

Record of operational decision

Decision title:	Decision to re-procure the existing case management system for logging, tracking and reporting on complaints and information requests.
Date of decision:	March 2026
Decision maker:	Director Governance & Law
Authority for delegated decision:	Chief Executive's Scheme of Delegation. Under general delegations the Director Governance & Law has delegated powers to act on behalf of the council in relation to any incidental operational matters within the service areas for which they are responsible, including spending decisions, and shall be in accordance with contract and financial procedure rules and approved capital and revenue budgets.
Ward:	Countywide
Consultation:	ICT Procurement and Legal have been involved in this process.
Decision made:	To award a contract to Fivium for the provision of a case management system for complaints and information requests for a period of two years at a total cost of £62,016.00.
Reasons for decision:	<p>A case management system for complaints and information requests was originally procured in 2021 and re-procured for a further two years in 2024.</p> <p>Logging and tracking of complaints and information requests is necessary to ensure compliance with statutory deadlines. Better reporting functions are required to be able to identify trends, issues and volumes which can be used for learning within the council to improve services and transparency. Many systems also provide a disclosure log which enables the publication of responses to requests under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004. Publishing responses helps to reduce the number of requests received and therefore reduces the strain on service areas needing to provide information for requests.</p> <p>A procurement exercise has been undertaken using a G-Cloud 14 framework assessment. Service offerings underwent a high level initial evaluation to determine feasibility against the service specification. Following this exercise, it was recommended that the contract to deliver the case management system be awarded to Fivium.</p>
Equality Considerations	All necessary accessibility requirements have been considered.
Highlight any associated risks/finance/legal/equality considerations:	The council has a statutory duty for dealing with information requests and a localised complaints process. If the complaints process is not effective then a complaint can be escalated to the Local Government & Social Care Ombudsman. If information requests are not dealt with effectively they can be escalated to the Information Commissioner's Office.

Details of any alternative options considered and rejected:	<p>The G-Cloud framework was consulted upon to understand what alternative solutions are available on the market. In order to implement different solutions we would also need to factor in set up costs from the provider and ICT support costs from Hoople. This in turn would increase the value of the contract.</p> <p>The alternative option would be to return to a manual process of recording complaints and information requests. However, that process has greater scope for human error leading to significant risks in information handling, and is more time consuming, and a software solution is considered a more efficient and effective approach.</p>
Details of any declarations of interest made:	None declared.

Signed: Claire Porter Date: 24.03.26