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| Subject: | UPGRADE TO PENTANA SYSTEM |
| Decision to be taken by: | Brinley Hill, Head of Community and Digital Services |
| Report of: | Abi Robinson, Digital Services Manager |
| Portfolio Holder: | Councillor Chris Vinson, Portfolio Holder for Finance, Governance, Digital and Climate Change |
| Decision Type: | Executive Non-Key Decision |
| Classification: | Unrestricted |

Delegated Authority: Authority delegated by Cabinet (Cabinet decision CAB 87 of 28 February 2022) and Council (at its meeting held on 2 March 2022) when approving the Council Budget 2022/23 and Medium-Term Financial Plan 2022/23-2025/26 (as set out in Annex 10 of the report) as follows: 'Delegate the approval of projects included in Annex 6D, the Digital & ICT Programme, to the Head of Community and Digital Services, in consultation with the Portfolio Holder for Finance, Governance, Digital and Climate Change.'

Purpose of the report: Approval of a project for the procurement of an upgrade to the Pentana System to support the digitisation of the corporate complaints process.

Recommendation: To approve a new project to procure an upgrade to the Pentana System.

1. Summary

The digitisation of the corporate complaints system will facilitate more effective processing of corporate complaints, more comprehensive reporting and free up officer time to concentrate on Stage 2 complaints.

2. Introduction and Background

2.1 The corporate complaints system has not undergone a comprehensive review in over a decade and the recent review of the corporate complaints process offered the opportunity to also explore ways in which increased digitisation could complement the process and increase efficiency, particularly in the production of performance management information.

2.2 The current corporate complaints arrangements make limited use of the Pentana system and require more double handling of complaint information than would be ideally preferred for maximising efficiency. The use of excel spreadsheets, while sufficient to deliver a robust corporate complaints process, could be improved on by greater use of the Pentana system. This would also include works to integrate data from the corporate complaints web form directly into the Pentana system reducing the need for it to be manually entered into the system from the email form generated by the website.

2.3 The Pentana system also offers the opportunity to route contacts to corporate complaints more effectively allowing other members of the Corporate Services team to assist in the administrative processes and support the work of the Corporate

Complaints Officer. It should also free up the time of the Corporate Complaints Officer to focus her time more effectively in investigating Stage 2 complaints.

3. Identification of Options

3.1 Option 1: To procure the upgrade for the Pentana system to support the digitisation of the corporate complaints process. This is the recommended option.

3.2 Option 2: To not procure the upgrade for the Pentana system. This is not the recommended option.

4. Evaluation of Options

4.1 Option 1 allows for the increased digitisation of the corporate complaints process and the delivery of efficiencies in the processing of complaints.

4.2 Option 2 will continue with the current arrangements. While this still leaves the Council with a robust and effective corporate complaints process, it misses the opportunities that increased digitisation offers for improved processes and more effective processing of complaints.

5. Resource Implications

5.1 Financial Costs

Year 1

| Description | Duration | Total Price |
|--------------------------|---------------------------|-------------|
| Consultancy and Training | 2 Days | £2,460.00 |
| Pentana Risk API | 7 months (pro rata 21/22) | £467 |
| Total | | £2,927 |

Ongoing

| | | |
|--------------------------|--|------|
| Pentana Risk API Ongoing | | £800 |
|--------------------------|--|------|

5.2 There would be resource implications to the Digital Team, which will be met by existing staffing.

- Web Developer to build and integrate the form using the APIs.
- Digital Support Officer to co-ordinate the project.
- Service areas to attend the training.

6. Climate Change and Environmental Implications

6.1 There are no direct climate change and environmental implications.

7. Corporate Implications

7.1 Comment from the Director of Finance (linked to the MTFP): The current Pentana Risk module is paid to 31 March 2023 and the ongoing charge can be met by the current budget for the system. However, there will be a minor pressure on finances from the approx. £3000 initial set up for the system. Members are therefore reminded that the Council's revenue and capital resources are under pressure, with the 2022/23 Budget and Medium-Term Financial Plan forecasting a requirement to save in the region of £900k from 2023/24 as at March 2022 in addition to pressures arising in 2022/23. Members will therefore wish to assure themselves that the budget pressure identified

in the proposal progresses the Council's priorities and that the proposal is the best option available, affordable and will deliver value for money. (LS)

7.2 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.

7.3 Comment from the Equalities Officer: 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>

8. **Appendices**

None.

9. **Background Papers**

None.

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