

**Written statement of a non-key decision**  
**Cabinet member finance, corporate services and planning**

<b>Title</b>	<b>MyAccount Capital Project</b>
Decision maker	<p>Cabinet member finance, corporate services and planning</p> <p>Information about cabinet, including the names and contact details of the cabinet members, can be found here:</p> <p><a href="http://councillors.herefordshire.gov.uk/mgCommitteeDetails.aspx?ID=251">http://councillors.herefordshire.gov.uk/mgCommitteeDetails.aspx?ID=251</a></p>
Date of decision	19 July 2022
Report exemption class	Open
Purpose	<p>This report seeks approval to draw down on the allocation of capital funding to support the delivery of the MyAccount project.</p> <p>The MyAccount project to replace the current Customer Relationship Management (CRM) system forms one strand of the programme of work in the council's digital and customer services transformation. The approach to the digital and customer services transformation was approved in a previous decision in July 2022. The MyAccount project will provide a base onto which some areas of further development, both online and within customer services team, will be built in line with any new customer and digital strategy that is developed. This will be informed by the needs in service delivery identified by residents which will form part of the consultation into any identified transformation requirements moving forward. This is a capital funding request to support this stage of the project.</p>
<b>Decision</b>	<p><b>That:</b></p> <ul style="list-style-type: none"> <li>a) Approval be given to draw down up to £443k of allocated capital funding to support the delivery of the MyAccount project</li> <li>b) Delegated authority be given to the to the Service Director – Communities in consultation with the cabinet member for finance, corporate services and planning to take all operational decisions to implement the MyAccount project</li> </ul>
Reason for the decision	As set out in the report. Documents relating to this decision are

	available at <a href="http://councillors.herefordshire.gov.uk/mgIssueHistoryHome.aspx?IId=50041828">http://councillors.herefordshire.gov.uk/mgIssueHistoryHome.aspx?IId=50041828</a>
Options considered	1. Revenue funding only could be used for this project, however, this would mean that there would be insufficient funding to deliver aspects of the MyAccount and customer services strategy project. The key areas not funded would include the resources necessary to carry out the review which is required to inform the customer services strategy and the development work needed to ensure that the MyAccount project delivers the requirements of that strategy.
Declarations of interest (see ▪ below)	
Call-in expiry date (decisions are not subject to call-in where special urgency provisions apply)	29 August 2022

Councillor: .....	Date 19 July 2022
Cabinet member finance, corporate services and planning (Councillor Liz Harvey)	

- a record of any conflict of interest declared by any executive member who is consulted by the member which relates to the decision;

and

- in respect of any declared conflict of interest, a note of dispensation granted.