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Update January 2025: All records of officer decisions must be published on a Thursday ONLY no later than 12pm. Where a decision is to be published ensure that before you publish you have shared the record of officer decision with your director and the [communications team](#).

Record of operational decision

Decision title:	To extend a contract for the provision of the Talk Community website with appropriate hosting, maintenance and support.
Date of decision:	7 th February 2025
Decision maker:	Corporate Director Community Wellbeing
Authority for delegated decision:	The Corporate Director Community Wellbeing is authorised to take all operational decisions associated with the procurement, development and implementation of the Talk Community website, following a Cabinet member decision on 26 September 2022.
Ward:	All wards
Consultation:	<p>Previously a survey has taken place and made available to over 700 stakeholders, including partner organisations, Talk Community newsletter recipients, parish councils and councillors.</p> <p>Prior to the award of this contract, several workshops were also held, which were attended by over 70 people from a wide range of stakeholders, along with a Community Partnership event, which was attended by over 50 people from local organisations.</p>
Decision made:	To extend the existing contract with People, Places, Lives (PPL), for an additional 12 months. The option to extend is permissible within the terms of the Government's G-Cloud 13 Framework, for the provision of the Talk Community website. This is at an annual cost of £17,500.
Reasons for decision:	<p>The current website contract runs from the 1st of April 2024 until the 31st of March 2025 with the option of + 1 year extension. The extension is required to ensure the Talk Community website remains available.</p> <p>The Talk Community website, originally known as WISH, was established in 2015 to enable Herefordshire Council to meet the requirements of the Care Act 2014, specifically around the provision of information, advice and support to help people improve their health and wellbeing by connecting them to their local community, services and activities.</p> <p>The Talk Community website supports the council's strategic vision, culture and aspiration to prioritise prevention, independence and wellbeing, by enabling more people to get the assistance they need, at the earliest opportunity possible. This helps to reduce demand for more specialist and expensive health and social care services.</p>

Equality Considerations	<p>Under section 149 of the Equality Act 2010, the ‘general duty’ on public authorities is set out as follows:</p> <p>A public authority must, in the exercise of its functions, have due regard to the need to:</p> <ul style="list-style-type: none"> a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. <p>It is acknowledged that some people may not be able to / choose not to access the internet to utilise the information on the Talk Community website. Therefore, alternative provision is available, including face to face and telephone support, through the Talk Community Hubs or the council’s Customer Services Team and Advice and Referral Team (ART).</p> <p>The website will also be compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 and Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.</p>
Highlight any associated risks/finance/legal/equality considerations:	<p>Under the terms of the G-Cloud 13 Framework, we can only extend for this additional 12 months.</p> <p>Procurement activity will need to progress during the extension period to ensure the Talk Community Directory continue to be available after 31st March 2026</p>
Details of any alternative options considered and rejected:	<p>Do nothing and allow the contract to expire (not recommended)</p> <p>The council has a responsibility under the Care Act 2014 to provide information, advice and support to help people improve their health and wellbeing by connecting them to their local community, services and activities. Talk Community is an important part for the council’s structure for information signposting and guidance for the population.</p>
Details of any declarations of interest made:	None

Signed..... Date:

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