

Item No: 1	Classification: OPEN	Date: 7 October 2004	Meeting Name: OVERVIEW & SCRUTINY COMMITTEE
Report Title:		Call-In: Executive Decision [closed] of 14 September 2004, Item 3: Award of contract for the Customer Service Centre (CSC)	
Ward(s) or Group affected:		All Wards	
From:		Head of Overview and Scrutiny	

RECOMMENDATION

1. That Overview & Scrutiny Committee considers a call-in request relating to the Closed decision taken by the Executive on 14 September 2004 in respect of award of the Customer Service Centre contract.

BACKGROUND INFORMATION

2. The CSC project is key to Southwark Council's vision for improving front-office customer services and providing a platform for the transformation of back-office operations. The Customer Service Centre will provide customers with one-stop, seamless access to a wide range of local services through multiple channels.
3. On 14 September 2004 the Executive agreed to award the Customer Service Centre contract. The open Minutes of 14 September 2004 are attached at Appendix A to this report.
4. On 27 September 2004 the Chair of Overview & Scrutiny Committee - Councillor Kim Humphreys - and three members of the Committee (Councillors Barrie Hargrove, Billy Kayada and Andy Simmons) a request for call-in of this decision was received. The reasons given for the call-in request are fully detailed in the closed Agenda for this meeting.
5. Previous reports/minute relating to this item are contained in the closed papers. The papers are not for publication by virtue of categories 8 and 9 of paragraph 10.4 of Southwark Council's Access to Information Procedure Rules.

KEY ISSUES FOR CONSIDERATION

6. Requests for call-in should normally only be made if there is evidence that the Executive did not take a decision in accordance with the principles of decision making as set out in the Constitution:
 - (a) Proportionality (i.e. the action must be proportionate to the outcome);
 - (b) Due consultation and the taking of professional advice from Officers;

- (c) Respect for human rights;
 - (d) Presumption in favour of openness;
 - (e) Clarity of aims and desired outcomes;
 - (f) The link between strategy and implementation must be maintained;
 - (g) Decision-making generally, whether by individual Officers, individual Executive Members or the Executive collectively, should have reference to the policy framework and be in accordance with the budget.
8. The Overview and Scrutiny Procedure Rules require the Committee to consider any call-in request and in particular whether or not the decision might be contrary to the policy framework or not wholly in accordance with the budget. Advice should be sought from appropriate Chief Officers including the Monitoring Officer and the Chief Finance Officer.
9. If, having considered the decision and all relevant advice, the Overview & Scrutiny Committee is still concerned about it, then it may either:
- refer it back to the decision-making body *[or officer to whom responsibility for that decision was delegated]* for reconsideration, setting out in writing the nature of its concerns; or
 - refer the matter to Council Assembly if the decision is deemed to be outside the policy and budget framework.
10. The Executive Member with relevant portfolio responsibilities has been advised of this meeting.

LEGAL & FINANCIAL IMPLICATIONS

11. Rule 18.6 of the Overview and Scrutiny Procedure Rules requires a call-in request to be signed by the Chair or Vice-Chair of the Overview and Scrutiny Committee plus three members of the Committee; the call-in request has been validly made in accordance with this rule. Rule 18.2 which sets out the circumstances in which call-in requests should normally be made is reflected in paragraph 5 of this report. The decision of the Executive is not contrary to the policy framework and accords with the budget.

BACKGROUND DOCUMENTS

Background Papers	Held at	Contact
Executive Agenda, Reports and Minutes	Constitutional Team Town Hall, Peckham Road, London SE5 8UB	Everton Roberts Tel: 0207 525 7221

AUDIT TRAIL

Lead Officer	Shelley Burke, Head of Overview & Scrutiny	
Report Author	Lucas Lundgren, Scrutiny Project Manager	
Version	Final	
Dated	28 September 2004	
Key Decision ?	Yes	
CONSULTATION WITH OTHER OFFICERS/DIRECTORATES/EXECUTIVE MEMBERS		
Officer Title	Comments Sought	Comments Included
Borough Solicitor & Secretary	No	-
Chief Finance Officer	No	-
Executive Member	No	-