



EXECUTIVE BOARD DECISION

REPORT OF:	Executive Member for Digital and Customer Services, Executive Member for Environment & Operations
LEAD OFFICERS:	Assistant Director CE, Strategic Director of Environment & Operations
DATE:	Thursday, 6 July 2023

PORTFOLIO/S AFFECTED: Environment & Operations

WARD/S AFFECTED: (All Wards);

KEY DECISION: Y

SUBJECT: Budget approval for new software solution for Regulatory Services

1. EXECUTIVE SUMMARY

The purpose of this report is to seek budget approval for the new software system to manage the provision of Environmental Health, Trading Standards and Housing information management.

2. RECOMMENDATIONS

That the Executive Board:

- Approves a supplementary capital budget estimate of £300k for the scheme to be funded through corporate ICT capital reserves.
- Approves an increase to the department's annual revenue budget from the 2024/25 financial year of up to £50k.
- Notes that an Executive Member Decision will be now submitted by the Executive Member for Digital and Customer Services and the Executive Member for Environment & Operations following the tender exercise to award the contract confirming the final financial implications.

3. BACKGROUND

A report was approved by the Executive Board in April 2023 to commence procurement for a new software system for Regulatory Services. This was due to the current provider announcing that the current software provided to the Council may no longer be supported after the 31st March 2024, giving the Council no option but to tender for a replacement system.

The software is used in the Environmental Health Service, Public Protection, Private Sector Housing, Environmental Services, Home Improvement Service, Housing Assistance and the Contact Centre. The solution is the sole database used in these service areas and the history and intelligence held in the database is invaluable to the continued high standard of service delivery provided by the Council.

The tender was launched in accordance with the strategy approved by the Executive Board through the Crown Commercial Services Vertical Application Solutions framework giving suppliers 4 weeks to

respond. Shortly after the tender was launched the Council received a message from one of the key suppliers of the software requesting an extension of time on the tender due to the bank holiday and staff absence over this period. As there are not many suppliers who offer this kind of software the department felt there was no option but to grant the extension requested.

In the report to the Executive Board in April they were asked to note that a subsequent report would be made to the Board for the approval of the contract award including the financial implications, this was expected to be submitted to July's Executive Board for approval, with the extension granted to suppliers this means that it would not be possible to achieve this date.

Since the previous board the department has been in touch with another Council of a similar size to our own who has just completed a tender exercise for a replacement system themselves, this has enabled us to finalise the expected financial implications for this project. The department are therefore seeking the financial approvals for the project at this point with a subsequent Executive Member Decision to be made following the tender scoring.

With the extremely challenging timelines for the implementation of the new software it is imperative that the approval for the award of the contract progresses as quickly as possible, with the revised approach this will enable this to happen approximately 3 weeks earlier than having the award approved by the Executive Board in August.

4. KEY ISSUES & RISKS

The current system is going end of life giving the Council no option but to replace the system

- Without replacement the ability to comply with our statutory duties may be compromised.
- Time for Procurement and Implementation and the low number of competitors will make this a challenging implementation. An early decision on the award of the contract will provide some mitigation against this.

5. POLICY IMPLICATIONS

The services covered by this software provide important multiple regulatory services across the Council that contribute to the delivery of the Council Priorities.

6. FINANCIAL IMPLICATIONS

Revenue Implications

From market research it is estimated that the annual revenue cost for the new solution will be up to £65k per annum. The department already holds revenue of budget of £15k for the current solution leaving a shortfall of up to £50k per annum, with the increase being due to a shift from on premise solutions to those hosted by the supplier. This will be factored into the Council's budget for 2024/25.

Capital Implications

A capital budget of £200k is already in the capital programme for next year. The current estimate for the new solution is £500k plus contingency of £50k, this is made up of a mixture of supplier costs and Council staff working on the project.

The balance of the £350k required for the capital solution will be taken from the ICT capital reserves.

7. LEGAL IMPLICATIONS

Procurement has been in accordance with Public Contract Regulations 2015. Contract will be in a form approved by legal officers in the Legal and Procurement team.

The Contract covers multiple areas which are covered by statutory legislation;

- Environmental Protection Act 1990 legislation includes the control of emission into the environment and action against statutory nuisance.
- Food Safety Act 1990, Health and Safety Act work Act, Pollution prevention and Control Act, Public Health Act includes a list of legislation enforced by Commercial Environmental Health.
- Public Health (Control of Disease) Act
- Clean Air Act 1993
- Housing Act defines mandatory licensing of Houses in Multiple Occupation (HMO) and provides for enforcement against poor private rented property.
- Consumer Protection Act covers the remit of Trading Standards

8. RESOURCE IMPLICATIONS

There will be a requirement under the project for staff backfill to be provided due to the amount of work involved.

9. EQUALITY AND HEALTH IMPLICATIONS

Please select one of the options below. Where appropriate please include the hyperlink to the EIA.

Option 1 ☒ Equality Impact Assessment (EIA) not required – the EIA checklist has been completed.

Option 2 ☐ In determining this matter the Executive Member needs to consider the EIA associated with this item in advance of making the decision. (*insert EIA link here*)

Option 3 ☐ In determining this matter the Executive Board Members need to consider the EIA associated with this item in advance of making the decision. (*insert EIA attachment*)

10. CONSULTATIONS

Consultations have occurred with all affected service areas within the Council.

11. STATEMENT OF COMPLIANCE

The recommendations are made further to advice from the Monitoring Officer and the Section 151 Officer has confirmed that they do not incur unlawful expenditure. They are also compliant with equality legislation and an equality analysis and impact assessment has been considered. The recommendations reflect the core principles of good governance set out in the Council's Code of Corporate Governance.

12. DECLARATION OF INTEREST

All Declarations of Interest of any Executive Member consulted and note of any dispensation granted by the Chief Executive will be recorded in the Summary of Decisions published on the day following the meeting.

VERSION: 1

CONTACT OFFICER:	Peter Hughes
DATE:	01/06/2023
BACKGROUND PAPER:	Executive Board Decision – 13 th April 2023 – Procurement of new software solution for Regulatory Services.