

Public Document Pack



Democratic Services
White Cliffs Business Park
Dover
Kent CT16 3PJ

Telephone: (01304) 821199
Fax: (01304) 872453
DX: 6312
Minicom: (01304) 820115
Website: www.dover.gov.uk
e-mail: democraticservices@dover.gov.uk

24 December 2021

Dear Councillor

NOTICE OF DELEGATED DECISION – (DD26 21) UPGRADE OF INCOME MANAGEMENT SOFTWARE SYSTEM

Please find attached details of a decision taken by Mr Mike Davis, Strategic Director (Corporate Resources) and Section 151 Officer, to approve the upgrading of the Council's income management software system.

As a non-Key Officer decision, call-in does not apply (paragraph 18(a) of Part 4 (Rules of Procedure) of the Constitution).

Members of the public who require further information are asked to contact Kate Batty-Smith, Democratic Services Officer on 01304 872303 or by e-mail at democraticservices@dover.gov.uk.

Yours sincerely

A handwritten signature in cursive script that reads "Kate Batty-Smith". Below the signature is a horizontal line.

Democratic Services Officer

ENCL

1 **NOTICE OF DELEGATED DECISION - (DD26 21) UPGRADE OF INCOME MANAGEMENT SOFTWARE SYSTEM** (Pages 2-4)

Decision Notice

Delegated Decision

Decision No:	DD26
Subject:	UPGRADE OF INCOME MANAGEMENT SOFTWARE SYSTEM
Notification Date:	24 December 2021
Implementation Date:	1 December 2021
Decision taken by:	Mike Davis, Strategic Director (Corporate Resources) and Section 151 Officer
Delegated Authority:	Delegation C33 to the Section 151 Officer of Section 6 (Scheme of Officer Delegations) of Part 3 (Responsibility for Functions) of the Constitution: 'To authorise new projects up to £50,000 that can be funded within the overall resources of the approved Medium-Term Financial Plan'.
Decision Type:	Executive Non-Key Decision
Call-In to Apply?	No (<i>Call-in does not apply to non-Key Officer decisions</i>)
Classification:	Unrestricted
Reason for the Decision:	Procurement of an upgrade to the Income Management Software system (and migration to a Cloud solution).
Decision:	To approve a new project to procure an upgrade to the Council's income management software system (and migrate to a Cloud solution).

1. **Consideration and Alternatives** (*if applicable*)
 - 1.1 See attached report.
2. **Any Conflicts of Interest Declared?**
 - 2.2 None.
3. **Supporting Information** (*as applicable*)
 - 3.1 See attached report.

Subject:	UPGRADE OF INCOME MANAGEMENT SOFTWARE SYSTEM
Date:	1 December 2021
Decision to be taken by:	Mike Davis, Strategic Director (Corporate Resources) and Section 151 Officer
Report of:	Dean Coulls, Procurement Manager
Portfolio Holder:	Councillor Vinson, Portfolio Holder for Finance, Governance, Digital and Climate Change
Decision Type:	Executive Non-Key Decision
Classification:	Unrestricted
Delegated Authority:	Delegation C33 to the Section 151 Officer of Section 6 (Scheme of Officer Delegations) of Part 3 (Responsibility for Functions) of the Constitution: 'To authorise new projects up to £50,000 that can be funded within the overall resources of the approved Medium-Term Financial Plan'.
Purpose of the report:	Procurement of an upgrade to the Income Management Software system (and migration to a Cloud solution).
Recommendation:	To approve a new project to procure an upgrade to the Council's income management system (and migrate to a Cloud solution).

1. Summary

To upgrade to the latest Cloud-based version of our Income Management and Counter Receipting systems.

2. Introduction and Background

- 2.1 The Axis Income Management (AIM) System currently processes all the income due to the Council which includes Business Rates, Council Tax and Housing Rent. In 2020/21 the system processed over 226,000 transactions which included £27 million in Business Rates and £13 million in Council Tax. The income is processed in AIM each day prior to being sent to the relevant target areas such as Council Tax and Housing Rents.
- 2.2 The Axis Counter Receipting System (also part of the Income Management System) processes all cash and cheques received at the Council offices which in the last financial year was circa £1 million in cheques and £5,000 in cash.
- 2.3 The current version of the AIM application (V.9) is running on Windows 2008, which is no longer supported. The AIM system was in the process of being upgraded (user testing). However, we have now been advised that this has also gone out of support.
- 2.4 As the application server for the software cannot stay on the network (as it is running on an unsupported operating system which does not get Windows updates), we need to either upgrade to the latest version V.14 (due for release the end of this year) or replace completely with an alternative product.
- 2.5 The latest version would be Cloud-based and would be accessed via the internet and would not operate on servers owned by the Council or shared with Thanet District

Council or require management by EKS. This is in line with DDC's policy for Cloud-Based Systems.

3. Identification of Options

3.1 Enquiries have been made with the provider of the new financial system (Technology One) in respect of their income management module. However, indicative costs are in the region of £30,000 to £80,000 for implementation (dependent on the level of 'assisted build') and circa £10,000 per annum hosting charge.

3.2 The incumbent provider Capita have quoted £20,065 to upgrade and migrate AIM, with annual hosting charges thereafter at £8,000 per annum (over 5 years).

4. Evaluation of Options

4.1 Consideration has been given to not upgrading at this time. However, as the version we are using is no longer supported by the software company, this puts the authority at risk of not being able to process the income due.

4.2 In considering the move to the system provided by Technology One, the Council would be 'early adopters' of the module and as such, given the costs and the ongoing 'bedding down' of the new financial system, this option has been dismissed at present.

5. Resource Implications

5.1 The quote from Capita for the upgrade of the income management software to a Cloud-based version is £20,000, with annual costs of £8,000 (currently circa £4,000). We would expect 25% of these costs to be charged to the Housing Revenue Account and the remainder to come from the ICT reserve.

6. Climate Change and Environmental Implications

7. The Principal Climate Change and Sustainability Officer has advised that given the nature of the report there are no implications.

8. Corporate Implications

8.1 Comment from the Strategic Director (Corporate Resources) (linked to the MTFP): The Strategic Director has been consulted in the preparation of this report and has no further comments to make.

8.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.

8.3 Comment from the Equalities Officer: (KM) This report does not specifically highlight any equality implications, however in discharging their duties members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>

9. Appendices

None.

10. Background Papers

None.

Contact Officer: Louise Peasgood