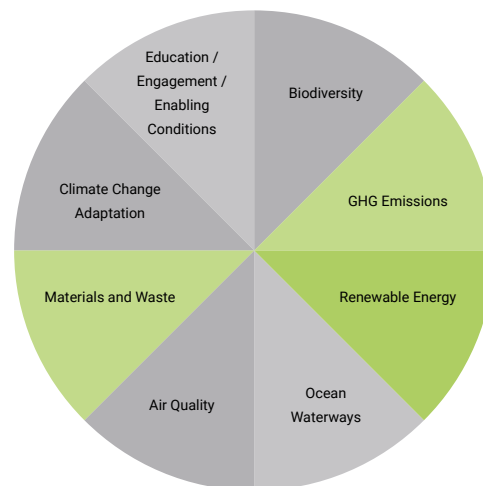


Delt Contract Renewal DRAFT



Assessment ID: DEL802

Assessment Author: Peter Honeywell

Assessment Project Summary:

The conclusion of this case is to proceed with the recommendation to renew contracts with Delt Shared Services for another 10 years.

Delt is a unique and innovative operation that was established by Plymouth City Council in 2014 as a cooperative venture jointly with the local NHS. It operates with commercial freedom whilst at the same time the Council enjoys control over the company, in partnership with other shareholders. This ensures that Delt is well aligned with the Council's priorities and objectives. Appendix A details what Delt's have achieved against the outcomes set out in the business case at formation.

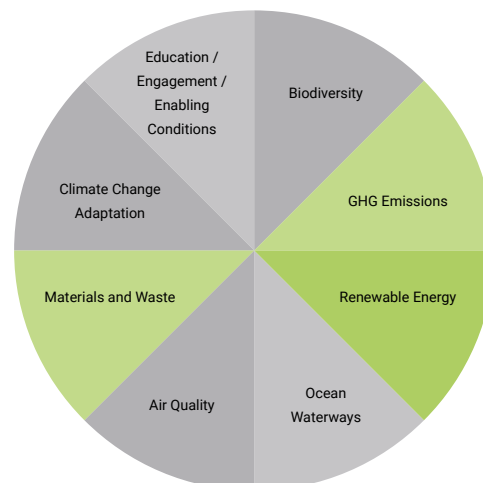
The contract with Delt has been flexible enough to adapt to the constant evolution of IT. Over the last 10 years as the Council has invested in systems and processes to deliver services, Delt has had to increase spending on cyber security to protect our service delivery. In that time spending has risen to over 10 times the budget at the beginning of the contract.

Delt has also responded to the Council's drive to become carbon neutral by 2030. Delt has successfully reached a carbon positive state for the print and document service and is leading the way on waste and recycling in the IT service and a carbon audit to help target other areas of the business that can also be improved.

The Council benefits from much greater control and accountability for the spend and service delivery from Delt as compared to the in house service prior to Delt. The contract between Delt and the Council defines service level agreements (SLA) and targets across a range of measures which are reviewed monthly. In the case of failing to hit an SLA action plans are drawn up to ensure performance improves. PCC also have an investment cycle agreed for the maintenance and replacement of data centres, networks and other vital hardware. This ensures predictability of costs and a modern, secure and reliable IT operation to support service delivery for the people of Plymouth.

Alternative options have been considered in the development of this case: contracting with a commercial 3rd party; transferring the service back in house and contracting with Delt for a shorter deal term. None of these options offers better value for money and/or a lower risk profile.

Delt Contract Renewal DRAFT



Benchmarking shows that the cost of service delivery under Delt is considerably below the UK average for local government. This analysis needs to be considered alongside evidence of the quality of service provided by Delt to help determine whether the lower cost is a result of good value for money or an indication of under investment. Over the last 12 months 91% of SLA metrics were hit with customer satisfaction averaging 97%.

Assessment Final Summary:

This assessment shows the commitment that Delt and the Council (as shareholder and influencer on the business) have to managing the environmental impact of the services Delt deliver. This is not a project or decision being made that is entirely focused on environmental improvements the way that Delt have committed themselves to sustainability in their operations ensures that these contracts will contribute to the goal of net zero by 2030.

Biodiversity Score: 3

Biodiversity Score Justification: The contract award is for IT, Payroll and Print and Document services. Whilst Delt are committed to the sustainable delivery of all their services there are no specific provisions that would knowingly impact biodiversity either way as a result of this recommendation being approved.

Biodiversity Score Mitigate: No

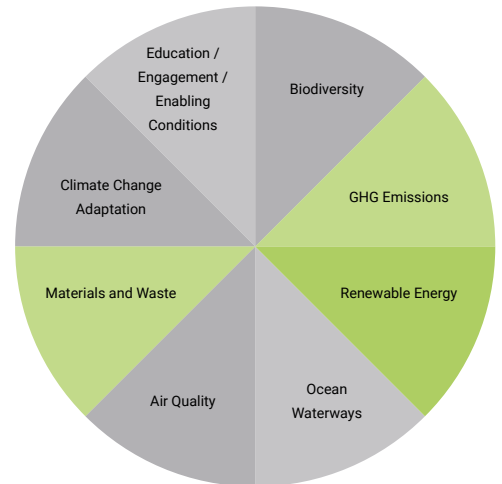
GHG Emissions Score: 4

GHG Emissions Score Justification: The contract award is for IT, Payroll and Print and Document services. Delt's work to drive down emissions will continue based on conversion of their fleet to electric vehicles and the use of 100% renewably generated electricity to power the Council's new data centre. The print operation is already carbon positive.

GHG Emissions Score Mitigate: No

Renewable Energy Score: 4

Delt Contract Renewal DRAFT



Renewable Energy Score Justification: The contract award is for IT, Payroll and Print and Document services. Delt's work to drive down emissions will continue based on conversion of their fleet to electric vehicles and the use of 100% renewably generated electricity to power the Council's new data centre. The print operation is already carbon positive.

Renewable Energy Score Mitigate: No

Ocean and Waterways Score: 3

Ocean and Waterways Score Justification: The contract award is for IT, Payroll and Print and Document services. There should be no impact as a result of the award of this contract on water quality.

Ocean and Waterways Score Mitigate: No

Air Quality Score: 3

Air Quality Score Justification: The contract award is for IT, Payroll and Print and Document services. Delt have converted to electric vehicles in their fleet. There are no specific provisions in this contract that would knowingly contribute to an increase or decrease in air quality.

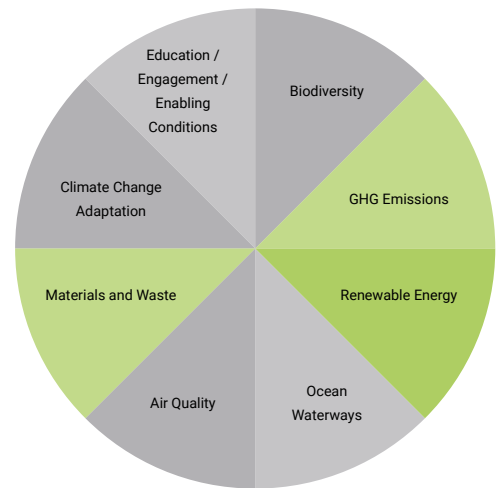
Air Quality Score Mitigate: No

Materials and Waste Score: 4

Materials and Waste Score Justification: The contract award is for IT, Payroll and Print and Document services. Delt have pioneered waste recycling for IT hardware through working with a local partner (Electrotek) who dispose of all end of life electrical hardware with zero to landfill. There are no specific contract provisions that will knowingly create or reduce waste volumes in the city.

Materials and Waste Score Mitigate: No

Delt Contract Renewal DRAFT



Climate Change Adaptation Score: 3

Climate Change Adaptation Score Justification: The contract award is for IT, Payroll and Print and Document services. There are no specific contract provisions that will knowingly make Plymouth more or less resilient to the impact of climate change.

Climate Change Adaptation Score Mitigate: No

Education / Engagement / Enabling Conditions Score: 3

Education / Engagement / Enabling Conditions Score Justification: The contract award is for IT, Payroll and Print and Document services. Beyond Delt's ongoing commitment to education of their workforce and drive for sustainable operations there are no specific contract provisions that will generate greater awareness of the climate emergency and how to take action.

Education / Engagement / Enabling Conditions Score Mitigate: No

Wheel Key

- Long lasting or severe negative impact
- Short term or limited negative impact
- No impact or neutral impact
- Short term or limited positive impact
- Long lasting or extensive positive impact