

Notice of Non-key Executive Decision

Subject Heading:	Contract award for Jadu Website Upgrade
Decision Maker:	Paul Fisher – Director Customer Services
Cabinet Member:	Cllr Paul Middleton, Cabinet Member - Corporate, Culture & Leisure Services
SLT Lead:	Paul Fisher – Director Customer Services
Report Author and contact details:	Dennis Leeks Dennis.leeks@havering.gov.uk
Policy context:	- Vision & Corporate Plan ‘Council is digitally enabled’ - Digital Strategy
Financial summary:	The proposed solution for the website upgrade with the incumbent provider will cost £103,200 as a one-off charge and an additional £3,150 per annum in support costs.
Relevant OSC:	Overview and Scrutiny Board
Is this decision exempt from being called-in?	Yes, the decision will be exempt from call in as it is a Non key Decision

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The subject matter of this report deals with the following Council Objectives

People - Things that matter for residents

Place - A great place to live, work and enjoy

Resources - A well run Council that delivers for People and Place

Part A – Report seeking decision

DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

It is recommended that the Council agrees to procure directly from Jadu the upgrade to its existing website to move it onto the latest platform and re-design the site to align with one of the Themes deployed by Jadu which are in use across many other councils.

The cost of the contract will be a one-off cost of £103,200 and an increase in licensing costs of an additional £3,150 per year. The contract will start in November 2023 and co-terminate with the existing contract in February 2026, meaning the additional licensing costs will be approximately £7030 and the approximate overall cost of the contract will be £110 230.

AUTHORITY UNDER WHICH DECISION IS MADE

3.3 Powers of Members of the Senior Leadership Team of Part 3 [Responsibility for Functions] of the Constitution

Contract powers

(a) To approve commencement of a tendering process for all contracts above a total contract value £500,000.

STATEMENT OF THE REASONS FOR THE DECISION

Problem statement

The existing Website platform was procured in 2016 and the original annual cost was £41,400. This remained the same until Newham contracted with Jadu in 2021.

Newham had secured a reduced annual cost of £33,000 and oneSource ICT negotiated with Jadu a reduced amount for Havering. A new contract entered into from 19/02/22 to 18/02/24 at £33,000 per year with the option for a further two x 12-month extensions to 18/02/26.

The current Council website sits on the Jadu platform on a version that is no longer developed and goes out of support in December 2025.

The benefits associated with the implementation of this contract are listed below.

1. Moving the Council onto a Supported Platform:

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- **Stability and Support:** Moving the Council to a supported platform ensures stability and reliability. It reduces the risk of technical issues and downtime, which can be costly and negatively impact citizen services.
- **Innovation:** With a modern platform, the Council gains the ability to plan and implement innovative solutions. This includes features such as chatbots, AI-driven services, and data analytics, which can enhance customer engagement and operational efficiency.
- **Competitive Advantage:** Being on a supported platform keeps the council competitive with other municipalities that have already embraced modern technology. It allows for quicker adoption of emerging trends and citizen expectations.

2. Drive Channel Shift:

- **Efficient Service Delivery:** A modern industry-standard platform enables the council to streamline service delivery through digital channels. This shift reduces the burden on traditional channels, saving resources and improving response times.
- **Cost Savings:** By encouraging citizens to use digital self-service options, the council can realize significant cost savings associated with manual, in-person, or call centre interactions.
- **Enhanced Citizen Experience:** A shift to digital channels often leads to improved citizen experience, as it provides convenience and accessibility, allowing citizens to engage with the council on their terms.

3. Rationalising Sites Currently Hosted Individually:

- **Standardization:** Consolidating individually hosted sites under one platform brings standardisation in terms of control, development, and design. This ensures a cohesive and consistent online presence for the council.
- **Business Continuity:** A centralised platform enhances business continuity planning. It is easier to manage and recover from issues like data breaches or server failures when sites are hosted together.
- **Efficiency:** With a unified platform, development and maintenance tasks become more efficient, freeing up resources that can be redirected towards improving services and citizen engagement.

4. Improved Perception through 'Digital Front Door':

- **Brand Image:** A refreshed, modern website acts as the council's "Digital Front Door." It enhances the council's brand image and signals a commitment to progress and transparency.
- **User-Friendly Design:** Modern websites are designed with user experience in mind. They are intuitive, easy to navigate, and provide a positive impression to citizens.
- **Increased Engagement:** A more inviting digital front door can encourage citizens to interact with the council, leading to increased engagement and participation in civic activities.

5. Accessibility Standards and Mobile Optimization:

- **Inclusivity:** Meeting accessibility standards like WCAG (Web Content Accessibility Guidelines) 2.2 ensures that the council's digital services

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are inclusive and accessible to all citizens, including those with disabilities. This aligns with ethical and legal requirements.

Mobile-Friendly: As a sizeable portion of citizens use mobile devices, optimising for mobile ensures that more people can access services conveniently. This not only improves accessibility but also drives more self-service channel adoption.

OTHER OPTIONS CONSIDERED AND REJECTED

Do nothing – This will leave the council with an aging website, no longer under development and unable to take advantage of modern technologies.

Commence a procurement exercise to re-tender for a new website – There is an opportunity to re-tender for a new website in February 2024 and February 2025 both before the current platform goes out of support. Such an exercise would be extremely time consuming and costly, and the Council does not have the capacity for this.

PRE-DECISION CONSULTATION

No formal consultation.

NAME AND JOB TITLE OF STAFF MEMBER ADVISING THE DECISION-MAKER

Name: Dennis Leeks

Designation: Project Manager, Digital Portfolio

Signature: D. Leeks Date: 19/10/2023

Part B - Assessment of implications and risks

LEGAL IMPLICATIONS AND RISKS

The Council requires an appropriate platform for its website to carry out its functions. The Council is making a decision to make a contract to upgrade its website platform for that purpose. The Council has the power to make a contract to upgrade its website platform through section 111 of the Local Government Act 1972, which allows the Council to do anything which is calculated to facilitate or is conducive or incidental to the discharge of any of its functions, or through its general power of competence in section 1 of the Localism Act 2011 to do anything that individuals generally may do. There are limitations on the general power of competence, but the limitations do not apply to this decision.

The contract value is below the applicable public procurement threshold for services contracts stipulated in the Public Contracts Regulations 2015 ("PCR") of £213 477. Therefore, it is not subject to the full PCR regime.

For these reasons, the Council can award the contract.

FINANCIAL IMPLICATIONS AND RISKS

This report seeks approval for a contract with Jadu to upgrade the existing Council website.

The one-off cost of £103,200 for the upgrade will be funded from within existing and already approved Transformation Capital Programme budgets. The additional increase in licence cost of £3,150 per annum will be met from the customer services revenue budget which currently pays for the Jadu hosting costs.

The solution will be hosted by the supplier and included all associated data costs.

HUMAN RESOURCES IMPLICATIONS AND RISKS (AND ACCOMMODATION IMPLICATIONS WHERE RELEVANT)

The recommendations made in this report do not give rise to any identifiable HR risks or negative implications that would affect either the Council or its workforce.

EQUALITIES AND SOCIAL INCLUSION IMPLICATIONS AND RISKS

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;

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- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socioeconomics and health determinants.

An EQHIA (Equality and Health Impact Assessment) will be completed as part of the upgrade of the website.

ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS AND RISKS

No direct implications relating to the environment or climate change

BACKGROUND PAPERS

None.

APPENDICIES

None.

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Part C – Record of decision

I have made this executive decision in accordance with authority delegated to me by the Leader of the Council and in compliance with the requirements of the Constitution.

Decision

Proposal agreed

Details of decision maker

Signed *P S Fisher*
P S Fisher (Nov 7, 2023 10:13 GMT)

Name: Paul Fisher, Director Customer Services

Cabinet Portfolio held:

CMT Member title: Director of Customer Services

Head of Service title

Other manager title:

Date: Nov 7, 2023

Lodging this notice

The signed decision notice must be delivered to Democratic Services, in the Town Hall.

For use by Committee Administration

This notice was lodged with me on _____

Signed _____






NON-Key OPEN_Jadu Website Upgrade

Final Audit Report

2023-11-07

Created:	2023-11-07
By:	Dennis Leeks (Dennis.Leeks@havering.gov.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAA-ZjXpIH4Qp0vmCRZDHEOv-_cYyQBEBLB

"NON-Key OPEN_Jadu Website Upgrade" History

-  Document created by Dennis Leeks (Dennis.Leeks@havering.gov.uk)
2023-11-07 - 09:35:42 GMT
-  Document emailed to paul.fisher@havering.gov.uk for signature
2023-11-07 - 09:36:37 GMT
-  Email viewed by paul.fisher@havering.gov.uk
2023-11-07 - 10:11:43 GMT
-  Signer paul.fisher@havering.gov.uk entered name at signing as P S Fisher
2023-11-07 - 10:13:06 GMT
-  Document e-signed by P S Fisher (paul.fisher@havering.gov.uk)
Signature Date: 2023-11-07 - 10:13:08 GMT - Time Source: server
-  Agreement completed.
2023-11-07 - 10:13:08 GMT