

Appendix H – Key Risks and Issues

The following key risks and issues have been identified in relation to the recommendations within this report:

Financial

1. The anticipated cost of the services in the future has been modelled based upon the composition of the existing contract price for 2018/19, an indicative TUPE list received from Capita based upon their staffing arrangements at that time and current Brent Council salary and pension arrangements. Actual prices for the services in scope may therefore differ.
2. There is a possibility that there could be insufficient market interest at the time of inviting interest.
3. Improvements in Council Tax collection may not be achieved without further investment and a higher contract price.
4. There may be some costs and liabilities arising under the exit arrangements from the existing contract that can only be quantified following due diligence being performed.
5. The nature and extent of any financial incentive and deduction scheme related to performance within a future contract may influence the price of tenders received.
6. A contractor may seek to mitigate any financial liability arising from any adverse performance by a Brent service where there is a dependency.

Staffing

7. The numbers of staff transferring under TUPE has been based upon an indicative TUPE list provided by Capita. The actual number of transferees under TUPE may be different to that anticipated and could result in gaps in niche areas of skills and experience.
8. Service disruption may occur at the end of the existing contract due to the loss of experienced and skilled personnel to other roles and employment.
9. There may be a requirement during any transition period to deploy temporary and agency staff to support the service.
10. The administrative effort required to effectively oversee TUPE transfer arrangements will be influenced by the range and complexity of differing terms and conditions that transferring staff may have.

Administrative

11. There is less flexibility with a contracted service to effectively control and develop it in conjunction with other Brent Council services and projects.