

## **Use of the Council's urgency processes involving a waiver of the call-in process, for a decision agreed in September 2018.**

Council is asked to note the decision taken and the reasons for urgency.

### **1. Decision (Waiver of Call in): LBE Out of Hours Service Contract Authorisation**

#### **1.1 Reason for Urgency:**

The Executive Director Resources approved an operational key decision (KD No: 4659), published on Tuesday 25 September 2018, to appoint an out of hours telephony service provider as part of a shared procurement exercise.

Approval of the decision, under the "Waiver of Call-in" urgency procedure (involving the waiving of the five-day call-in period) was sought to enable the Council to meet a deadline on 1 October 2018, to ensure that the Council could continue to deliver an Out of Hours (Emergency) service for the residents of Enfield.

Historically, LBE's Out of Hours service was provided by GDIT under the auspices of the Pan-London Local Government arrangement. GDIT however has opted out of the agreement which led to the transfer of the service to another provider, Capita.

The transfer of the service was a relatively complex process, which necessitated the endorsement of fairly-detailed and complex undertakings by participating partners. Negotiations have been ongoing to ensure that there's a smooth transition between GDIT and Capita to protect the interest of participating partners.

The documents required for endorsement presently constituted the final contract between Enfield and the service provider. The Head of Service for Customer Access and Operations received the documents on 03 September 2018 and promptly sought legal advice from Enfield Legal on September. Input from other senior officers was required to ensure that due diligence was carried out in reviewing the provisions of the contract to protect LBE's interests before signing the documents. Amongst other things, LBE sought clarification around safeguards as well as indemnity and insurance provisions in the contract to cover losses and investment. This took some time and brought completion the process very close to the deadline set for endorsement.

The deadline itself was set to enable both GDIT, Capita and participating partners to complete all necessary arrangements on time before the go-live date of 01 October 2018.

This waiver is required to ensure that London Borough of Enfield (LBE) continues to deliver an Out of Hours (Emergency) service for the residents of

Enfield seamlessly. The deadline for endorsing the contract for the overflow service to the third-party partner is Monday 24 September 2018.