

Record of officer decision

Decision title:	Variation of the Integrated Environment and Regeneration Solution Contract Agreement
Date of decision:	22 March 2019
Decision maker:	Assistant Director Corporate Support
Authority for delegated decision:	Authority for the specified officer to take this operational decision is contained in Part 3.7.5 of the functions scheme of the constitution, and delegated by the chief executive's scheme of delegation to Directors and Assistant Directors.
Ward:	Countywide
Consultation:	None
Decision made:	To vary the Integrated Environment and Regeneration Solution Contract with Civica UK Ltd for the provision of additional mobile working functionality at an additional cost of £69,320 implementation and £5,000 year one and £9,820 year two onwards maintenance for the remaining lifetime of the contract. To also agree £26,000 total costs from Hoople Ltd for the implementation and support of additional Civica software and supply of appropriate mobile technology.
Reasons for decision:	<p>Herefordshire Council have been awarded £42,305 from National Government (Ministry of Housing, Communities & Local Government), which has been match funded up to £86,000 by the Home Improvement Agency to cover the costs of implementing a mobile solution for the handyperson minor home repairs and adaptations service, housing inspections (using the Housing Health and Safety Rating System (HHSRS), and food hygiene / standards inspections. Key benefits of implementation will be:</p> <ul style="list-style-type: none"> • Less duplication of effort in re-keying information currently collected manually (such as inspection, visit and service request notes) • Ability to pick up allocated jobs while out in the field, rather than when returning to the office, resulting in a faster turn-around and reduced target times • Reduced paperwork and administration effort • Reduced travelling to and from base to pick up work lists, visit packs, documents etc. • Reduced return site visits to deliver documents, forms, letters etc. (or reduced postage costs) if mobile printing is implemented • Real-time information available when on site • Ability to create service requests/complaints when issues are identified in the field (and to check whether the issue has already been raised, reducing duplication) • Increased productivity levels at peak times when officers would be able to pick up extra jobs and update and close them while out in the field (for handyperson in particular) • Opportunities for more flexible out-of-hours working to fit in with customer working patterns.

	<ul style="list-style-type: none"> • Reduced accommodation requirements
Highlight any associated risks/finance/legal/equality considerations:	<p>If the increase in value of the contract is less than 10% for service and supply contracts, then no new procurement needs to take place. As the original Integrated Environment & Regeneration Solution contract was valued at £1,118,321 (plus £49,600 annual maintenance), a variation of the contract value up to £111,832 can be considered.</p> <p>In additional to the funding information above, Herefordshire Council through Environmental Health and Trading Standards service will contribute one-off funding of £10k and cover on-going revenue cost.</p>
Details of any alternative options considered and rejected:	<p>The option of not taking forward a mobile project was considered, but this would result in the loss of grant awarded to Herefordshire Council.</p> <p>Alternative providers have been considered. However the practicality of integrating solutions into the existing back office system were found to be prohibitive both in terms of development time and cost.</p>
Details of any declarations of interest made:	None

Signed..... Date: 22th March 2019