

<b>DECISION NO:</b>	<i>For Member Services use only</i>
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Concurrence No:	066498
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<b>Action under delegated authority of Chief Executive</b>	<b>X</b>
<b>Action under delegated authority of Director of Finance and Cabinet Member for Finance</b>	
<b>Action taken by Chief Executive in consultation with Cabinet Member(s)</b>	

Subject: Bespoke customer experience training – organisation wide.

Signature and designation of officer(s) taking action:

06/09/2021

07/09/2021	06/09/2021
Chief Executive _____	Director of Finance _____
Date	Date
	06/09/2021
	Procurement Officer _____
	Date

**Name of Cabinet Member(s)  
Consulted:**

I have been consulted and concur with the proposals set out below:

Councillor _____	Signature: _____
Cabinet Member for _____	Date: _____
 Councillor _____	 Signature: _____
Cabinet Member for _____	Date: _____

Name of any member who has declared a conflict of interest in relation to this decision: \_\_\_\_\_

**THIS DOCUMENT WILL BE PUBLISHED ON THE COUNCIL'S WEBSITE**

The report overleaf sets out the decision to be taken, the reasons for the decision, and the details of alternative options, if any, considered and rejected. Officer decisions are available for public inspection, both at the Borough Offices and on the Council's website.

Officer decisions are kept for a period of six years at the Borough Offices and for six months on the website after the decision is made. Background papers are available for four years.

**RECOMMENDED that:** an exception to Contract Standing Orders be agreed to appoint NAB Change Consulting to carry out the Council wide training

### **Purpose**

To seek agreement for an exception to contract standing orders for the delivery of a bespoke, organisation-wide training package in customer experience.

### **The Proposal**

In line with the on-going delivery of the transformation programme, the Council's ways of interacting with the public have significantly changed. A training need has been identified for the whole organisation to target new digital ways of working, and providing excellent customer experiences through these channels.

This is specialised, vocational training which will require training across all levels of the Council and therefore the companies with the skills and knowledge to deliver it are limited. Three Customer Service specialist companies were approached, two responded and provided quotes for a fully bespoke training package which met the Council's needs. One company did not provide the bespoke aspect needed, and an investment in low quality training will not provide the outcomes and long-term impact for residents that is needed.

Of the two quotes which met the Council's needs Simply HR Solutions provided a quote for circa £45,000 and NAB Change Consulting provided a quote for £15,000 plus VAT. Based on both value and quality NAB Change Consulting is the preferred supplier for this work.

This bespoke package also includes training for managers enabling them to then upskill new starters and existing members of staff.

On this basis, an exception to contract standing orders under clause 3.10 (v), where the goods, works or services are of a specialist nature or are obtainable from only one or a limited number of suppliers and there are no other satisfactory alternatives is requested.

### **Financial, Legal and Risk Management Implications**

Existing budget provision has been identified. There are no legal implications and the training outcomes will help to reduce future risks, complaints and Ombudsman complaints by developing the skills of all employees.

### **Alternative Options Considered and Rejected**

An alternative option is to not carry out this training, however, the targeted programme will greatly benefit all employees of the Council.

The Council could use a non-specialist company to deliver the training but this has been rejected as it will not provide the long term changes needed.

### **Contribution to the Council's Objectives and Environmental Sustainability Priorities**

- Improve the quality of the services
- Engage effectively with residents

## Conclusion

NAB Change Consulting provides the best value for money training option. The training will be tailor made to suit the needs of the organisation.

Contact Officer:  
Alexandra Curthoys

Ext:

1558

Date

25/08/2021

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Action reported to the Cabinet on:

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