroll and Accounts Payable service in house and to procure a new prime contractor in relation to ICT

- detailed the implications and key issues/ risks arising from the recommendations
- detailed the work currently being undertaken to secure the implementation of the recommendations which centred on agreeing an exit plan with arvato to October 2018; agreeing joint and internal governance arrangements; the establishment of an Internal Project Board, work streams and project plans; the identification of what was required regarding the transformation of ICT and how quickly could this be done; staff engagement; and the requirement to utilise external expertise

Members asked questions/raised issues on the following matters:-

- What was the reason for procuring a new ICT contractor rather than retaining the service in-house? – The decision was based on criteria set out in the evaluation process. A new partner would be able to deliver a cloud based operating model, modernise the ICT estate and service and enable the operating models of other Council service areas at a lower cost than the current contract. The procurement process would not preclude arvato from submitting a tender for the contract
- What contract period would be specified in the tender? – It was anticipated that the tender would be for a term shorter than the current provision. Initially the Council would view a five years contract as being more suitable. There would be a significant performance management element in the new contract and we will learn from past challenges and from best practice in other local authorities
- Would the Liverpool City Region have an impact on service provision due to the centralisation or sharing of services? – Sefton already shares Agresso with Halton Council; and by bringing services in-house it allows Sefton to have the opportunity to operate its services in a more flexible manner
- Would the proposals identified aid the economic driver of the Liverpool City Region to retain jobs in the Merseyside area? – Yes, and we are working closely with colleagues across the City Region
- Would there be a senior officer overseeing the new contract? – Yes, because we will need leadership within the new service
- Comment was made regarding the protection of local jobs, having a skilled workforce, digital inclusion and the need for a clear strategy to deliver ICT training including the role of the Employment and Skills Board. Was workforce development via the soon to be introduced apprenticeship levy and the skills audit co-terminus? – Yes. The skills audit and the apprenticeship levy did impose a cost on the Council but it generated a great opportunity to bring new skill sets to the local authority

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RESOLVED:

That Mr. Van Arendsen be thanked for his informative presentation.

**44. CABINET MEMBER REPORT - 10 DECEMBER 2016 TO 1  
FEBRUARY 2017**

The Committee considered the report of the Head of Regulation and Compliance that included the most recent report from the Cabinet Member – Regulatory, Compliance and Corporate Services.

Councillor Lappin, Cabinet Member – Regulatory, Compliance and Corporate Services presented her report and in particular, referred to the consultation on introducing a new Public Space Protection Order (PSPO) across the whole of the borough, which started on February 15 and would run for eight weeks. A PSPO was an official measure that was an enforceable part of the Anti – Social Behaviour, Crime and Policing Act 2014. PSPOs could be used to protect the public from behaviour that was having or was likely to have a harmful effect on the quality of life of those in the locality and was persistent and unreasonable or was likely to be. Councillor Lappin concluded by urging Members to submit their views as part of the consultation on the introduction of the new PSPO.

RESOLVED: That

- (1) the update report from the Cabinet Member – Regulatory, Compliance and Corporate Services be noted; and
- (2) Councillor Lappin be thanked for her attendance at the meeting.

**45. WORK PROGRAMME 2016/17 AND KEY DECISION FORWARD  
PLAN**

The Committee considered the report of the Head of Regulation and Compliance that provided information on the latest Key Decision Forward Plan and Work Programme; and inviting the Committee to consider items for pre-scrutiny from the Forward Plan.

RESOLVED:

That the report on the Work Programme document for 2016/17 be noted.