

## Notice of Meeting

# Cabinet Member for Business Services and Resident Experience Decisions

**Date & time**

Monday, 11 July  
2016 at 2.15 pm

**Place**

Members' Conference  
Room, County Hall,  
Kingston upon  
Thames, KT1 2DN

**Contact**

Andrew Baird or Joss  
Butler  
Room 122, County Hall  
Tel 020 8541 7609 or 020  
8541 9702  
Andrew.baird@surreycc.gov.uk  
or Joss.butler@surreycc.gov.uk

**Chief Executive**

David McNulty



**We're on Twitter:**  
**@SCCdemocracy**

**If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9122, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email [democratic.services@surreycc.gov.uk](mailto:democratic.services@surreycc.gov.uk).**

**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Andrew Baird or Joss Butler on 020 8541 7609 or 0208 541 9702**

**Elected Members**

Ms Denise Le Gal

## AGENDA

### 1 DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

### 2 PROCEDURAL ITEMS

#### a Members' Questions

The deadline for Members' questions is 12pm four working days before the meeting (05/07/ 2016).

#### b Public Questions

The deadline for public questions is seven days before the meeting (04/06/2016).

#### c Petitions

The deadline for petitions is 14 days before the meeting, and no petitions have been received.

### 3 ORBIS TRANSFORMATION PARTNER

(Pages 1  
- 6)

The report seeks approval from the Cabinet Member for Business Services and Resident Experience to enter into a contract with a third party provider to assist with the delivery of the Orbis Business Plan and seeks to gain approval to use the financial provision made in the Orbis Business Plan.

It is recognised that in order to deliver the Orbis Business Plan additional capacity and capability will be required over and above existing resources.

### 4 EXCLUSION OF THE PUBLIC

**Recommendation:** That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information under the relevant paragraphs of Part 1 of Schedule 12A of the Act.

## PART TWO – IN PRIVATE

### 5 ORBIS TRANSFORMATION PARTNER

(Pages 7  
- 10)

This is Part 2 report related to item 3. The report contains information which is exempt from Access to Information requirements by virtue of paragraph 3 – Information relating to the financial or business affairs of any particular person (including commercially sensitive information to the bidding companies).

The information contained within may not be published or circulated

beyond this report and will remain sensitive until contract award in May 2016.

**Exempt: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

**David McNulty**  
**Chief Executive**

Published: Friday, 1 July 2016

**MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. To support this, County Hall has wifi available for visitors – please ask at reception for details.

Anyone is permitted to film, record or take photographs at council meetings. Please liaise with the council officer listed in the agenda prior to the start of the meeting so that those attending the meeting can be made aware of any filming taking place.

Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to the PA or Induction Loop systems, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

*Thank you for your co-operation*

This page is intentionally left blank

**SURREY COUNTY COUNCIL****CABINET MEMBER FOR BUSINESS SERVICES AND  
RESIDENT EXPERIENCE****DATE:** 11 JULY 2016**LEAD OFFICER:** JOHN STEBBINGS (CHIEF PROPERTY OFFICER)**SUBJECT:** ORBIS TRANSFORMATION PARTNER**SUMMARY OF ISSUE:**

The report seeks approval from the Cabinet Member for Business Services and Resident Experience to enter into a contract with a third party provider to assist with the delivery of the Orbis Business Plan and seeks to gain approval to use the financial provision made in the Orbis Business Plan.

It is recognised that in order to deliver the Orbis Business Plan additional capacity and capability will be required over and above existing resources.

**RECOMMENDATIONS:**

It is recommended that the Cabinet Member for Business Services and Resident Experience grants approval to enter into a contract with the transformation partner to support the delivery of the Orbis Business Plan, deliver the three year savings targets (£8.3M) and develop further opportunities for growth in the Orbis partnership.

**REASON FOR RECOMMENDATIONS:**

Orbis has committed to a level of savings in the Business Plan (£8.3m) and it is imperative these savings are delivered. The scale and pace required to deliver service transformation in order to improve outcomes for customers and service users will ultimately improve efficiency and reduce costs.

**DETAILS:****Background:**

1. Orbis is a partnership between East Sussex and Surrey County Councils which will deliver significant benefits across back office services. The partnership was launched in April 2015 and includes the following services: Finance, Human Resources, IT, Transactional Business Operations, Property and Procurement.
2. A three year business plan was approved by Cabinet in October 2015, the Business plan set out the approach for delivery of integrated services and savings of £8.3m by 2019.
3. Orbis is looking for an external partner to help deliver the Orbis programme of works which will cover a range of business advice and support needs.
4. Where it is possible to draw on skills that already exist within the business Orbis will do this and backfill staff roles as appropriate, this will be less expensive than

paying standard consultancy rates. An example of this could be for process reengineering or project management where skills of this type already exist within the business.

5. The opportunity to work alongside Orbis provides a unique opportunity for potential partners as it provides a window into the public sector utilising the trusted Orbis brand.
6. The benefits of such an approach are many, including:
  - a. increased capability and capacity to grow the Orbis partnership;
  - b. opportunities to share skills, knowledge and resources; and
  - c. increased capacity to deliver the business plan.
7. This procurement exercise is being undertaken through an organisation called Nepro. Nepro provide neutral vendor solutions for specialist professional services and is fully Official Journal of the European Union (OJEU) compliant.
8. Further information on the procurement process is contained in item 5 in Part 2 of the agenda.

#### **CONSULTATION:**

9. A report detailing the approach and reasons for seeking a transformation partner was shared with the Orbis Joint Committee on 22 April 2016 and is attached as Annex 1 to this paper.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

Information on risk management and implications is available in item 5 in Part 2 of the agenda.

#### **Financial and Value for Money Implications**

10. Financial provision was made in the Orbis Business plan for a transformation partner.
11. No commitment as to the level of spend will be given to the provider as the ambition is to develop an arrangement that will be beneficial to both parties. Working in partnership with Orbis will be hugely beneficial to any potential provider as it will provide opportunities to work in the public sector that may not otherwise exist.
12. Both Surrey and East Sussex Councils try to minimise the use of external consultancy services and we have been very clear in this instance that the intention is not to enter into a traditional consultancy arrangement with a standard rate card approach. Therefore, agreeing an innovative approach to this arrangement is key, with both parties needing to have clearly defined commitments and benefits agreed.

#### **Section 151 Officer Commentary**

13. The section 151 officer confirms that there is provision in the Orbis business plan (and therefore the MTFP 2016-21) to fund this investment as an enabler to deliver the overall Orbis savings. As indicated, every effort will be taken to minimise the spend on external support".

### **Legal Implications – Monitoring Officer**

14. The procurement process outlined in the report complies with legal requirements.

### **Equalities and Diversity**

15. There are no equalities or diversity implications to consider.

---

#### **Contact Officer:**

Adrian Stockbridge Orbis Programme Manager 07837 170418

#### **Consulted:**

Kevin Foster – Chief Operating Officer ESCC  
Keith Coleman – Category Manager Procurement  
Matt Scott – Orbis Chief Information Officer  
Laura Langstaff – Orbis Head of Procurement  
Chris Penny - Nepro

#### **Annexes:**

Transformation partner report that was considered by the Orbis Joint Committee on 22 April 2016.

#### **Sources/background papers:**

None

---

This page is intentionally left blank



**EAST SUSSEX COUNTY COUNCIL AND  
SURREY COUNTY COUNCIL**

**ORBIS JOINT COMMITTEE**



**DATE: 22 APRIL 2016**

**LEAD OFFICER: KEVIN FOSTER (CHIEF OPERATING OFFICER) AND JOHN STEBBINGS (CHIEF PROPERTY OFFICER)**

**SUBJECT: ORBIS TRANSFORMATION PARTNER**

**PURPOSE OF REPORT:**

To provide the Joint Committee with an update on progress for selection of a transformation partner to support the implementation of the Business Plan.

**INTRODUCTION**

1. We recognise that in order to deliver the Orbis Business Plan that some additional capacity will be required. Provision was made in the business plan for a commercial partner to assist with the delivery of the programme and to help develop further opportunities to grow the partnership.

**RECOMMENDATIONS:**

It is recommended that:

2. The Joint Committee notes the proposal, requirements and approach for selecting a transformation partner.

**REASON FOR RECOMMENDATIONS:**

3. To ensure the Joint Committee is informed about the plan for working in conjunction with a transformation partner.

**DETAILS:**

4. Orbis is looking for an external partner to help deliver the Orbis programme of works which will cover a range of business advice and support needs.
5. Where it is possible to draw on existing skills that already exist within the business we will do this and backfill as appropriate, this will be less expensive than paying standard consultancy rates. An example of this could be for process reengineering or project management where skills of this type already exist in the business.
6. The opportunity to work alongside Orbis provides a unique opportunity for potential partners as it provides a window into the Public Sector, utilising the trusted Orbis brand to jointly bid for future opportunities based on the ethos of 'by the public sector for the public sector'.

7. The benefits of such an approach are many, including:
  - a. Increased capability and capacity to grow the Orbis partnership
  - b. Opportunities to share skills, knowledge and resources
  - c. Increased capacity to deliver the business plan
8. A copy of an overview of the key modules required for partner support has been provided under item xx in part 2 of the agenda.

#### **CONSULTATION:**

- Kevin Foster – Chief Operating Officer
- John Stebbings – Chief Property Officer
- Leatham Green – Programme Director People and Change
- Laura Langstaff – Head of Procurement
- Keith Coleman – Procurement Category Manager

#### **WHAT HAPPENS NEXT:**

9. An evaluation of prospective providers will be undertaken in April 2016 with selection of a transformation partner expected shortly after.

---

#### **Contact Officer:**

Adrian Stockbridge, Orbis Programme Manager (07837 170418)

#### **Consulted:**

Kevin Foster – Chief Operating Officer

John Stebbings – Chief Property Officer

Leatham Green – Programme Director for People and Change

#### **Annexes:**

#### **Sources/background papers:**

---

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank