



**LANCASTER
CITY COUNCIL**

Promoting City, Coast & Countryside

INDIVIDUAL CABINET MEMBER AND OFFICER DELEGATED DECISIONS

THURSDAY, 8 AUGUST 2024

Please find enclosed Decision Notice in connection with the following:

ICMD7 Granicus renewal of contract (Pages 2 - 9)

Please note that this is subject to call-in.

Queries regarding these documents

Please contact Liz Bateson, Democratic Support - email ebateson@lancaster.gov.uk.

Democratic Support,
Town Hall,
Dalton Square,
Lancaster,
LA1 1PJ

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Promoting City, Coast & Countryside

**EXECUTIVE DECISIONS TAKEN BY CABINET PORTFOLIO HOLDER OR DELEGATED OFFICER
NOTICE OF DECISION**

Granicus renewal of contract			
NAME OF DECISION TAKER:		JASON WOOD	
POSITION AND RESPONSIBILITY HELD:		PORTFOLIO HOLDER FOR CORPORATE SERVICES	
CONTACT OFFICER:		EMILY TURBITT	
TELEPHONE:		01524 582236	
E-MAIL:		eturbitt@lancaster.gov.uk	
Details of Decision: That the Granicus CRM (Customer Relationship Management) system contract is renewed, in line with procurement rules, as set out in this report. (The report is exempt from publication by virtue of paragraph 3, Schedule 12A of the Local Government Act, 1972.)			
Reasons for the decision: Granicus is now embedded into the Council as the main CRM system for many incoming customer enquiries. Granicus and the functionality it provides will play an important role in delivery of the Council's 'fit for the future' programmes of work: and effectively resourced it will support delivery of the digital ambitions of a range of serve areas across the Council.			
IS THE DECISION URGENT No			
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 Jason Wood	
DATE:		8.8.24	
<i>THIS SECTION TO BE COMPLETED BY DEMOCRATIC SERVICES</i>			REF NO. ICMD7
DATE DECISION TAKEN:	8.8.24	DATE RECEIVED BY DEMOCRATIC SERVICES:	8.8.24
DATE DECISION PUBLISHED:	8.8.24	IMPLEMENTATION DATE (publication day + 5 working days):	16.8.24

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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