

EXECUTIVE DECISION RECORD

REF No: 528.22

A1 Service Area	Financial Services
A2 Title	Income Manager Software Upgrade
A3 Decision Taken By	Leader
A4 Chief Officer	Please print name: Sal Khan Please sign name: Approval by email 201222
A5 Leader / Deputy Leader	Please print name: Cllr George Allen Please sign name: Approval by email 201222
A6 Date of Decision	21 st December 2022

Confidentiality

A7 Is this Decision confidential by containing exempt information as described in Schedule 12A of the Local Government Act 1972?	No
A7.1 If yes, please state relevant paragraph from Schedule 12A LGA 1972.	N/A

Scrutiny

A8 Which Scrutiny Committee should this decision be submitted to? *(Please tick as appropriate)* ✓

Scrutiny Community Regeneration Committee

Scrutiny Environment and Health and Well Being Committee

Scrutiny Value for Money Council Services Committee ✓

B1 What is the Decision?	To approve the upgrade and implementation of the Income Manager Software to HeyCentric Next Generation Income Manager. The proposal includes essential upgrades to the Online Web Payments module (WEB) and Automated Telephony Service (ATP).
2 What are the reasons for the Decision?	
<p>The essential upgrade is required to be undertaken by the end of January 2023 in order to maintain service continuity and to ensure that our customers are able to continue to make payments to the Council via its existing payment channels, such as Web Payments and Automated Telephone Payments. For this reason an EDR is required under the urgency provisions within Part 3 of the Constitution to enable officers to place the order and to facilitate the upgrading of the software.</p> <p>The current software providers (Unit 4) are terminating their existing agreement with the current Payment Gateway Provider, Mastercard, at the end of January 2023. The Payment Gateway itself underpins the whole payment system, as this is what authenticates and approves the transactions made. Without this the software will not be able to transact payments to the Council.</p> <p>As a result of this Unit 4 have been looking at alternative solutions in order to provide their customers with continuity of service. They have collaborated with a third party supplier, HeyCentric to provide them with the next generation Income Manager Software solution. This is a fully functional cloud-based system, which utilises a brand new Payment Gateway Provider that handles and authorises all transactions, providing greater transparency regarding the underlying costs incurred. The essential modules required for the Council to continue to accept payments is all fully included within the new software proposal.</p> <p>As this provision of the service comes directly through Unit 4 it has already been thoroughly tested to ensure its full compatibility and integration with the rest of the existing Financial Management System.</p> <p>Without the upgrade to this system there is a high risk that customers would not be able to continue to make payments to the Council and therefore important to carry out this work to ensure the high level of service that has come to be expected, can be maintained.</p>	
B3 What are the contributions to Corporate Priorities?	Value for Money
B4 What are the Human Rights considerations?	There are no Human Rights issues arising from this decision.

Financial Implications

B5 What are the financial implications?	The main financial issues arising from this decision are as follows:
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Revenue	2022/23	2023/24	2024/25
Annual Licence/Support/Transaction Costs	£ 30,000	£131,000	£131,000
One off Implementation Costs	£ 49,000		
Existing MTFS Budget	£ 15,000	£ 73,000	£ 73,000
Additional Budget Requirement	£ 64,000*	£ 58,000	£ 58,000
*To be met from the IT Reserve			

Capital	2022/23	2023/24	2024/25
N/A			

The finance section has been approved by the following member of the Financial Management Unit:	Please print name: Lisa Turner Please sign name: Approval by email 201222
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Policy Framework

B6 Is the Decision wholly in accordance with the Council's policy framework?	Yes
B6.1 If No, does it fall within the urgency provisions (Part 3 of the Constitution)?	NA
B6.2 Has it got the appropriate approvals under those provisions?	NA
B7 Is the Decision wholly in accordance with the Council's budget?	No
B7.1 If No, does it fall within the urgency provisions (Part 3 of the Constitution)?	Yes
B7.2 Has it got the appropriate approvals under those provisions?	Yes

Equalities Implications

B8 What are the Equalities implications: N/A The subject of this Report is not a policy, strategy, function or service that is new or being revised
B8.1 Positive (Opportunities/Benefits): N/A
B8.2 Negative (Threats): N/A
B8.3 The subject of this decision is not a policy, strategy, function or service that is new or being revised. An equality impact assessment is not required.
B8.4 The equality impact assessment identified the following actions to be carried out: N/A

Risk Assessment

B9 What are the Risk Assessment implications:
B9.1 Positive (Opportunities/Benefits): Maintaining service continuity in respect of Web and Telephone payments. A cloud based system which is fully compatible with the existing Financial Management System, ensuring a smooth and seamless transition from the current version of Unit4 Income Manager across to the Next Generation Income Management software. The way that the software has been developed means that there is no longer a need to factor in 'significant upgrades' as part of the lifecycle of the product.
B9.2 Negative (Threats): Without this upgrade we would lose the capacity to take payments via the Web and Telephone Payments, reducing the range of payment methods available to customers potentially impacting on collection rates, cashflow and possible customer complaints.
B9.3 These risks are recorded in the operational Risk Register. Any financial implications to mitigate against these risks are considered above.

Legal Considerations

B10 What are the Legal Considerations:
B10.1 There are no significant legal issues arising from this decision. A variation agreement to the existing contract will be entered into with Unit 4.
This section has been approved by the following member of the Legal Team
Please print name: Sherrie Grant
Please sign name: Approval by email 201222

Sustainability Implications

B11 What are the Sustainability implications:
B11.1 The proposal would not result in an overall positive effect in terms of sustainability (including climate change and change adaptation measures).
B11.2 Positive (Opportunities/Benefits): N/A
B11.3 Negative (Threats): N/A

Health & Safety Implications

B12 What are the Health & Safety implications:
B12.1 A Risk Assessment has not been carried out and entered into Safety Media for all significant hazards and risks because there are no significant hazards or risks arising from this decision.
B12.2 Any financial implications to mitigate against these hazards and risks are considered above.
B12.3 Control measures and an action plan have been identified for any significant hazards and risks identified in the risk assessment. The positive/negative impacts are set out below
B12.3.1 Positive (Benefits) N/A
B12.3.2 Negative (Threats) N/A

Key Decision

B13 Is this a Key Decision? Yes

Note: A Key Executive Decision is one where:

1. **REVENUE** – Any contract or proposal with an annual payment or saving of more than £100,000
2. **CAPITAL** – Any capital project with a value in excess of £150,000
3. A decision which significantly affects communities living or working in an area comprising two or more wards.

B13.1 If this is a Key Decision, is this an urgent decision such that a delay caused by use of the Call-in Procedure would <u>seriously</u> prejudice the public interest?	Yes
B13.2 If yes, has the Mayor or in his/her absence the Deputy Mayor or in his/her absence the Chair of the relevant Scrutiny Committee agreed that the decision will be exempt from Call-in?	Yes

NOTE: If this decision is subject to the Call-in Procedure it will come into force, and may then be implemented, on the expiry of 3 working days after publication – unless 10 Members of the Council call in the decision.

Please send the original signed document to andrea.davies@eaststaffsbc.gov.uk