

POORLY PERFORMING CONTRACT? CONTRACT COMING TO AN END? THINKING ABOUT BRINGING SERVICES IN HOUSE?

THE CHALLENGES YOU FACE

Local authorities are under diverse and simultaneous pressures – budget constraints, rising demand for services, quality standards, regulatory compliance, stakeholder expectations, social and environmental impacts, and political uncertainty.

These affect your ability to deliver effective and efficient services to your communities and to meet strategic objectives through outsourced contract arrangements.

SCENARIOS WE CAN HELP YOU WITH

Poor performance and failure of outsourced contracts

Decisions to outsource contracts were taken on the promise of innovation, flexibility, and cost savings – but there are so many examples of failure to keep this promise. Outsourcing comes with risks – like loss of control, reduced accountability, contractual disputes, performance issues, and reputational damage, which too often are not fully mitigated. We see many examples of bad contracts and can help authorities mitigate immediate risks and make long-term decisions for the future.

Long-term outsourced contracts coming to an end in 2 years' time

We'd recommend that authorities should start planning for the end of a contract at least 2 years in advance. Local authorities need to have a clear vision and strategy for their service delivery models, and they need to have the skills, tools, and processes to review, transform, and improve their outsourced contracts and make effective decisions when they come to an end.

Outsourced contracts coming to an end sooner

While ideally we'd start planning 2 years ahead, we know that you rarely have that luxury. However, it's never too late to plan a change and we can help navigate a solution to any outsourced arrangement.



AT A GLANCE CHALLENGES

- Budget constraints
- Rising demand
- Quality standards
- Regulatory compliance
- Governance and control

BENEFITS

- Service improvement
- Financial savings
- Increased value for money
- Manage risks
- Enhanced financial and operational control
- Increased social value
- Strengthened relationships

For further information contact:



RICHARD STORATE
Director, Commercially Public

☎ 07869 127 397

✉ richard@commerciallypublic.co.uk

🌐 www.commerciallypublic.co.uk

THE COMMERCIALLY PUBLIC SOLUTION

Low cost, high impact

HOW WE CAN HELP

Commercially Public is a consultancy firm that specialises in helping local authorities to review, transform, and improve their service delivery models. As a collective of former public servants, we understand the challenges and opportunities that you face. We have lots of experience and expertise in providing independent and objective advice to local government, not-for-profits, and NHS trusts.

Service reviews and diagnostics

In-depth reviews and diagnostics of existing service arrangements, performance, and quality. We benchmark against best practice, identify strengths and weaknesses, and provide recommendations for improvement.

Rapid options appraisal and feasibility study

Robust and comprehensive options appraisals and feasibility studies for contracted arrangements – including in-house (insourcing), arms-length, shared service, partnership, joint venture, and outsourcing options.

Decision-making

We facilitate effective stakeholder engagement and consultation throughout the process. As former local government officers, we have experience in navigating the delicate complexity of political decision-making processes.

Implementation support and project management

We provide end-to-end support and project management for the implementation of retendering, insourcing, outsourcing, and establishment of alternative delivery models.

BENEFITS

Improved service quality and performance

Reduced costs and increased value for money

Manage risks

Enhanced financial and operational control

Increased social value

Strengthened relationships



AT A GLANCE

OUR EXPERIENCE

- District councils insourcing of services (Worcester City Council and Redditch Brough Council)
- End of a large joint venture partnership with a unitary authority (North East Lincolnshire Council)
- Commissioning and contracting effectiveness at 2 unitary authorities (Nottingham City Council and BCP Council)

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