

**WRITTEN QUESTION TO THE CHIEF MINISTER
BY DEPUTY G.P. SOUTHERN OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 11th SEPTEMBER 2012**

Question

Following concerns about the performance of Atos in assessing the fitness for work of those with disabilities for the UK's Department for Work and Pensions and problems in its delivery of services to the UK Border Agency, will the Minister justify for members the involvement of Atos in the reform of Jersey's public sector?

In particular will he state:

- a) on what terms were companies invited to bid for this reform contract,
- b) the names of those companies bidding,
- c) what is the cost of the successful Atos bid
- d) what the final terms of reference for this contract are?

Will he further inform members what his "vision" for the public sector is and whether he still wishes to invite public sector UK representatives to help inform this vision in the light of their experience?

Given the success of Atos in capturing extensive UK government contracts for the delivery of privatised services, can the Chief Minister confirm the assurances made by the Chief Executive to public sector representatives that this reform is not about privatisation of services?

Answer

Atos is a global company which offers a range of services to organisations, including delivering technology solutions to support efficient transactions and they have considerable expertise in making customer service enhancements in both the public and private sectors. The contract Atos has with the UK Government is completely separate and in a distinctly different area to the work they are undertaking in Jersey.

In answer to the specific questions:

- a) Three companies with experience in undertaking the work required were invited to tender for the project.
- b) Atos, Capita and KPMG.
- c) The successful bid was £330,445. It was assessed as the best value for money submission on account of the ability, experience, resource and service being supplied.
- d) The detailed Invitation to Tender document contained the engagement terms of reference and specification and these form part of the contract between Atos and the States of Jersey.

My vision for the public sector, as I outlined at the States Members Briefing on Tuesday last week and is articulated in the Strategic Plan, is that it is responsive to the needs of customers and flexible to change. It must be as efficient and effective as possible and provide good value to the taxpayer and needs to engage and empower staff to improve services. I do believe we can learn from UK experience but also from Jersey people who have been through change in their businesses and I am still considering how best to engage with such individuals.

At the States Members Briefing, it was explained that there are a variety of different models for service delivery which range from providing in-house services to services being contracted out or provided by the 3rd sector. The Reform Programme will look at a range of options and impacts before deciding how best a service should be configured for the future.

At the briefing held with Union officials held on 18th July 2012 the Chief Executive presented a range of options for the way in which services could be provided in the future. He did state that the reform agenda is not about privatisation of services – it is about engaging and working closely with staff to determine how these services can be provided in the most efficient and economic way, although that does not preclude privatisation where that is appropriate. Close working with external organisations and partnerships with the third sector will form part of the reform programme.