Management response form



Report title: Arrangements for commissioning services – Denbighshire CC

Completion date: December 2024

Document reference: 4630A2024

Ref	Recommendation	Management response Please set out here relevant commentary on the planned actions in response to the recommendations	Completion date Please set out by when the planned actions will be complete	Responsible officer (title)
R1	 This report highlights potential inconsistencies in how commissioning workflows are applied across the Council. To address this, the Council should strengthen and embed its commissioning arrangements across all departments. This should include: where known, an overview of commissioning activity scheduled to take place over the medium term, to help it plan future commissioning activity in a timely manner; 	Service Managers working with their Procurement and Finance Business Partners will provide an overview of commissioning activity scheduled to take place over the coming 24 months and then consider this annually as part of Service Planning each year. Strategic Planning and Performance Officers will build into their prompt sheet consideration of any likely commissioning activity as part of development of Service Plans each year.	January 2026 March 2025	All Heads of Service, Procurement and Finance Business Partners Insight, Strategy and Delivery Manager

	 consideration of the full cost of commissioning activity (e.g. including contract management costs); systematic consideration of which stakeholders to involve to inform commissioning decisions. 	Review of the current Commissioning and Contract Award Form to include requirement to answer questions around 1) cost of commissioning action (e.g. contract management costs) and 2) who and how the commissioner is going to engage with stakeholders in the design and evaluation of the commissioning exercise. [current form can be DCC accessed here]	September 2025	Collaborative Procurement & Framework Manager
		Develop a digitalised Commissioning and Contracts Form for the Council to support live and deeper oversight/reporting; create greater visibility/searchability/analysis capability; expose more readily opportunity for collaboration.	December 2025	Chief Digital Officer
R2	The Council provided evidence that it evaluates commissioning processes and learn lessons from this, but this activity is mostly informal in nature. To address this, the Council should strengthen	Review the Contract Award Form to include requirement to answer questions around lessons learned from the commissioning process.	September 2025	Collaborative Procurement & Framework Manager & Contract

arrangements for sharing lessons learned across departments and with external partners.	Once digitalised Commissioning and Contract Form in place, commissioners prompted to review collated lessons learned at start of any commissioning consideration. Where the commissioning process is delivered as a project or is an element of delivering a wider project, the Council's Lessons Learned Policy & Process for projects will apply. (Policy	December 2025	Management function. Collaborative Procurement & Framework Manager
	A rocess for projects will apply. (Folicy and Process document can be accessed here= Lessons Learned Policy and Process - F) Prompts associated with the Lessons Learned sections within the Council's Project Management Methodology and System (Verto) will be reviewed to provide reference to commissioning decisions and processes.	September 2025	Insight, Strategy and Delivery Manager