

New Support and Customer Service Organisation

Update to School Governors

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8 January 2013

Summary of where we are:

- **Council is outsourcing 'back office' and customer services** including eight services purchased by schools e.g. building maintenance and ICT
- **This will achieve more efficient and modernised services** for the Council and its customers, including schools
- **Recent milestones:**
 - **Nov 2012** – evaluation of BT & Capita's bids. Capita's bid gained highest score (82%)
 - **6 Dec 2012** - Cabinet approved recommendation to proceed with Capita as preferred bidder
- **Jan-March 2013** - Mobilisation and transition phase, with target go live date of **1 April 2013** and transfer of existing staff to Capita
- **A group of head teachers have been engaged throughout** and will be involved in this mobilisation phase to agree the contracts with Capita for 2013/14

Traded services in scope

- Estates
 - **Building Maintenance; School Bag Courier; Document Centre**
- Finance
 - **Finance Support Service & Security Collections Service**
- Human Resources
 - **HR & Payroll; Safety, Health and Wellbeing**
- ICT Support Service

Benefits for schools

Prices

- Prices fixed for Academic Year 2013-14 all 10% lower than 2012-13 prices; discounted rates for longer term contracting for annual standard and enhanced services (10% for 2 years, 15% for 3 years)
- Pricing on a usage basis where possible

Staff

- Continued use of locally-based staff to provide face-to-face contact in schools
- Easy access to Account Managers & Service Experts

Performance

- Investment in new technology and staff training
- Services backed by financial agreements where underperformance results in payments to schools or credit to buy new services
- Opportunities to work with Capita to design new service improvements and introduce new services (e.g. Insurance, Energy Management, Procurement support, Training)

Community

- Training, mentoring, work experience and other education initiatives for school pupils to improve employability.
- Investment fund created from an increase in schools using Capita to be invested in education projects delivered within Schools, as decided by a Schools User Group

Responding to schools' specific needs

You said	What we'll do
Continue the use of business partners for services that require face to face and local support	We'll do that, and enhance these skills to facilitate account management through supported training and selection
We need to be able to speak to people who understand schools	Ensure our customer contact centre has a team within it specifically trained to deal with schools enquiries , who understand teachers' pay and conditions and the differences between types of schools
Some people who provide the service are good, some are not	Carry out a skills gap analysis for staff involved in delivering the services and provide targeted training and performance management to address any gaps to ensure that the quality of service is consistently high across all services
The quality of the services provided is variable	Provide a clear Service Level Agreement for every service received by any School
It's not always clear what service we get for the money we pay	Work with a schools forum to co-design service specifications that recognise particular school needs and are clearly define what's provided
We're nervous about the focus on self-service in Capita's offering and how service quality will be impacted	Be clear on what will be available through self-service and how a phased transition to self service will be supported by the business partner and account manager role

Responding to schools' specific needs

You said	What we'll do
HR/Payroll information is not always accurate	Improve the accuracy of HR information provided by schools by providing you with real-time access to your data, reducing reliance on paper transactions and providing guidance on completion where still required
The IT support is patchy and dependent on the people providing it	Resolve IT Help Desk support responses by providing better training for staff, increased availability and a robust performance management mechanism
We'd like to be able to have whatever equipment we have supported	We will support 'local system choices' in addition to our own suite of solutions, but we do need to be given the opportunity to put in place the appropriate support arrangements
We have a problem with data protection and secure e-mail	We have a variety of email solutions available and there will be one which meets your requirements, but we do need to fully understand what those requirements in order to select the right one

Key dates

- 10 January – Schools Stakeholder Group to meet with the NSCSO project team to agree approach with Capita
- 18 January - Schools Stakeholder Group to meet with Capita
- 31 January - All head teachers are invited to come to a presentation from Capita and ask questions
- w/c 11 Feb – Traded services booklet and buyback form will be emailed to all head teachers by Council
- 28 March - Schools need to return via email the completed buyback form to the Council
- 1 April – Capita go live

Questions?