

**MINUTES OF THE CABINET MEMBER SIGNING
TUESDAY, 9 SEPTEMBER 2014**

Present: Councillor Jason Arthur - Cabinet Member for Resources and Culture

In Attendance: Xanthe Barker, Principal Committee Officer, Andrew Rostrum Customer Services Transformation Programme Manager, Sergio Sgambellone, Assistant Director Customer Services

MINUTE NO.	SUBJECT/DECISION	ACTION BY
HSP126.	URGENT BUSINESS	
	There were no items of urgent business.	
HSP127.	<p>EXTENSION OF THE EXISTING STRATEGIC PARTNER CONTRACT TO SUPPORT CUSTOMER SERVICES TRANSFORMATION PROGRAMME</p> <p>The Cabinet Member for Resources and Culture considered a report, previously circulated, which sought approval to extend the existing strategic partnership contract for the Customer Services Transformation (CST) programme by twelve months.</p> <p>It was noted that the existing contract had come into effect on 1 October 2013 and that this contained an option to extend for a further twelve months subject to satisfactory performance.</p> <p>RESOLVED:</p> <p>That, as allowed under Contract Standing Order 10.01.2, approval be given to extend the existing strategic partnership contract with Agilisys, for customer services transformation consultancy, for a further period of twelve months commencing from 1 October 2014 through to 30 September 2015.</p> <p>Alternative options considered</p> <p>The report of 30 July 2013 stated that a number of suppliers were identified and assessed as part of the original procurement process. At the time an option for Haringey to implement without a strategic partner was identified but it was not believed this would give the best result for the Council for the following reasons:</p> <ul style="list-style-type: none"> ➤ Programmes such as this need flexible resourcing that does not 'hard wire' additional capacity into the organisation. Transformation change of the order planned requires specialist assistance and it is usual to contract for such services rather than to employ directly as the programme of change is finite. ➤ The Council needs to learn from others experience in implementing such large and complex transformational change 	Assistant Director Customer Services

**MINUTES OF THE CABINET MEMBER SIGNING
TUESDAY, 9 SEPTEMBER 2014**

	<p>programmes.</p> <p>Reasons for decision The Council has initiated the Customer Services Transformation Programme and has partnered with a specialist consultancy to support the delivery of this. This report seeks approval to continue this strategic partnership contract for the next twelve months.</p>	
HSP128.	<p>NEW ITEMS OF URGENT BUSINESS</p> <p>There were no new items of urgent business.</p>	