

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

Title	Transformation Programme
Decision maker	Cabinet member finance, corporate services and planning Information about cabinet, including the names and contact details of the cabinet members, can be found here: http://councillors.herefordshire.gov.uk/mgCommitteeDetails.aspx?ID=251
Date of decision	19 July 2022
Report exemption class	Open
Reason for being a key decision	<p>This is a key decision because it is likely to result in the council incurring expenditure which is, or the making of savings which are, significant having regard to the council's budget for the service or function concerned. A threshold of £500,000 is regarded as significant.</p> <p>This is a key decision because it is likely to be significant having regard to: the strategic nature of the decision; and / or whether the outcome will have an impact, for better or worse, on the amenity of the community or quality of service provided by the authority to a significant number of people living or working in the locality (two or more wards) affected.</p>
A notice was served in accordance with Part 3 (Key decisions) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.	
General exception or special urgency (as defined in the constitution)	No
Purpose	To gain authorisation to draw up to £490,000 from the council's corporate reserves in the 2022/23 financial year to enable the commissioning and award, following a compliant tendering process of a contract to support the development and delivery of a digital and customer services strategy to accelerate the council's digital transformation journey.
Decision	That: a) The Cabinet member for finance, corporate services and planning approves the agreed approach to digital

	<p>and customer services transformation which is outlined in the report;</p> <p>b) The Cabinet member for finance, corporate services and planning approves expenditure up to the value of £490,000 from the council's corporate revenue reserves to fund all necessary steps of the digital and customer services transformation approach;</p> <p>c) The Cabinet member for finance, corporate services and planning authorises the Director for Resources and Assurance to take all steps necessary, including entering into necessary agreements and procuring and awarding any relevant contracts up to the value of £490,000, to deliver the approach to digital transformation as outlined in the report.</p>
Reason for the decision	<p>As set out in the report. Documents relating to this decision are available at</p> <p>http://councillors.herefordshire.gov.uk/mglIssueHistoryHome.aspx?IId=50041921</p>
Options considered	<p>1. Do Nothing. This is not recommended because the customer journey in engaging with the council is currently fragmented and delivered in a variety of ways across all teams in the council. The digital infrastructure for both customers and staff is outdated and many systems are not currently integrated which does not allow for a smooth and streamlined process when contacting the council or sourcing information. There are a number of different touch points across the council which do not allow for easily obtainable performance data during the customer journey and information sharing.</p>
Declarations of interest (see below)	
Call-in expiry date (decisions are not subject to call-in where special urgency provisions apply)	26 July 2022

<p>Councillor:</p> <p>Cabinet member finance, corporate services and planning (Councillor Liz Harvey)</p>	<p>Date 19 July 2022</p>
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- 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.