

### Record of operational decision

<b>Decision title:</b>	Approve the expenditure of £82,000 for the implementation of a replacement telephony contact centre system
<b>Date of decision:</b>	19 March 2025
<b>Decision maker:</b>	Director of Transformation and Strategy
<b>Authority for delegated decision:</b>	<p>To approve the addition of £368,000 in this year's (2024/25) capital programme, to deliver Wide Area Network (WAN) replacement project and Telephony Contact Centre project, funded from underspends in the capital programme.</p> <p>Delegates to the Director of Strategy and Transformation the spend, subject to Council approval, up to £368,000 to deliver the projects as part of the IT Capital Programme</p> <p><a href="#">Addition of Capital Budget to deliver IT Capital Programme Cabinet 28th Nov 2024</a></p> <p><a href="#">Addition of Capital Budget to Deliver IT Capital Programme Council 6th Dec 2024</a></p>
<b>Ward:</b>	Countywide
<b>Consultation:</b>	Political Group Consultation was held prior to the decision.
<b>Decision made:</b>	<p>To award a contract via the Crown Commercial Services RM6116 Network Services 3 framework agreement for the supply of Contact Centre Services.</p> <p>Award a contract to Charterhouse Voice and Data Limited for the provision of contact centre services for a period of 5 years with an optional extension of +2 +2 years at a total cost of £250,705 for 5 years.</p>
<b>Reasons for decision:</b>	The existing contract for the Telephony Contact Centre ends in March 2025. This new contract will save £32,000 in licence fees and allow us to build on the foundational work to realise transformation opportunities to support customer service delivery. This will also negate the need to replace current hardware (which is nearing end of life) to run the current telephony platform.
<b>Equality Considerations</b>	<p>The Public Sector Equality Duty requires the Council to consider how it can positively contribute to the advancement of equality and good relations and demonstrate that it is paying 'due regard' in our decision making in the design of policies and in the delivery of services.</p> <p>The mandatory equality impact screening checklist has been completed for this decision and it has been found to have low impact for equality. Due to the potential impact of this decision being low, a full Equality Impact</p>

	<p>Assessment is not required. However, the following equality considerations should be taken into account when making a decision about this activity/project:</p> <ul style="list-style-type: none"> <li>• The introduction of new technology will have an impact on staff and service delivery. This impact will be taken into consideration within individual projects aligned to this decision, where applicable.</li> </ul>
<p><b>Highlight any associated risks/finance/legal/equality considerations:</b></p>	<p>Not approving the funding will place the authority at risk of not meeting the digital ambitions it has set out in the Council’s Digital, Data &amp; Technology strategy 2024 – 2028, to provide digital tools which support our workforce to deliver the best services.</p> <p>Implementing the Telephony Contact Centre will allow Herefordshire Council to embrace and build new ways of working and provide a foundation for opportunities to modernise how we work, which in turn will have a positive impact on service delivery.</p>
<p><b>Details of any alternative options considered and rejected:</b></p>	<p>Do not request Telephony Contact Centre project funding is reallocated within the 2024/25 capital programme, instead progress for approval in the 2025/26 capital programme. Not recommended. This would delay implementation and in turn delay opportunities to modernise our services and implement transformational change to customer services delivery. In addition, delaying implementation will incur additional licencing and supplier costs to the organisation for only a short period, which does not present a cost-effective solution.</p>
<p><b>Details of any declarations of interest made:</b></p>	<p>N/A</p>

Signed: Rosie Thomas-Easton

Date: 21.03.25