



BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

12 APRIL 2018

ATTENDANCE OF THE PORTFOLIO HOLDER FOR RESOURCES

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Summary

This report sets out activities and progress within the areas covered by the Portfolio Holder for Resources which fall within the remit of this Committee.

1. Background

1.1 The areas within the terms of reference of this Overview and Scrutiny Committee and covered by the Portfolio Holder for Resources are:

- Transformation and Digital Services
- Council Plan
- Performance and Service Improvement
- Business and Administration Support Service
- Complaints Policy and Management
- HR
- ICT
- Legal
- Property
- Category Management//Procurement
- Travellers
- Joint Ventures

2. Transformation and Digital Services

Achievements for 2017/2018

- 2.1 The transformation team was restructured in December 17 to provide a dedicated transformation lead for each directorate. This has refocused the resource for the transformation programme in preparation for the 18/19 projects.
- 2.2 A new system is being introduced which will provide the ability for the Transformation Team to work closely with services to design online forms to gather information from residents and allow feedback to be given to customers. The new system will allow customers to report the location of any issues, e.g. potholes, via an interactive map. This map will show any previously reported issues, preventing multiple reports of the same issue being made and tying up resources. The system will create forms to simplify customer journeys by building logic within the forms so customers are only asked questions relevant to their issue. Internet standards will be maintained making the forms simple and accessible from any web-enabled device, including all mobile devices. Real-time reporting on how the forms are being used will provide feedback on usage, submissions, and abandonment to allow us to continually improve the online service offered to residents.
- 2.3 Some examples of the new capability that will be available are:

Website rationalisation – phase 1: redevelopment of medway.gov.uk

- 2.3.1 To improve customer experience, develop our ambition to become a 'digital council' and to save money, we have a programme to centralise our various council websites onto medway.gov.uk. The first phase is to redevelop Medway.gov.uk and make it fit for the future. We have designed it with users so the new site will have intuitive and logical navigation, clear and plain English content and work seamlessly on all devices.
- 2.3.2 New medway.gov.uk went live on 28 March 2018. After that, we will continuously improve the site and add new transactions to maintain it as a source of relevant and accurate information for both residents and staff.

Environmental Reporting

- 2.3.3 Customers will be able to report issues online and the process of keeping customers updated on progress will be fully automated. Relevant information will then automatically get pushed to mobile workers who can then carry out their actions and sign the job as complete via a mobile device.

Financial Assessment Forms

- 2.3.4 Automated processes are being developed to carry out financial assessments to determine whether customers are eligible for additional funding – making the process significantly faster for customers.

Payment Forms

- 2.3.5 A range of forms have been developed that are able to take a direct payment as part of the online processes.
- 2.3.6 The areas highlighted above cover some of the key processes for the Council:
- Report it
 - Request it
 - Apply for it
 - Book it
 - Pay for it (one off)
 - Pay for it (recurring).
- 2.3.7 These generic actions can be designed and reused within other processes. This will rapidly increase the pace that the transformation programme delivers digital capabilities to services.

Online Enrolment For Medway Adult Education

- 2.3.8 Online enrolment for Adult Education classes went live on 16 February 2018. The new process was well received by both the service and the public. 87 enrolments have been processed up to the 12 March 2017, which is almost 24% of all enrolments during this period (87 online enrolments, 53 customer contact telephone enrolments and 226 customer face to face enrolments). Of the 87 online enrolments processed online, 47% were from learners new to Medway Adult Education. These initial results are extremely positive and will continue to be closely monitored as it is anticipated that online enrolments will increase and telephone contact will reduce.

Blue Badge Service

- 2.3.9 The new Blue Badge service went live on the 14 March 2018, transforming how the Blue Badge Service is provided to the residents of Medway. The Blue Badge service is now available online, with a significant assisted digital service offered to those who need it.
- 2.3.10 This new service will bring significant benefits to the customer by offering 24/7 access but there are also benefits to the Council as the process is now virtually paperless and much more efficient.

3. Council Plan/ Performance and Service Improvement

Achievements for 2017/18

- 3.1 2017/18 has been a very successful year for Medway Council in terms of achieving excellent outcomes across all three Council Plan priorities. We have continued to provide high quality services that are appreciated and valued by our residents despite the constrained financial environment we are operating within.
- 3.2 We have achieved this by working with our partners, increasing the range of services which customers can access digitally, and by giving value for money when delivering all services.
- 3.3 We monitor 40 key measures of success to see how we are performing.

In quarter 3 (October-December 2017):

- 56.8% measures of success were on target (21 out of 37 were measurable during this period)
 - 13.5% were just below target (5 out of 37)
 - 29.7% were significantly below target (11 out of 37)
- 3.4 As a result of the Council Plan refresh which took place during 2017/18, an additional 3 measures of success will be monitored during 2018/19, making a total of 43. However, the Council's three priorities remain the same:
 - *Medway: a place to be proud of*
 - *Maximising regeneration and economic growth*
 - *Supporting Medway's people to realise their potential*
 - 3.5 The monitoring of the Council Plan will continue on a quarterly basis, through Cabinet and Scrutiny evidencing the Council's commitment to be accountable. This will focus on key measures of success and the key programmes which have been identified as supporting the delivery of the Council's priorities.
 - 3.6 This year was particularly important because we marked the 350th anniversary of the Battle of Medway, when the Dutch sailed up the river Medway at Chatham and launched a daring and successful assault on the British Navy. We partnered up with our neighbours at The Historic Dockyard to bring local, national and international audiences a unique programme of events culminating in a spectacular finale production, Medway in Flames.
 - 3.7 We also offered a range of other leisure activities and events throughout the year that have proved hugely successful with high levels of customer satisfaction.

- 3.8 Our regeneration initiatives gathered pace and we're growing closer to creating our vision of Medway becoming a leading waterfront university city.
- 3.9 Rochester Airport Technology Park and Strood flood defences on the former Civic Centre site were both awarded more than £3.5 million each from the Local Growth Fund. Other initiatives continued to flourish including Rochester Riverside, Strood Riverside and Chatham and Temple Waterfronts.
- 3.10 Rochester Airport's Enterprise Zone status is attracting more businesses to the area, and our Innovation Centre, a hub for start-up companies, is thriving.
- 3.11 With the launch of the Innovation Studios, Strood, we are becoming an even more attractive destination for employers to put down their roots and create highly skilled and well paid local jobs.
- 3.12 We have successfully promoted learning and skills opportunities. Medway's Ofsted results continue to improve; 84 per cent of pupils are learning in good or outstanding primary schools and 90 per cent of pupils are in good or outstanding secondary schools.
- 3.13 We have been working hard to empower customers to access services online, saving them time and improving their experience when using our website. Customers can now pay council tax and business rates online.
- 3.14 We have continued to work with local people and our partners in the private, voluntary and public sectors.

Performance highlights during the year include:

- 95% of square footage let at The Innovation Centre, Medway.
- 20,000-30,000 attended Medway in Flames finale in June 2017.
- 529 people on 'Tipping The Balance' health programme achieved reductions in cardiovascular risk.
- No families in bed and breakfast.
- 22 new affordable homes completed.
- £200,000 Controlling Migration Funding – successfully secured.
- All 15 business units let – new Innovation Studios, Strood.
- Eastgate House: Grade 1 listed– opened July.
- 312 private sector properties improved due to Medway intervention.
- 7 sites awarded Green Flag status – July.
- 1st Schools' Emotional and Wellbeing Conference - 100 attendees.
- 4th annual Healthy Weight Summit – 25 partner agencies attended.
- 2 'Big Lunch' events – promoting social connectedness in communities.
- Medway Housing Company created to build 600 homes for profit (5 yrs).
- 355 jobs created and safeguarded this year.
- New Strood Railway Station building opened in December.
- £150,000 One Public Estate funding secured - feasibility studies.

- 958 visitors to the recently opened Medway Archives Centre.
- 34 referrals - Social Isolation pilot with Fire and Police partners.
- Finalists - UK Housing Awards 2018 - Landlord of the Year.
- 100% achievement rate Medway Adult Education.
- 94% complaints handled in target.

Medway's performance has improved in the following areas:

- 142 homelessness cases were prevented compared with 73 in same period last year
- 101 fewer days taken for children entering care to move in with adoptive families compared with same monitoring period last year. (from 629 to 528).
- Delayed transfers due to adult social care - reduced during April to December from 26% to 23%
- Health visiting - biggest improvement since transition of any authority in the South East
- Smoking at the time of delivery - reduced from 19% (Q1) to 18% (Q2)
- 84.9% (62) primary schools judged 'good' or better compared with 83.1% (59) in Q1
- 57.3% achieved required standard (reading, writing, maths) KS2 compared with 49% in 2015/16 (18% improvement since last year)

Medway's performance compared favourably with national performance on the following:

- Homeless in temporary accommodation
- Obesity 4-5yrs
- Average days to adoption
- Number of looked after children per 10,000
- No of Child protection per 10,000 (South East)
- Achievement gap/ early years - lowest 20% compared with mean
- Adult mental health – in settled accommodation
- Progress 8 (school academic standard KS2-KS4)
- KS1 (reading, writing and maths).

4. Business and Administration Support Service – BASS

Achievements for 2017/2018

- 4.1 The Business and Administration Support Service (BASS) consists of administration 'hubs' providing general and specialist business support across the Council, and the Customer Relations Team (CRT) that co-ordinates responses to complaints and champions the learning that can be distilled from complaints across the whole council. CRT works for every council service; the BASS hubs serve approximately three quarters of council services in and out of Gun Wharf.
- 4.2 The BASS hubs operate as a shared service, with staff moving flexibly between teams to match the peaks and troughs of the council's business needs. Sometimes the work is 'moved' via ICT systems; frequently the

staff are physically re-located to a different hub, having been trained in the work of that hub, increasing overall resilience across the council. The staff are also able to support generic business support functions such as minute taking; financial administration; and, using the Council's CRM (customer relationship management system 'Lagan'). All staff have a 'home' hub so that clear line management and development arrangements exist.

- 4.3 The key transformation initiative that BASS has been involved in over the past year has been providing a full on-line facility for Blue Badge applications. Whilst an on-line application was previously possible, provision of supporting documentation and payment could not be made on-line. Few people made use of the on-line facility. After a great deal of effort the comprehensive service was successfully launched in March 2018. Alongside this, there is an assisted digital support offer – both a telephone interview option and a face- to-face offer at Chatham Community Hub. The aim is to shift two-thirds of applications on-line over the next year. Officers are closely monitoring these early weeks of the new service. Design and testing of the new service was assisted by both members of the Physical Disability Partnership Board and the Council's Disabled Workers Forum.
- 4.4 The service has also been very active in supporting the changing needs of Adult Services, following their significant re-organisation. Staff have also been trained in the new 'Uniform' application that will be used across a number of services. It is in use in Safer Communities, and due to go live in April in both Planning and Regulatory services.
- 4.5 Alongside the high degree of flexibility that BASS has developed it has continued to deliver financial efficiencies – a further £140,000 of base budget recurring savings in 2017-18. Administration processes are changing as a result of the digital transformation programme and the service will continue to shrink, re-shape and deliver further significant savings. That said, across the council BASS is seen as the place to go for first class professional administration support. This year one-off ('pay-as-you-go') tasks have been undertaken for several services: School Improvement, Standing Advisory Council for Religious Education (SACRE), HR, Adult Services, Audit, Integrated Transport, Traffic Management, Tourism, and Revenues and Benefits.
- 4.6 Staff training has been focused on assisting staff to appreciate the need for change and to be ready for it. Two half day development sessions have covered the management of change, as well as how to be and to give, your 'personal best'. Career progression in BASS has been boosted by staff taking part in the BASS-designed Management Development Programme for aspiring first line managers. Run for the first time in 2016-17, a second cohort is currently undertaking the programme. One participant on cohort one has been promoted to a BASS Senior role.
- 4.7 BASS has supported apprentices since its inception and has had a group of five apprentices over the past year. Earlier in 2017, the RCET Directorate Apprentice of the Year was a BASS apprentice placed in the

Customer Relations Team and he has gone on to secure a permanent role, achieved in open competition. The service will continue to work with the council's Apprenticeship Academy, and aims to recruit further apprentices later this spring.

5. Complaints Policy and Management

Achievements for 2017/2018

- 5.1 The Customer Relations Team (CRT) has continued to work well in partnership with services across the council this year to achieve a continued improvement in the timely response to complaints.
- 5.2 In 2016-17 corporate performance against the 10 day response target for Stage 1 complaints achieved 85.3% against its target of 75%. Performance has improved throughout 2017-18 with performance at the end of February at 91.90% against the enhanced target of 80%.
- 5.3 Performance for responding to the more complex Stage two complaints within 15 working days achieved 79.9% for the year 2016-17. This has also continued to improve and was at 82.67% at the end of February ahead of the 75% target.
- 5.4 In the first three quarters of 2017-2018, there were 41 referrals made to the Local Government Ombudsman (LGO). Of these, seven complaints were upheld. During 2016-2017, there were a total of 52 referrals made to the LGO and 13 complaints were upheld. There were no particular themes in any one service area.
- 5.5 Notwithstanding the fact that communication and timely responses are key factors in triggering the escalation of complaints, the strong performance on response times has enabled more work to be carried out on the reasons and the issues that cause people to complain. Since Quarter 2 - 2017-18, complaints have been categorised against generic reasons: service not provided / poor service quality / disagree / unhappy with council decision / communication not satisfactory / service did not meet expectations / inaccurate or inadequate information provided / poor timeliness.
- 5.6 At the service specific level, and from Quarter 3, each service has agreed with its Assistant Director a set of categories that give a clearer picture of the particular areas that have attracted complaints. For example, in the area of Waste, complaints are being recorded against the following areas: missed collections / other waste collection issues / street cleaning / household waste recycling centres / bulky waste.
- 5.7 Both of these initiatives are providing a much richer picture of the causes of complaints, enabling more corrective action and learning to take place. The Complaint Handlers Group now meets quarterly to discuss learning, along with other identified themes and to share good complaint handling practice. The work of the group is contributing to the maintenance of the strong timeliness performance at both Stage 1 and Stage 2 highlighted above.

6. HR

Achievements for 2017/2018

- 6.1 The required approvals from Members at Medway Council and Gravesham Borough Council have been given to progress to a shared HR service with a start date of 1 April 2018. This arrangement will provide resilience across both councils, it is likely to achieve savings and has already provided development and career progression opportunities for two members of the Medway HR team.
- 6.2 The Medway payroll team successfully implemented the management of the Gravesham payroll service with one member of the Gravesham team transferring their employment to Medway.
- 6.3 The internal temp agency that was previously part the Medway HR resourcing team was transferred in October 2017 into the Medway Commercial Group to trade under the name Ocelot People Solutions. Since its inception, Ocelot has developed a cloud- based time management system for agency staff working at the council, and it has been engaged by the council on executive recruitment projects.
- 6.4 The Council's Apprenticeship Academy continues to outperform with the Council having now exceeded its apprentice recruitment targets, and the Council's use of the Apprenticeship Levy to fund the development of its wider workforce is increasing in line with the number of external training providers who have designed programmes specifically to allow levy funding to be used.
- 6.5 The HR service have launched its Leadership Academy as the backbone to its cultural change programme. Designed to support the current and future manager pool, the Academy has run 16 sessions since its launch with over 220 managers having now attended. A series of modules supporting transformational leadership have been timetabled during 2018 and further developments are in progress.

Chartered Institute for Personnel and Development (CIPD)

Awards:

- 6.6 The Medway Council HR team were finalists for six prestigious Kent CIPD Awards – these covered: HR Rising Star, HR Leader of the Year, Excellence in Recruitment, Excellence in Learning and Development (L&D), Employee Engagement Initiative and HR Professional of the Year.
- 6.7 Competition came from both public and private sector organisations and Medway Council celebrated winning three categories at the awards event held on Friday, 9 March. Carrie McKenzie for HR Leader of the Year, Simon Arnold for HR Rising Star and the Apprentice Academy for Excellence in L&D.

7. ICT

Achievements for 2017/2018

- 7.1 Projects associated with the technology roadmap continue to progress. ICT have implemented a number of Office 365 products over the course of 2017/18. SharePoint and Microsoft Teams sites have demonstrated the power of Office 365 to enable internal and external collaboration. SharePoint is expected to be the platform on which the new Intranet will be developed, building on the success of the mini site set up for the Corporate Peer Challenge. Skype is available for staff with a Medway Login account in all corporate meeting rooms.
- 7.2 An external review of ICT has been commissioned with the specific objective of:
 - a) building a robust and verifiable baseline of the current ICT landscape within Medway Council incorporating costs, resources, services and activities delivered, and
 - b) review where improvements can be made and then to present this in a summarised report allowing further considerations of distinct projects to drive improvements in cost, operational performance and customer satisfaction. The work is expected to last 12 weeks with a full report being produced in May 2018.
- 7.3 It has been agreed that budgets associated with corporate wide ICT contractual software spend are centralised. Payment authorisation is to be controlled from within ICT. This is expected to provide greater visibility of corporate ICT spend and subsequently potential for rationalisation of both software and associated budgets. This new arrangement is being planned as part of budget modelling for 2018/19.
- 7.4 The project to replace all local and wide area network infrastructure is underway. All core components have been replaced at Gun Wharf and The Tunnel with satellite offices being planned within appropriate timescales in consultation with service delivery units.
- 7.5 Working closely with Gravesham ICT colleagues, the ICT team continue to develop technology solutions that support shared service arrangements, In order to further improve collaboration and data transfer we aim to implement a federated technical solution between both authorities during 2018/19

8. Legal

Achievements for 2017/2018

Place Team (property, contracts, planning, etc)

- 8.1 A summary of some achievements of the team over the year 2017/2018 is set out below.
- 8.2 The Shared Legal Service with Gravesham Borough Council went live on 1 April 2017 and has proved very successful in a short space of time. It was audited at the 6 month point and even at that relatively early stage was rated as Strong with initial teething problems being resolved. Work is on going to streamline procedures and documents to provide further efficiencies through joint working.
- 8.3 The Information Governance Team which forms part of the Legal Services Team will also become a shared service with Gravesham Borough Council on 1st April 2018.
- 8.4 The team has been successful in proceedings at court at all levels from successfully challenging the Planning Inspectorate in the High Court to securing a conviction rate in region of 95% in the Magistrates Court.
- 8.5 Numerous possession orders have been secured in the County Courts in relation to trespassers across Medway including at the Council's regeneration sites at Rochester and Strood Riversides.
- 8.6 The property team have undertaken significant work securing a number of positive outcomes for both Authorities including securing the re-letting of Commercial assets and enabling the Council's regeneration of areas such as Strood Riverside to go ahead with suites of agreements being finalised with landowners and developers to bring forward the schemes.
- 8.7 Our contracts team have provided an outstanding service over the year and have allowed Medway's commercial interests to expand including the establishment of the Medway Development Company and the transfer of a number of services to Medway Norse including Greenspace services.

People Team (Childcare, SEN/Education, Adult Services)

- 8.8 The average period for child care court proceedings for the year to date is 33 weeks. The previous 12 month period showed an average of 38 weeks. The target is 26 weeks. This has reduced from 55 weeks when the 26 week target was introduced 5 years ago so significant improvements have been made. Legal Services continue to work with their Children's Services colleagues to meet the 26 week target whenever possible. The team continue to deal with some complex care cases that will take longer than 26 weeks which will affect the average.

9. Property

Achievements for 2017/2018

Valuation & Asset Management

- 9.1 The council has raised approximately £1.0M in capital receipts from 13 property transactions, including the re-gearing of the Pentagon Centre and the sale of the former Marlborough Road Annexe. Disposal of these properties has also reduced revenue costs for the council. Also we are hoping to raise another £725,000 by the 31 March 2018.
- 9.2 The Council has generated rental income of circa £1.45M achieving a return of circa 7% per annum with only 1.2% of the portfolio being void for over 6 months.
- 9.3 The Council's £2M property investment fund has been used to purchase investments, including spending £430,000 to buy out an obligation to pay rent to Peel Ports of circa £28,000 pa (a return of over 6.5%). The remainder has been used to buy 9 dwellings for use as Temporary Accommodation for the homeless giving the council a return of about 5.5%. In addition to this, a further £20M has been approved for the purchase of investment properties, the Council has commissioned agents to identify and purchase suitable properties and the search for suitable properties is underway.
- 9.4 The Council has granted 8 Academy leases and 39 commercial leases.
- 9.5 The property team has secured all of the three interests in the land at Chatham Waterfront, is obtaining a CPO, which will be used to acquire some small strips of land and a resolution to grant planning permission has been made in respect of the site. The team has also acquired the former fire station in new cut.
- 9.6 As part of the rolling revaluation of the council's property portfolio for accounting purposes, 142 general fund and 185 HRA asset valuations have been completed and over 1,100 valuations have been reviewed.
- 9.7 The team has supported out sourcing arrangements including the Waste Contract and the transfer of services to Medway Commercial Group.
- 9.8 The team has completed all of the property work to secure the relocation of Rochester Station.
- 9.9 At Rochester Riverside contracts have been exchanged in respect of the Development agreement with Countryside, planning consent has been granted, works have commenced and the first phase is to be transferred soon.
- 9.10 Vacant possession has been obtained at Strood Riverside and the Civic Centre site so that work can start on the flood prevention works.
- 9.11 The team has obtained One Public Estate Funding worth £200,000.

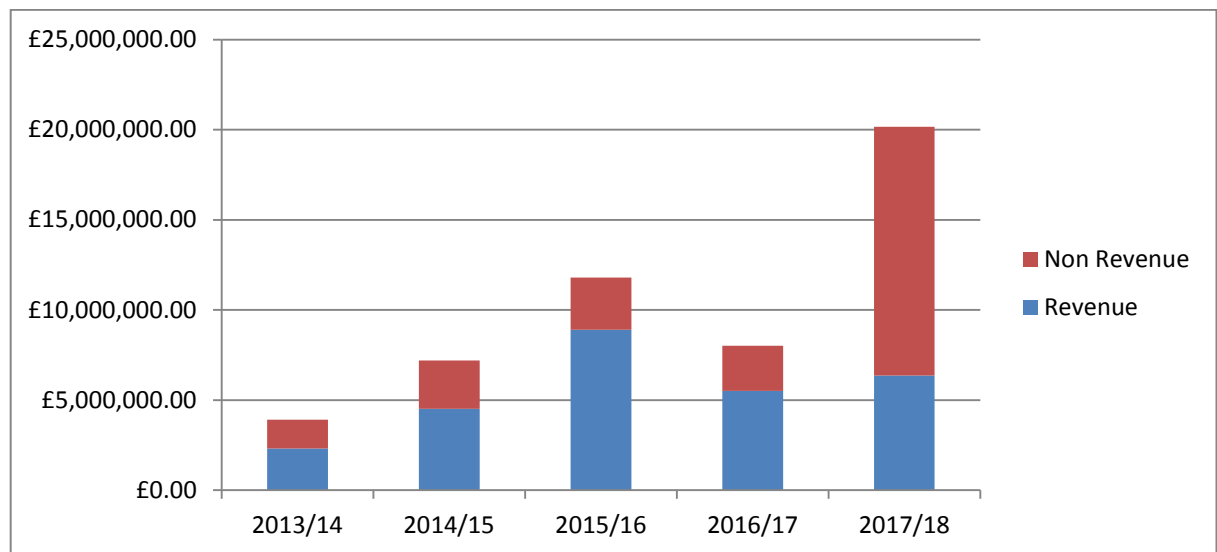
- 9.12 Medway Development Company (MDC) has been set up to deliver the development of council land and negotiations are underway to agree transfers of two sites to MDC.
- 9.13 The team has raised over £213,000 in fee income. (Excluding internal SLA's.)
- 9.14 In a recent customer survey, 100% of those who expressed an opinion rated the service as very good.

10. Category Management/Procurement

Achievements for 2017/2018

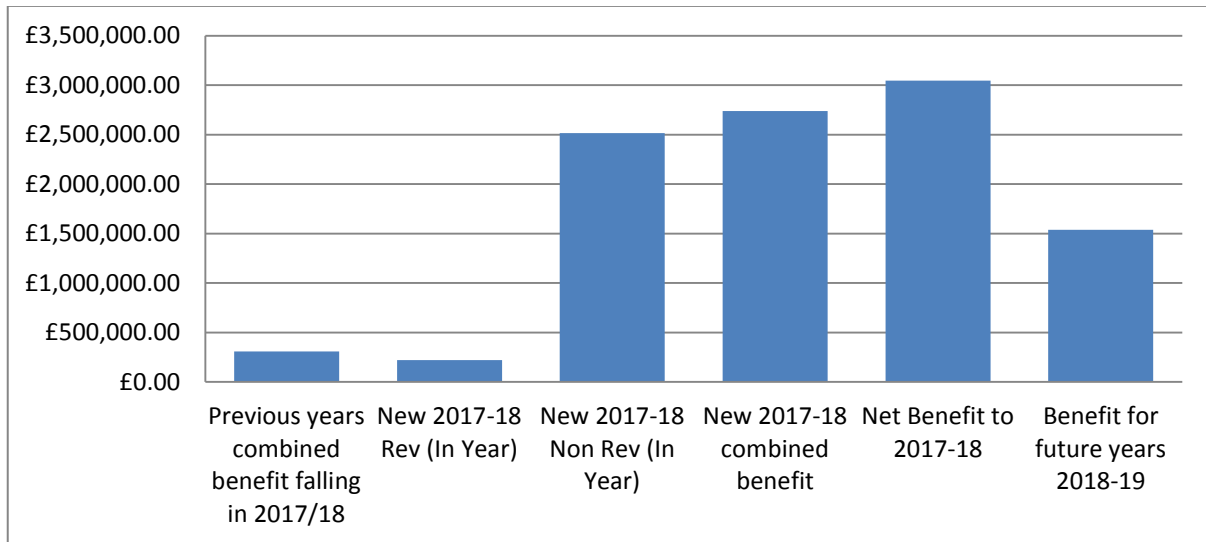
Whole life benefits

- 10.1. The category management team since its creation has been recording the benefits that it has delivered back to the Council. The chart below details the whole life benefits of the procurement activity that has been undertaken to date. In fact whole life savings over the 4 year life of Category Management team now stand at approximately £51 million.



In year benefits

- 10.2 The category management team tracks the in year benefits of its activities so that a record of achievement can be maintained. The information below details where the benefits for this year to date have been achieved.



10.3 The team has delivered over 100 projects this financial year to date with the following benefits:

- 2017/18 Revenue Savings: £220,658
- 2016/17 Non-Revenue Savings: £2,516,408
- Income Generation: £100,000 Approx
- Savings for 2017/18: £1,537,443

Working with others

10.4 Since the launch of the category management team in December 2012, the skill and professionalism of the team has been recognised and evidenced by the number of external bodies that have been keen for Category Management to not only undertake their procurement exercises but have used our established Frameworks. The range of organisations include:

- Medway Clinical Commissioning Group
- Dartford, Gravesham and Swanley Clinical Commissioning Group
- Swale Clinical Commissioning Group
- Gravesham Borough Council
- Maidstone Borough Council
- Kent County Council
- Medway Development Company

Creation of new frameworks

10.5 At the moment of writing this, we are currently in mid process of tendering for a National Catering and clothing framework. Since the last report the Civil & Structural Engineering consultancy framework has gone live and has seen a great level of interest from other public bodies. All possible frameworks going forward will at least be open to Kent public bodies and where evidently sensible, will be open for more national purposes to give the greatest level of exposure – it is important that by opening a framework to a more national supplier base, we do not dilute the market to only a hand full of contractors.

- 10.6 The Civil & Structural Engineering framework covers the following areas:

Lot 1: Traffic schemes and network management professional services
Lot 2: Highways and Highway Structures
Lot 3: Transport Related Civil and structural professional advice and services including Investigation, Planning, Design, Operations and Maintenance activities

- 10.7 The clothing framework will enable all of Medway Council's clothing purchasing departments to more easily access the market. In the spirit of collaboration, a lot of consultation has been undertaken with health commissioning bodies to ensure their needs are also met, which in turn Medway may benefit from due to increased framework usage and in turn financial rebates.

Letting of the Highways Infrastructure Contract

- 10.8 The £120m Highways Infrastructure Contract (HIC) will replace the Highways Term Maintenance Contract. This arrangement will benefit the council as it encompasses requirements more clearly that will enable the council greater flexibility in project delivery. The new contract encompasses areas such as Highways works and street lighting which were separate contracts previously.

Construction Professional Services Consultancy Framework

- 10.9 Since the launch of the framework in November 2015, 75 internal contracts have been awarded with another 10 mini competitions having been successfully undertaken and illustrating further value for money. This Framework covers the following areas:

- Lot 1: Project and Programme Management
- Lot 2: Regeneration/Landscaping/Artisan
- Lot 3: Architectural Design
- Lot 4: Sustainability & Environment
- Lot 5: Valuation and Market Analysis
- Lot 6: Mechanical/Electrical/Building Services
- Lot 7: Quantity Surveying
- Lot 8: Building Surveying
- Lot 9: Multi discipline Services

- 10.10 We have had 4 external bodies sign up to use the framework and have streamlined access by creating an online support function for their use. The 4 external bodies are:

- Kent Fire & Rescue
- Maidstone Borough Council
- Medway Community Healthcare
- Thanet District Council

- 10.11 As anticipated last year, “as the reputation spreads, we will see more use of this framework and other frameworks that we create which will in term lead to an increase in the value of the rebates”. Where previously a rebate value of £1k was received by Medway Council in 2016/17, in 2017/18 the Council is in receipt of circa £10k via rebates of framework use which deepens the concept that frameworks, whilst take longer to establish, pay for themselves and aid in developing greater cross authority relationships.

Supporting the local economy

- 10.12 Medway is keen to develop local supply chains and as such holds an annual ‘meet the buyer’ event. The event has increased in popularity year on year to the extent that the team is considering holding it later in the year so it can be accommodated in an open arena. The event pays for itself and due to a revised and improved layout the team hopes to attract more local business to develop relationships with going forward.
- 10.13 We also hold workshops for attendees regarding how to use the e-tendering system, the Kent Business Portal and tendering tips for bidding which are all well received.

Reducing red tape

- 10.14 Within the building and construction arena, we are using model form documents such as PAS91 which enables bidders to be familiar with the information they are providing and, once done, can be used at other authorities which also use PAS91.
- 10.15 We have introduced passporting so that if a supplier has a third party accreditation e.g. Constructionline, or they have competed and passed elements on an earlier Medway tender, then they only need to provide a reference that we can validate rather than all the documentation.
- 10.16 In line with national standards, the team has adopted the standard PQQ for all non-construction projects. This assists in the streamlining of the process and resulted in praise from external businesses.

Improved services, better outcomes

- 10.17 The team has worked hard to harmonise a distinct disparity in working practices, as such the cohort of documents and information provided is now standardised. Our stakeholders have commended the more streamlined and succinct approach as the team is able to more robustly resolve any issues which may arise. As such, should there be any sickness; other team members are confidently able to continue any outstanding work.

Intelligent spending

- 10.18 Finance have introduced e-invoicing to Automate Invoice Processing to speed up payments for SMEs. The cataloguing system within the finance system has also been revised to give granularity against spend

to ensure the team is able to in turn analyse and achieve the greatest efficiencies possible.

Sustainable Procurement

10.19 We have embedded internal self-service when using frameworks via the Kent Business Portal to speed up awards.

11. Travellers

Achievements for 2017/2018

11.1 The Council continues to maintain a robust response in relation to travellers encroaching on to Council owned land. Over the last year the civil process for the removal of travellers from council owned sites has been reviewed to reduce the timescales involved and improve the efficiency at which travellers are moved on from illegal encampments. This has reduced the amount of encampments that have occurred in Medway. We continue to review how we can further improve council owned land to prevent encampments, however there is a balance to be struck between capital investment and the reasonable prospect of preventing encampments from occurring.

11.2 The Council and Kent Police have signed up to a Memorandum of Understanding which sets out roles and responsibilities which underpin the protocol on the management of unauthorised camping in Medway and which seeks to minimise community tensions and disruptions caused by unauthorised encampments.

12. Joint Ventures

12.1 The Committee receive regular progress reports on Medway Norse.

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Appendices - None

Background papers – None