

# Decision Pathway Report



**PURPOSE:** Key decision

**MEETING:** Cabinet

**DATE:** 02 October 2018

<b>TITLE</b>	Complaints & FOI		
<b>Ward(s)</b>	Bristol Citywide		
<b>Author:</b> Garfield Horner	<b>Job title:</b> Customer Relations Manager		
<b>Cabinet lead:</b> Councillor Cheney	<b>Executive Director lead:</b> Rizwan Tariq		
<b>Proposal origin:</b> BCC Staff			
<b>Decision maker:</b> Cabinet Member <b>Decision forum:</b> Cabinet			
<b>Purpose of Report:</b> Cabinet to approve a competitive tender for a new Complaint & FOI system and the decommissioning of the current system (Salesforce)			
<b>Evidence Base:</b> The Council has a statutory responsibility to deal with Complaints, Subject Access Requests and Freedom of Information requests within certain timescales (e.g. under the Social Care Statutory Complaints legislation and General Data Protection Regulations (GDPR)). We must ensure we comply with the Information Commissioner's Office (in relation to FOI's and SAR's) and Local Government, Housing and Social Services Ombudsmen when dealing with cases.  In autumn 2017 SLT (now CLB) authorised the replacement of Salesforce (the current system) for Complaints & FOIs.  Salesforce systems are currently used by Complaints & FOI and Residents Parking and in 17/18 cost BCC £248k. We also had a support contract with Arcus costing us £36k up until 16/17 which has now expired and not been renewed. This means that these systems are now unsupported both services are operating at risk.  Salesforce is not a user friendly system for handling Complaints and FOI and doesn't meet the business needs. As a result many BCC services, including those with large volumes of cases e.g. traffic, and waste services have stopped using Salesforce, resulting in BCC paying for 400 licences, of which, only 100 are currently being used (approx. 60 Customer Relations Team and 35 Parking Services team).  We have recently negotiated a new contract with Salesforce (as of 21 <sup>st</sup> May for 1 year) with a reduced number of licences, now costing us £108k for the next 12 months, a saving of approx. £156k so far. This budget is held by Software Development & Support who support this approach.  The implementation and delivery of a replacement system for Complaints & FOI is anticipated to cost in the region of £108k plus £54k pa maximum annual support costs. Assuming both Complaints & FOI and Parking Services replace Salesforce by May 2019 enabling Salesforce to be fully decommissioned, and a further £108k can be realised from the reduction of the remaining 100 licences.			
<b>Recommendations:</b> <ol style="list-style-type: none"><li>1. To approve a competitive tender for a new Complaint &amp; FOI system for a period of 7 years (3 plus 2 plus 2) for an estimated value of £432k.</li><li>2. To delegate authority to the Service Director for Communities in consultation with the Executive member for Finance Governance and Performance to enter into procurement process and award a contract for the new Complaint and FOI system.</li><li>3. To approve the decommissioning of Salesforce, the current Complaint and FOI system.</li></ol>			

**Corporate Strategy alignment:**

Aligns to the Organisational Priority 2

- Equip our colleagues to be as productive and as efficient as possible

We will know our actions are delivering – key success measures for 2018/19

- Increase the percentage of stage 1 non-statutory complaints that we respond to within 15 working days to 90%.

**City Benefits:**

The new system will:

- Provide better quality complaints information for Senior Managers – improving user data accuracy, richer BI feeding into a powerful scheduled reporting tool aimed at Senior Managers
- Receive better quality responses from Respondents by introducing regular satisfaction surveys to complainants to ‘rate the quality of their complaint investigation and response’
- Improve the end to end citizen experience as Citizens will be able to access cases and track progress and connect different case types e.g. FOI’s, Complaints, SAR’s, Councillor/MP Enquiries

**Consultation Details:**

No consultation is necessary

<b>Revenue Cost</b>	<b>£(54)</b>	<b>Source of Revenue Funding</b>	14872 - R4535 Software Development & Support
<b>Capital Cost</b>	<b>£108k</b>	<b>Source of Capital Funding</b>	Change Reserve
<b>One off cost</b> <input checked="" type="checkbox"/>	<b>Ongoing cost</b> <input checked="" type="checkbox"/>	<b>Saving Proposal</b> <input type="checkbox"/>	<b>Income generation proposal</b> <input type="checkbox"/>

**Required information to be completed by Financial/Legal/ICT/ HR partners: LP to contact****1. Finance Advice:**

The decision to invest in a new system for FOI and complaints has expected implementation costs of £108k (£54k delivery plus £5k4 first year support and maintenance) and on-going annual spend of maximum £54k (this may be lower dependent on actual supplier selected in procurement)

The decision to move from Salesforce to a new solution will deliver a small saving by reducing license used for FOI and complaints as the system is still used by Parking. However once parking is moved off the full saving of decommissioning salesforce will be realised. Independent of a business case to move parking off salesforce, this business case has a resultant investment, however seen together the two dependent business cases can deliver significant savings by fully decommissioning salesforce.

The number of licenses was recently reduced from c400 to 100 which has already delivered a saving and it is proposed to use a proportion of those savings to fund the this new system, this is sufficient to deliver what is required however as this is related to a savings initiation consideration should be given as to whether to fund the implementation costs through flexible use of capital receipts.

There could also be efficiencies to be realised in staff time through a more effective solution to the process

**Finance Business Partner:** Michael Pilcher 29/05/18**2. Legal Advice:**

The actions set out in the report are lawful.

Whenever the Council procures goods and/or services where the value is over £181k, then the goods and services must be complied in compliance with the Public Contracts Regulations 2015, unless an exemption is available. The value of the new system to deal with Complaints, requests under the Freedom of Information Act etc. is estimated to be in the region of £432k. The exact value will be determined once the procurement process is underway. Accordingly the system will need to be procured in compliance with the Regulations, and officers must seek legal advice to ensure this happens.

As the value of the contract may be very close to or even exceed £500k, the decision to enter into the contract is being taken as key decision to ensure the relevant authority is in place (as contracts where the value is over £500k must be taken as key decisions pursuant to regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

There are no particular equalities issues arising from the proposals in this report. Should any be identified they will be brought to client officers' attention to be addressed as appropriate.

There is no public consultation issues associated with this proposal.

**Legal Team Leader:** Sinead Willis, Commercial and Governance Team Leader, comments provided 30/07/18.

**3. Implications on ICT:**

Endorsed following a robust discussion with the project team regarding alternative approaches, it was agreed that the current proposal was both the most expedient route through to the solution as well as meeting current functional needs. Through procurement, I would suggest building in some flexibility through contractual breakpoints so that advantage could be maintained going forwards as the ICT FSA project is implemented.

**ICT Team Leader:** Steve Somerfield 30/05/18. Also reviewed and agreed, Ian Gale 19/07/18

**4. HR Advice:** No direct HR implications apparent

**HR Partner:** James Brereton 29/05/18

<b>EDM Sign-off</b>	Patsy Mellor	08 August 2018
<b>Cabinet Member sign-off</b>	Councillor Craig Cheney	20 <sup>th</sup> August 2018
<b>CLB Sign-off</b>	Mike Jackson	21 <sup>st</sup> August 2018
<b>For Key Decisions - Mayor's Office sign-off</b>	Mayor's Office	3 <sup>rd</sup> September 2018

<b>Appendix A – Further essential background / detail on the proposal</b>	<b>NO</b>
<b>Appendix B – Details of consultation carried out - internal and external</b>	<b>NO</b>
<b>Appendix C – Summary of any engagement with scrutiny</b>	<b>NO</b>
<b>Appendix D – Risk assessment</b>	<b>YES</b>
<b>Appendix E – Equalities screening / impact assessment of proposal</b>	<b>YES</b>
<b>Appendix F – Eco-impact screening/ impact assessment of proposal</b>	<b>NO</b>
<b>Appendix G – Financial Advice</b>	<b>NO</b>
<b>Appendix H – Legal Advice</b>	<b>NO</b>
<b>Appendix I – Combined Background papers</b>	<b>NONE</b>
<b>Appendix J – Exempt Information</b>	<b>NO</b>
<b>Appendix K – HR advice</b>	<b>NO</b>
<b>Appendix L – ICT</b>	<b>NO</b>