

## Record of Officer's Decision

### The Openness of Local Government Bodies Regulations 2014 and the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

<b>Date of Decision:</b>	7 <sup>th</sup> February 2022
<b>Decision Maker (Officer):</b>	John Higgins Head of Service for IT and Resilience
<b>Authority for Delegated Decision (Cabinet/Committee Decision or Scheme of Delegation – provide reference):</b>	Part 3, Schedule 3 – Delegation of Executive Functions delegated to Officers paragraph 4.4 (1) <i>With the exception of the matters which the Leader of the Council has determined are to be discharged by the Cabinet or individual Portfolio Holders, as detailed in the Cabinet Scheme of Delegation, the Chief Executive and the Corporate Directors have delegated authority to discharge all executive functions within their respective service areas as set out in Article 12, having authority to act on all such matters. The Chief Executive shall determine from time to time what the service responsibilities of the Deputy Chief Executive and each Corporate Director and Head of Service shall be.</i>  <i>(2). The delegation of powers to officers is underpinned by the principle and culture of consultation and liaison with Members, as appropriate and the ability for officers to refer matters to the relevant decision maker i.e. individual Portfolio Holder or a meeting of the full Cabinet, where it is felt that this is appropriate due to the nature of an issue</i>
<b>Identify which Portfolio Holder(s)/Committee Chairman consulted?</b>	Concurrence has been obtained in consultation with the Deputy Leader/ Cabinet Member for Finance and Corporate Services.
<b>Ward Member(s) consulted?</b>	N/A
<b>Is it a Key Decision?</b>	Yes
<b>Is it subject to call-in?</b>	Yes
<b>Decision Made:</b>	Officer decision to replace outdated BT ISDN30 telephony circuits with BT SIP telephony services through the Crown Commercial Services procurement framework (RM3808-L3-BT0193 & BT0006) for a period of 5 years.
<b>Reason for Decision (if a report was produced to</b>	Tendring District Council officers have led Essex Online Partnership (EOLP) partners in a multi-partner, value-for-money, SIP telephony framework offering which all EOLP

<p><b>support the Decision, refer to or attach it):</b></p>	<p>partners can join as and when their existing telephony contractual arrangements allow. This in turn has volume-based pricing reduction benefits for each partner.</p> <p>With reference to the published accompanying report the following benefits will be accrued;</p> <ol style="list-style-type: none"> <li>1) The decision aligns with the council's digital 'cloud first' strategy and customer services strategy.</li> <li>2) Minimal service disruption and technology change complexity risk.</li> <li>3) Value for Money.</li> <li>4) Resilience enhancements to a critical council communications channel.</li> <li>5) Decision timeliness - The Council has been utilising Bt ISDN30 telephony technology for a number of years and these services will cease in 2025.</li> <li>6) Enhanced telephone call volume capacity and flexibility to temporarily increase incoming telephone lines, if required. <i>Note: In this context, the council's adopted customer service strategy moving service users onto self-service channels is relevant.</i></li> <li>7) Framework agreement procurement in accordance with our procurement rules of procedure.</li> <li>8) A managed service supported by the UK's telephony network market leader.</li> </ol>
<p><b>Highlight any associated risks/finance/legal/equality considerations:</b></p>	<p>Moving this application to the Cloud will further enhance application resilience, cyber security and business continuity.</p> <p>The procurement is via the UK government Crown Commercial Services procurement framework (RM3808-L3-BT0193 &amp; BT0006) which is being used in accordance with the Council's Procurement Procedure Rules.</p> <p>From an equality perspective all of the council's supportive telephony services e.g. inductive loop technologies will continue to operate.</p>
<p><b>Details of any Alternative Options Considered and rejected (together with reasons):</b></p>	<ol style="list-style-type: none"> <li>1) Doing nothing is not an option as UK ISDN30 services will cease nationally in 2025. Likewise on-premise equipment is now end-of-life and will become an operational liability.</li> <li>2) SIP technology now has the proven prerequisite resilience and reliability to support this council key communication channel – as opposed to new-to-market emerging technologies e.g. 5G mobile connectivity.</li> <li>3) This decision proposal utilises EOLP combined purchasing power through a framework to achieve best value-for-money whilst still giving Tending the solution it requires. As opposed to a stand-alone Tending tender process which is resource intensive and in this instance is highly likely to increase costs.</li> </ol>
<p><b>Details of any declarations of interest (by Portfolio</b></p>	<p>N/A</p>

<p>Holder/Committee Chairman who was consulted by the officer, which related to the decision)</p> <p>If relevant, a note of the dispensation granted by the Monitoring Officer:</p>													
<p>Reason Decision, or supporting Report, is not published:</p> <p><i>Tick one or more of the specific exemptions, <b>and</b> Give more information in the final box with regards to why the exemption applies and outweighs the public interest test (which is in favour of disclosure).</i></p>	<table border="1"> <tr> <td data-bbox="576 544 635 618">√</td> <td data-bbox="635 544 1380 618">Not applicable – Decision [and report] to be published</td> </tr> <tr> <td colspan="2" data-bbox="576 618 1380 694">If Report is not to be published – tick one of the following boxes:</td> </tr> <tr> <td data-bbox="576 694 635 770"></td> <td data-bbox="635 694 1380 770">N/A</td> </tr> <tr> <td data-bbox="576 770 635 846"></td> <td data-bbox="635 770 1380 846"></td> </tr> <tr> <td data-bbox="576 846 635 922"></td> <td data-bbox="635 846 1380 922"></td> </tr> <tr> <td data-bbox="576 922 635 992"></td> <td data-bbox="635 922 1380 992"></td> </tr> </table>	√	Not applicable – Decision [and report] to be published	If Report is not to be published – tick one of the following boxes:			N/A						
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**Officers**

Signed:  John Higgins Title: Head of IT & Resilience

*DPobjoy*  
Dan Pobjoy Title: IT Technical Operations Manager

**In consultation with:**

Signed: *Carlo Guglielmi* Title: Deputy Leader Cabinet Member for  
Cllr. Giancarlo Guglielmi Finance and Corporate Services.

**Dated: 9 February 2022**