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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 award a contract for the provision of the Talk Community Directory website, including hosting, maintenance and support.
Date of decision:	16 th March 2026
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:	Engagement has previously taken place with a wide range of stakeholders, including partner organisations, voluntary and community sector organisations, parish councils and councillors, through surveys, workshops and community partnership events. These informed the original development and ongoing operation of the Talk Community Directory. No additional consultation is required for this decision, which relates to continuity of an existing service.
Decision made:	To make a direct award to the existing provider for the continued delivery and management of the Talk Community Directory website, using the Crown Commercial Service G-Cloud 14 framework, for a contract period of two years with the option to extend for a further 12 months, at an annual cost of £20,000.
Reasons for decision:	<p>The Talk Community Directory is a business-critical public information service that supports the council's statutory duties under the Care Act 2014, particularly in relation to the provision of information, advice and support to help people improve their health and wellbeing and connect with community-based services.</p> <p>While the council has explored the option of bringing the Talk Community Directory in-house as part of wider corporate website developments, this is not currently achievable. A direct award via G-Cloud 14 provides a compliant and proportionate procurement route, ensures continuity of service, avoids disruption to residents and partner organisations, and allows sufficient time for longer-term plans to be progressed.</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>

	<p>a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act</p> <p>b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it</p> <p>c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.</p> <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>
<p>Highlight any associated risks/finance/legal/equality considerations:</p>	<p>Failure to secure a new contract would result in the loss of a key public information service and increased pressure on council-delivered information and advice services.</p> <p>The direct award via G-Cloud 14 is a compliant route for this low-value contract and mitigates the risk of service disruption while longer-term options are developed.</p>
<p>Details of any alternative options considered and rejected:</p>	<ul style="list-style-type: none"> • Do nothing / allow the contract to expire – rejected, as this would remove an important information and prevention service and negatively impact residents' ability to access support. • Develop an in-house delivery – not currently viable due to capacity and system constraints
<p>Details of any declarations of interest made:</p>	<p>None</p>

Signed: Date: 17 March 2026