



INSOURCING SERVICES: A LETTER TO LABOUR COUNCILLORS

From:


UNISON
North West

DEAR COUNCILLOR,



UNISON North West is keenly aware of the significant impact that nearly 14 years of Tory-led cuts have had on the local services your council delivers to residents.

Every year seems to bring further challenges to budgets and service delivery.

Increasingly, we are seeing more and more local councils looking at any services they may have that are currently outsourced to see if there are benefits in bringing the service back in-house.

Many councils are approaching this not ideologically but are beginning to recognise the tangible strategic, financial, and operational advantages of insourcing.

UNISON North West believes that there are huge benefits to be gained in terms of service continuity, performance management, building flexibility and integration that is simply not possible with outsourced services, and providing more accountable and responsive public services.



WHY INSOURCING IS CHEAPER

We in UNISON North West believe that the case can be made that in-house services:

- Are more cost-effective in the long term and better equipped to deliver efficiencies.
- Outperform benchmarked services.
- Are able to deliver greater flexibility and integrate better with existing services.
- Offer better, more secure employment opportunities and strengthen local supply chains.
- Are more democratically accountable, transparent and enhance local control of service delivery.

UNISON North West is encouraged by the commitment of a future Labour government to undertake a mass programme of insourcing. The basis for continued outsourcing needs to be challenged.

UNISON North West therefore urges Labour Councils and other public services to adopt an 'Insourcing First' policy that commits to a rolling review of outsourced services as they come up for renewal/re-tender - with insourcing being the preferred option for future service delivery.

This should be accompanied by a proper evaluation of how insourcing can be used to support local economies, and the environment, through jobs, skills, supply chain management and local spend.

We believe that the adoption of an 'Insourcing First' policy would help our Labour councils to:

- Consider insourcing well in advance of contract renewal to give enough time to fully assess the potential benefits of insourcing.
- Properly consider how insourcing can benefit local economies and the environment.
- Consider how insourcing can encompass immediate operational continuity alongside longer term plans for service improvements which align to local needs and strategic objectives.
- Recognise that Trade Union and workforce engagement and involvement in reviews are both helpful and essential.

On the next page, we have provided a model resolution that our Labour Councils can adopt to support insourcing.





MODEL MOTION FOR COUNCILS – 'INSOURCING FIRST'

Council notes that there is a growing phenomenon of insourcing across local government within the UK.

This is being driven by an increasing awareness within local government of the value of council services in supporting local economies and businesses, providing better services for residents and business, and directing resources more cohesively to where they are needed.

Council believes that the case can be made that insourcing services:

- Is cheaper in the long run and is better able to deliver efficiencies
- Gives greater scope to improve performance against benchmarked services
- Delivers greater flexibility and integration with existing services
- Provides better and more secure employment and leads to stronger local supply chains
- Is more democratically accountable, transparent and enhances local control of service delivery



MODEL MOTION FOR COUNCILS – ‘INSOURCING FIRST’

Council therefore agrees:

- To systematically review each existing outsourced contract as it approaches expiration.
- That reviews be undertaken in a timeframe that means proper consideration can be given to insourcing well in advance of the date before contract renewal decisions need to be made to ensure that full consideration can be given to the potential cost/efficiency/performance/quality/democratic accountability benefits of insourcing.
- That insourcing should be considered when assessing the future of any outsourced contract. Insourcing should be included as a favoured option and should be genuinely and robustly considered.
- To properly evaluate how insourcing can be used to support local economies, and the environment, through jobs, skills, supply chain management and local spend. This should be evaluated when insourcing is considered and fairly weighted on any options appraisal.
- Insourcing should be viewed as a form of innovation in both service delivery and resource allocation. Insourcing planning should encompass immediate operational continuity alongside longer term plans for service improvements which align to local needs and strategic objectives.
- That Trade Union and workforce engagement and involvement in reviews are both helpful and essential.



UNISON

North West

CONTACT US

For further discussion on UNISON North West's Insourcing campaign and assistance in developing an insourcing approach, please contact Tony Caffery, Regional Organiser, at t.caffery@unison.co.uk.



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