

Corporate Overview and Scrutiny Committee - Monday 6 November 2023

Entrust – Review of Changes

Recommendation(s)

I recommend that the Committee:

- a. Reviews the performance reporting information for the services remaining in the Entrust Service Delivery Agreement.
- b. Provides any comments on the information and recommendations for modifications or improvements.

Local Member Interest:

N/A

Report of Councillor Mark Deaville: Cabinet Member for Commercial Matters

Summary

The committee is asked to review the current years performance information as presented as part of service and contract management in the form of contractual key performance indicators.

Report

Background

1. The Entrust Service Level Agreement had a major variation from April 2023 at the contract break option date.
2. The SDA is a twenty-year contract, initially it was a fixed cost contract based around the budgets of the services immediately prior to creation of Entrust. The contract provided for a break option for the council after 10 years, in April 2023.
3. Officers undertook a review in order for the council to make a decision on whether to exercise the break option.
4. A number of services are to continue but under revised payment arrangements and some ceased.

5. Members considered the changes at their meeting in October 2022 but asked for more information on the performance of the services.
6. A summary of the changes to services is included along with the current performance information.

Individual Services Review

7. These services continuing are:

- a. **Education Improvement** services are Dedicated Schools Grant funded and subject to schools forum sign off. They are school facing and reduce with academisation.

Behaviour, Health and Wellbeing Minority Ethnic Achievement Service Curriculum Development and Support Governor Services

b. Corporate Services

- i. HR Academy conversions, Financial Services, SLA Online Finance System (Integra) and Staffordshire Learning Technologies
- c. **Catering Cleaning and Grounds** is a wholly subcontracted service by Entrust. The majority of the work is for schools and SCC benefits from economies of scale via joint arrangements.
- d. **Property Services** is the largest area of Entrust's business. It is made up of two main elements.

i. Major Design

The SCC element is new schools and school expansion predominantly with some corporate project work. The work is fee based related to the value of the project, the same fees are proposed, and these compare reasonably with other authorities.

ii. Maintenance

8. The services that ceased in April 2023 are:

- a. Early Years**
- b. Information Advice and Guidance**
- c. Duke of Edinburgh Awards scheme**

9. A summary of the expenditure on each of these services and previously on ceased services is included in Appendix 2.

Performance Management

10. The specifications have been continually improved and updated over the life of the SDA. However, they have been further updated for this variation along with the performance indicators.
11. All services have an agreed set of key performance indicators (KPI). These are reported monthly.
12. Where performance falls short of the KPIs mitigating actions are agreed at a service level.
13. Continuing performance issues are then subject to an escalation process with the aim of leading to satisfactory resolution but does allow for the removal of the services from the agreement.
14. Service level management of performance issues has always satisfactorily resolved any issues to date.
15. Currently all services are meeting the performance requirements.
16. The KPIs for the year to date are included in Appendix 1
17. Note. The catering cleaning and grounds sub-contracts previously with Chartwells were reprocured by Entrust and performance information is not available for the transition period.
18. Edwards and Ward now provide Catering services and the Glenn Group provide cleaning and grounds.

Link to Other Overview and Scrutiny Activity

Review of Entrust Changes October 2022

List of Background Documents/Appendices:

Cabinet Report – Entrust Service Delivery Agreement - 16 February 2022
– Part 2

Cabinet Report - Entrust Service Delivery Agreement - 15 June 2022 –
Part 2

Corporate Overview and Scrutiny Committee – Entrust Changes – 25
October 2022

Appendix 1 – Entrust 2023_4 Year to Date Performance KPIs

Appendix 2 – Historical and Current Services Expenditure

Contact Details

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