



# Northumberland County Council

Corporate Services and Economic Growth Overview and Scrutiny Committee

25<sup>th</sup> March 2024

## **BEST in Class Commissioning Update**

**Report of Councillor(s)** Councillor Richard Wearmouth, Deputy Leader and Cabinet Member for Corporate Services

**Responsible Officer(s):** Jan Willis, Executive Director for Resources & Transformation (S151)

### **1. Link to Key Priorities of the Corporate Plan**

This report is relevant to “Achieving Value for Money”, “Driving Economic Growth” and “Tackling Inequalities” priorities included in the NCC Corporate Plan 2023 - 2026

### **2. Purpose of report**

The purpose of this report is to provide the Corporate Services and Economic Growth Scrutiny Committee with an update on the Best In Class Commissioning Workstream so that the Committee may monitor progress to date

### **3. Recommendations**

3.1 It is recommended that the contents of the report are reviewed and noted

### **4. Forward plan date and reason for urgency if applicable**

This report does not require a key decision.

### **5. Background**

5.1 BEST is the Council's new way of working which aims to:

- Provide the best experiences to residents through its services.
- Provide enhanced opportunities to broaden experience for staff.
- Improve efficiency and effectiveness to ensure value for money is achieved

- 5.2 The strategic business case, sponsored and led by the Executive Director of Transformation and Resources, was approved by Cabinet on 17th January 2023 and is the high-level strategic document that helped to begin the journey, identifying a programme of work under seven workstreams and encompassing around forty projects that are now being developed under BEST.
- 5.3 This is not about cutting services, but about moving to a new way of working, transforming the way services are delivered and how the Council operates to deliver value for money and achieve the best outcomes for our customers and residents.
- 5.4 On 14th March 2023, Cabinet made the key decision to proceed with the procurement of a Delivery Partner to work alongside council officers in delivering the priorities identified in the strategic business case and to support the design and delivery of projects falling within the scope of the programme. Deloitte were subsequently appointed as the Council's strategic delivery partner in October 2023, and the introduction and mobilisation of Deloitte commenced following contract award. The contract is managed by the Executive Director of Transformation and Resources who is also the internal client relationship lead.

**Best In Class Commissioning and Communities First Workstream:**

- 5.5 By introducing a new commissioning framework underpinned by a category management approach, and co-designing more services through a Communities First ethos, this workstream will improve the quality of public services in Northumberland, involve more people in how they are designed and delivered, and ensure we manage our spend with suppliers more commercially to generate efficiencies.

Further information is provided in appendix 1.

**• Implications**

<b>Policy</b>	The report supports the 3 priorities “Achieving Value for Money”, “Driving Economic Growth” and “Tackling Inequalities” priorities included in the NCC Corporate Plan 2023 – 2026.
<b>Finance and value for money</b>	Efficiencies are contained within appendix 1 to this report.
<b>Legal</b>	N/A
<b>Procurement</b>	Deloitte LLP were appointed following a public procurement exercise conducted in accordance with the Public Contracts Regulations 2015. Further procurement implications are explored within appendix 1.
<b>Human resources</b>	There are no Human Resources implications arising from the report.
<b>Property</b>	There are no Property implications arising from the report.
<b>The Equalities Act: is a full</b>	No - not required at this point

<b>impact assessment required and attached?</b>	There are no Equalities implications arising from the report.
<b>Risk assessment</b>	There are no Risk Assessment implications arising from the report.
<b>Crime and disorder</b>	N/A
<b>Customer considerations</b>	N/A
<b>Carbon reduction</b>	N/A
<b>Health and wellbeing</b>	N/A
<b>Wards</b>	All wards in Northumberland

- **Background papers**

Cabinet Report [17<sup>th</sup> January 2023](#)

OSC BEST Update [27th November 2023](#)

- **Links to other key reports already published**

Not applicable

- **Author and Contact Details**

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