

Slough Borough Council exit complex outsourced contract to accelerate transformation programme

“Achieving this contract exit was vital for us, as a critical part of our ambitious transformation programme. The ECS team brought a depth of knowledge and experience that was invaluable in helping us get the job done.”

Neil Wilcox, Strategic Director of Finance and Resources, Slough Borough Council.

Key achievements

- Contract exit completed end to end in nine months, on time and on budget
- Commercial requirements met in full, protecting and optimising the Council's position
- Full due diligence management throughout the exit and transition
- Service continuity maintained across all service lines: customer services, revenues and benefits, HR, finance, ICT and logistics
- 130 staff successfully transferred under TUPE
- Procurement of essential new services and systems delivered
- Council savings on target for like for like services
- Service transformation programme accelerated

The brief

ECS were asked to help Slough Borough Council evaluate commercial options for early termination and in-sourcing of a multi-faceted outsource contract. This was necessary to allow the Council to pursue a rapid transformation programme across the whole organisation and to create savings on a like for like basis.

The work

ECS developed a detailed commercial strategy and full programme of projects to exit the contract. We put in place governance and reporting lines, a RAID process and we managed all formal reporting to executive and member levels. We provided our expert staff to support the client throughout the programme until all services had been safely returned. Integral to the programme was knowledge transfer to Council staff, supported by a full suite of document templates for use by the Council in the future.