

**EXECUTIVE DECISIONS TAKEN BY CABINET PORTFOLIO HOLDER
NOTICE OF DECISION**

TITLE OF DECISION: RENEWAL OF EXISTING CONTACT CENTRE SOFTWARE			
NAME OF DECISION TAKER:	CLLR TIM HAMILTON-COX		
POSITION AND RESPONSIBILITY HELD:	CABINET MEMBER WITH PARTICULAR RESPONSIBILITY FOR FINANCE AND RESOURCES		
CONTACT OFFICER:	SHAUN CROSSMAN		
TELEPHONE:	01524 582133		
E-MAIL:	scrossman@lancaster.gov.uk		
Details of Decision: That the existing contract with Anywhere 365 for contract centre software used by customer service and council housing customer services be renewed.			
Reasons for the decision: The current contract with Anywhere365 for their contact centre product is due for renewal November 2023. This software supports Customer Services and Council Housing Customer Services in responding to calls. Our existing contract is due to expire in November and losing the software without a replacement is an operational risk to a key public facing council department. The decision is required to be taken by the cabinet portfolio holder due to the value of the contract.			
I confirm that I have taken account of the options proposed by officers, the various implications set out in the report and the comments of the Monitoring and Section 151 Officers and am authorising the decision as set out above.			
SIGNATURE OF DECISION TAKER:	Cllr Tim Hamilton-Cox		
DATE:	26.9.23		
<i>THIS SECTION TO BE COMPLETED BY DEMOCRATIC SERVICES</i>			REF NO. ICMD7
DATE DECISION TAKEN:	26.9.23	DATE RECEIVED BY DEMOCRATIC SERVICES:	26.9.23
DATE DECISION PUBLISHED:	27.9.23	IMPLEMENTATION DATE (publication day + 5 working days):	05.10.23