



**LANCASTER  
CITY COUNCIL**

*Promoting City, Coast & Countryside*

**INDIVIDUAL CABINET MEMBER AND OFFICER DELEGATED DECISIONS**

**WEDNESDAY, 27 SEPTEMBER 2023**

Please find enclosed Decision Notice in connection with the following:

ICMD7      Renewal of Customer Service Contact Centre Software (Pages 2 - 5)

Please note that this is subject to call-in.

**Queries regarding these documents**

Please contact Liz Bateson, Democratic Services - email [ebateson@lancaster.gov.uk](mailto:ebateson@lancaster.gov.uk).

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

<b>TITLE OF DECISION: RENEWAL OF EXISTING CONTACT CENTRE SOFTWARE</b>	
<b>NAME OF DECISION TAKER:</b>	<b>CLLR TIM HAMILTON-COX</b>
<b>POSITION AND RESPONSIBILITY HELD:</b>	<b>CABINET MEMBER WITH PARTICULAR RESPONSIBILITY FOR FINANCE AND RESOURCES</b>
<b>CONTACT OFFICER:</b>	<b>SHAUN CROSSMAN</b>
<b>TELEPHONE:</b>	01524 582133
<b>E-MAIL:</b>	scrossman@lancaster.gov.uk
<p><b>Details of Decision:</b> That the existing contract with Anywhere 365 for contract centre software used by customer service and council housing customer services be renewed.</p>	
<p><b>Reasons for the decision:</b> 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.</p>	
<p><b>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.</b></p>	
<b>SIGNATURE OF DECISION TAKER:</b>	Cllr Tim Hamilton-Cox
<b>DATE:</b>	26.9.23
<i>THIS SECTION TO BE COMPLETED BY DEMOCRATIC SERVICES</i>	
<b>DATE DECISION TAKEN:</b>	26.9.23
<b>DATE DECISION PUBLISHED:</b>	27.9.23
<b>DATE RECEIVED BY DEMOCRATIC SERVICES:</b>	26.9.23
<b>IMPLEMENTATION DATE (publication day + 5 working days):</b>	05.10.23

# INDIVIDUAL CABINET MEMBER DECISION

## Renewal of Customer Service Contact Centre Software

### Report of Solutions Architect

PURPOSE OF REPORT			
To seek approval to renew the Customer Service Contact Centre Software for a further three years.			
<b>Key Decision</b>	<b>X</b>	<b>Non-Key Decision</b>	<b>Referral from Cabinet Member</b>
<b>Date of notice of forthcoming key decision</b>	24.08.23		
<b>This report is public</b>			

#### RECOMMENDATION

- (1) That the Customer Services Contact Centre Software be renewed.

#### 1.0 Introduction

- 1.1 Our existing contract with Anywhere365 for Contact Centre expires in November.
- 1.2 This contract covers the use and support of the Contact Centre software used by Customer Services and Council Housing Customer Services .
- 1.3 Without this contract, our ability to take calls through our primary advertised numbers for Customer Services will fail.

#### 2.0 Proposal Details

- 2.1 To award the contract in line with procurement procedures and renew the contract for the next three years.

#### 3.0 Details of Consultation

- 3.1 N/A

#### 4.0 Options and Options Analysis (including risk assessment)

	Option 1: Renew contract	Option 2: Do not renew contract
Advantages	Continuation of existing contact centre services	None
Disadvantages	None	Loss of existing contact centre services

Risks	None	Severe disruption to services provide by Customer Services and Council Housing Customer Services
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## 5.0 Officer Preferred Option (and comments)

5.1 The officer preferred option is Option 1, as this will ensure the continuation of vital services.

### RELATIONSHIP TO POLICY FRAMEWORK

The Anywhere365 contract provides access and support for a critical system. This system supports the delivery of the corporate priorities as the software is used in multiple areas of the council and is vital for the delivery of frontline services.

### CONCLUSION OF IMPACT ASSESSMENT

(including Health & Safety, Equality & Diversity, Human Rights, Community Safety, HR, Sustainability and Rural Proofing)

N/A

### LEGAL IMPLICATIONS

Legal have reviewed the contract and haven't identified any issues.

### FINANCIAL IMPLICATIONS

The total contract price is £255,000 for the next three years which is covered by existing budgets.

### OTHER RESOURCE IMPLICATIONS

#### Human Resources:

No implications

#### Information Services:

Large amount of internal ICT resource required to migrate Customer Services and Council Housing Customer Services off Anywhere365 system if contract is not renewed.

#### Property:

No implications

#### Open Spaces:

No implications

### SECTION 151 OFFICER'S COMMENTS

The s151 Officer has been consulted and has no further comments to add to those provided within the Financial Implications and by the Monitoring Officer

### MONITORING OFFICER'S COMMENTS

In accordance with the financial thresholds within the Cabinet Procedure Rules any decision by an individual Cabinet Member over £150,000 requires consultation with the relevant Chief Officer or Chief Executive. In addition, an award of contract for this renewal requires a member decision in accordance with the Contract Procedure Rules. The Monitoring Officer

understands that the procurement rules have been adhered to and relevant waivers obtained where necessary to support continuation of this business critical system.

**BACKGROUND PAPERS**

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