

**DECISION TAKEN BY AN OFFICER UNDER DELEGATED AUTHORITY**

(Delegations approved by  
Resolution No.18350 of the City Council 10 June 2014)

**Districts: All Wards**

**SUBJECT**

**Provision of Support for the Set Up of an 'Improvement Hub'**

**1. Name and Title of Officer taking the Decision**

Shauna Posaner

**2.a. Outline of the Decision Taken**

To deliver the Council's priorities, significant change is needed in respect of how the Council works and interacts with our partners, service users and customers. The Council is already some way along its improvement journey; however we need to do more and accelerate the organisation's approach and drive to change if we are to implement the necessary changes required by 2020 as recommended by the Kerslake report.

To ensure we approach change in a sustainable way the Council is setting up an Improvement Hub as one of the ways through which it bring about the changes required for the organisation. The Improvement Hub will consist of 4 strands:

- The Change Academy
- The Improvement Team
- Ideas Forum
- The Innovation Lab

The establishment of an Improvement Hub is a new approach for the Council, key to this being successful will be having the right expertise, knowledge and experience within the 'Improvement Hub Team' located within Corporate Human Resources who are responsible for leading this area of work.

We already know that to do this effectively is it essential to involve a range of internal and external stakeholders, the establishment of an effective Improvement Hub is not an approach we can take alone - owing to the scale of the challenge it is important we draw upon the knowledge that exists within the city.

Therefore we are seeking to work with the Impact Hub CIC to provide support to the Improvement Hub Team to set up the Improvement Hub and associated strands set out above. This organisation is able to draw on a variety of skills, experiences and community links to ensure maximum success for our approach by working in partnership with the Council's Improvement Hub Team.

The Impact Hub CIC is a social enterprise that specialises in assisting with the improvement within communities to build a better city and has delivered 'Innovation Lab type' approaches for other local authorities and public sector organisations. They have a network of expertise needed to be engaged to deliver the support required. The Impact Hub CIC will co-ordinate this expertise along with their resource to deliver the support to the project.

The proposed way forward will ensure the Council is set up for sustainable change with the approach focussing on creating a modern Council that can deliver improvement and sustainable change.

The contract will set out the requirements needed to support the Council to design and set-up the Improvement Hub, it is key that this is done in a co-design with the Council's Improvement Hub Team.

The proposed tasks that the Impact Hub CIC will provide to support the team are:

1. Develop the Innovation Lab plan, including implementation of key sustainability practices.
2. Upskill the Improvement Hub Team to ensure that they are ambassadors for the approach; this needs to include exposure to new systems and service based innovation labs operating in the national or international context.
3. Co-execute and deliver a prototype for service design that links the spectrum of change together from tweaks to transformational service redesign.
4. Ensure that the lab becomes a resource that can be opened up to communities for them to refer cross-system problems into, the Innovation Lab therefore needs to be self- sustaining.
5. Develop the branding, positioning and communications of the Innovation Lab.
6. Provide physical lab space until June 2017, with support to ensure that the Council can host the lab within Council buildings. The lab will need some resourcing to ensure it can operate effectively and swiftly.
7. Deliver 3 pilots before June 2017 to apply and test the approaches designed, this needs to run in conjunction with service redesign timescales set by the Council and ensure that Change Academy training can be interwoven to provide training to staff and managers as required.

The skills gained and prototypes developed through this approach will enable the Council to focus on supporting the changes required to deliver the outcomes associated with the its priorities - children, jobs and skills, housing and health

The basis of the negotiations will be to agree the scope of services to be undertaken, the cost and the terms and conditions that the organisation will deliver under.

The value of the contract is below the threshold for the Birmingham Business Charter for Social Responsibility.

## 2.b. Which Delegation is being used for this decision?

|                            |                                  |
|----------------------------|----------------------------------|
| Expenditure is under £162k | Single contractor<br>Negotiation |
|----------------------------|----------------------------------|

NB. This form is **not** for use for decisions delegated by Cabinet that involve expenditure over £200k or for Procurement Delegated decisions (£172,514 to £2.5m) or for Decisions taken jointly with the Cabinet Members or Executive Members for Local Services.

**3. Reason for Decision being Taken**

To engage with Impact Hub CIC, for the provision of advice, specialist expertise and resources to support the set-up of an Improvement Hub for a period of up to 12 months and at a cost of up to £150,000.

**4. Public or Private (if private please indicate the exempt information paragraph or state why private)  
(eg commercially sensitive information for the Council or a 3<sup>rd</sup> party)**

Not applicable.

**5. Cost Implication and Budget or funding to be met from:**

£150,000 (to be paid in 3 separate blocks)

Budget Code: [REDACTED]

**6. Compliance with Standing Orders relating to contracts(if applicable)**

Please confirm

| Contract size   | Standing Order requirement   | Yes / No? |
|---|--|-----------|
| Under £10k  | 3.1 At least 3 written quotations have been secured from contractors listed on the finditinbirmingham.com database who the Authorised Recipient considers are suitable; or   | n/a       |
|   | Where 3 written quotations cannot be secured, a written quotation has been obtained from one contractor.   | n/a       |
| £10k+ – EU threshold (£172,514)   | 3.2.1 The contract has been advertised on finditinbirmingham.com and 14 days allowed for the submission of quotations and at least 3 quotations have been submitted. If at the end of 14 days less than 3 quotations have been submitted then direct contact may be made with at least 3 Contractors to request the submission of quotations in accordance with Standing Order 7; or | na        |
|   | 3.2.2 where there is a suitable European List at least 3 quotations have been submitted from Contractors on the European List. If the rules for the operation of the European List do not require a mini – competition then a quotation shall be requested from a Contractor on the European List.   | n/a       |
| NB for Negotiated Contracts and Competitive Dialogue the separate procedures under Standing Order No. 5 must be followed.         |  |           |
| If answered No to the above, and an Exemption was applied – give justification – Completed through Single Contractor Negotiation. |  |           |

8. Consultation Undertaken

Not required.

**Provision of Support for the Set Up of an 'Improvement Hub'**

Signed by the named

Authorised Officer taking the decision: \_\_\_\_\_

Date: 29/11/16

**Above Signatory – please print name**

NB This decision form must be signed by the Authorised Officer named in Section 1 and not on behalf of another officer – if the decision is being taken by a deputising officer, their name must be stated in Section 1 and that they are deputising.