



**OPENNESS OF LOCAL GOVERNMENT BODIES REGULATIONS 2014  
RECORD OF OFFICER DECISION TAKEN UNDER DELEGATED AUTHORITY**

1. **SERVICE AREA**

Resources

2. **CASE REFERENCE**

C884

3. **DECISION  
TITLE**

Direct award to Capita Business Services Limited for Council tax and benefit software modules to modernise and improve the efficiency of service delivery.

4. **AUTHORITY TO TAKE THE DECISION**

**(tick)**

This decision has been taken under a specific express authorisation

This decision has been taken under a general authorisation

The effect of the decision is to:

(a) grant a permission or licence

(b) affect the rights of an individual

(c) award a contract or incur expenditure which materially affects the Council's financial position

5. **DETAILS OF THE DECISION MAKING OFFICER**

Name of decision making Officer

Ka Ng

Job title

Executive Director – Resources, Environment and Cultural Services

Signature

Date this decision was taken

## 6. DETAILS OF THE DECISION

Decision taken

To make a direct award to Capita Business Services Limited for Council tax and benefit software modules to modernise and improve the efficiency of service delivery.

Reasons

- The Councils Contract Procedures allows a direct award where an extension to an existing system is required
- The Corporate Director has delegated authority to award contracts of less than £100,000 in value. The agreement is split between Welwyn Hatfield and Broxbourne. Delegated authority to fund projects from the Modernisation Reserve was granted at Council in February 2020 and appropriate approval has been granted for this software and wider transformation project.
- The contract award will enable the wider Revenues and Benefits Transformation, expected to deliver efficiencies in future years.
- The modules allow direct integration with the Councils single digital platform and will enable customer self service.
- The systems align with Broxbourne which enables economies of scale and streamlined processes for the wider partnership.

Alternative options considered and reasons for their rejection (if any)

Alternative systems were considered, but as the council already uses the Capita Revenues and Benefits, this was not considered feasible / cost effective to migrate the full system or purchase new software to sit alongside the existing system. The Council could not purchase any new modules, but this would lead to ongoing inefficiencies, prevent improvements to the customer journey and prevent integration to the core platform.

## 7. BACKGROUND PAPERS USED TO INFORM THE DECISION

Background Papers	Location
CALL OFF CONTRACT	Procurement

## 8. DETAILS OF ANY MEMBER(S) CONSULTED

NOT APPLICABLE

## 9. DETAILS OF ANY OFFICER(S) CONSULTED

I have been consulted and agree with the decision

Head of Resources

Richard Baker

Signature

Date

Procurement Manager

Andrew Harper

Signature

Date

**10. OPINION OF DECISION MAKING OFFICER AS TO CONFIDENTIAL/EXEMPT INFORMATION**

In my opinion this record and/or background papers contain confidential/exempt information and the material is therefore not to be placed on the website or disclosed to the public

**11. ACTION FOLLOWING THE DECISION**

Date of publication