

ASHFIELD DISTRICT COUNCIL: OFFICER DECISION RECORD

Please use this form to record those executive decisions which are taken by officers and are **not** designated as 'Key Decisions' – or in other words those decisions which are **not** included in the Forward Plan. There is a separate form for recording Key Decisions.

You should also use this form to record decisions about those functions which are reserved to the Council or to its committees. The Constitution explains what these reserved functions are and who is responsible for them.

1. Title / Subject Matter: Engagement of Civica On-Demand Service

Please give a brief summary of what the decision is about. A short title for future reference would also be helpful.

Civica On-Demand Service – to engage Civica On-Demand to undertake various types of processing work on behalf of ADC's Revenues & Benefits Service.

2. Decision Reference No: RBT-REV/CS-ODR210

3. Decision Taken:

Try to briefly summarise what you have actually decided to do. For instance, to purchase a specific piece of equipment for a specific cost, to be paid for from which budget heading etc. Don't include any exempt information in your summary that you would not want to be published.

To engage Civica On-Demand to undertake various types of processing work on behalf of ADC's Revenues & Benefits Service.

4. Reasons for the Decision:

Again, briefly explain why you thought this was the right decision

As Service Manager for Revenues & Benefits I have identified that due to the current work demands being placed on the Revenues & Benefits service in connection with the Governments response to the Coronavirus pandemic, there is a possibility that we fall into a backlog situation and thereby enter a spiral of inefficient use of staff having to deal with public enquires concerning late payments of Benefits etc. Due to the service being very much "demand led", it is

imperative that the Service Manager has arrangements in place to offset any potential overload of work by being able to call on external processing capability on an immediate basis, as and when required.

5. Alternative Options Considered / Rejected:

Briefly summarise what other options, if any, you considered and explain why you rejected them.

To engage the services of an Agency contractor, however apart from being substantially more expensive than the Civica On-Demand service, there is also the requirement to engage contractors for fixed periods of 1 month minimum, but usually 3 months. This is simply not necessary and is not a financially sensible option to take.

6. Implications

Please ask the respective professional Officers for their assessment of the potential (a) Legal,(b) Financial and (c) Human Resources implications of the decision. You only need to consult other relevant officers if you think that the decision will have an impact on their areas of responsibility.

a) Legal:

Legal Services have provided advice and assistance in relation to the proposed contract.

b) Financial

310 Full Claim Reviews - £6,644.20

43 Self Employed Reviews - £1344.79

Total £7988.99 (funded by HBAA Initiative Admin grant from Central Government)

c) Human Resources

There are no HR implications in the report as the service is an ad hoc service to support employees at key times.

d) Diversity/Equality;

By using the On-Demand service to help meet the high work demand on the service enable the Revenues & Benefits Service to continue to deliver a quality service which is of course in the best interests of all residents of the District. This is therefore a positive action in regard to our Diversity and Equality responsibility as all groups will continue to receive the best service we can deliver.

Name / Title of the officer taking the Decision:

Use your own name and title. Do not 'pp' for a more senior officer who has asked you to take the decision.

Craig Bonar - Service Director for Resources and Business Transformation



Date: 12/11/2020

Name / Title of the relevant Lead Cabinet Member consulted (if appropriate)

(This decision is not subject to call-in and is circulated for information only). **If a Cabinet Member has a conflict of interest relating to this decision, then this should be declared and a request for dispensation will be considered.**

Date:

Name / Title of the relevant Committee Chairman consulted (if appropriate)

(for non Executive/Council side function decisions)

Date:

The completed form should be emailed to the Democratic Services Team:

democratic.services@ashfield.gov.uk

They will arrange for it to be published on the Council's web site.