

Notice of Non-Key Executive Decision

Subject Heading:	Hybrid Meeting Room – Contract Award
Decision Maker:	Mark Duff - Director of I.T, Digital & Customer Service
Cabinet Member:	Councillor Paul Middleton
ELT Lead:	Kathy Freeman, Strategic Director of Resources
Report Author and contact details:	Andy Chapman Andy.chapman@havering.gov.uk
Policy context:	<p>The project directly contributes to the following objective in the corporate plan:</p> <p>“Enabling a resident focused and resilient council – We will provide excellent customer service and engage effectively with our communities.”</p> <p>The project will contribute to this objective by providing technology to enable connectivity with the residents of the borough and enable easier interactions.</p> <p>“Enabling a resident focused and resilient council – Improve customer satisfaction levels by modernising the way we work.”</p> <p>The project will revolutionise the way the organisation interacts with staff</p>

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	<p>and residents by ensuring interactions can occur no matter where the attendees are located, this enables staff to bring parties together easier and quicker.</p>
Financial summary:	<p>The new Hybrid Meeting Room solutions will cost an estimated £0.078m and will be funded from the Hybrid Meeting Rooms Capital budget. This estimate includes approximately £0.018m for soundproofing and £0.003m for potential cabling works, which may be undertaken at Havering's discretion.</p> <p>The supplier, Digital Communication Services - Unified Communications, will be appointed by direct award under framework RM6116 lot 4b.</p>
Relevant Overview & Scrutiny Sub Committee:	Overview and Scrutiny Board
Is this decision exempt from being called-in?	Yes

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

People - Supporting our residents to stay safe and well

Place - A great place to live, work and enjoy

× Resources - Enabling a resident-focused and resilient Council

Part A – Report seeking decision

DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

This report seeks authority to direct award a contract to Insight Direct using the CCS framework RM6116 Lot 4b (Digital Communication Services - Unified Communications) at a cost of £0.078m

AUTHORITY UNDER WHICH DECISION IS MADE

Part 3 of the Council's Constitution

3.3 Scheme of Delegation – functions delegated to officers

Scheme 3.3.3

Powers common to all Strategic Directors:

4. Contracts

4.2 To award all contracts with a total contract value of below £1,000,000 other than contracts covered by Contract Procedure Rule 16.3

From the 14th March 2025, 4.2 has been sub delegated to the Director of IT, Digital Service and Data up to a limit of £100,000

STATEMENT OF THE REASONS FOR THE DECISION

Havering corporate meeting rooms are not compatible with hybrid meetings. This report seeks authority to appoint a supplier via a procurement process to supply and install Audio Visual (AV) equipment to enable the conversion of current meeting rooms to hybrid meeting rooms supporting in person and remote attendance.

Some of the potential challenges currently faced are:

- Audio issues – difficulty hearing what is being said due to poor acoustics, echoes, or wrong mic placement.
- Visual challenges – Viewing content, presentations, whiteboards etc. can sometimes be difficult to participate in for remote users.
- Media sharing difficulties – If documentation is not shared properly this can disrupt meeting progress.
- Technology – Often staff would need to join MS Teams sessions from their own devices. This often introduces unwanted complications to the session.

After a successful project to complete a POC (Proof of concept) of a standardised solution, an interest in rolling out hybrid meeting rooms to more meeting rooms in Romford Town Hall has been expressed.

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The CCS contract RM6116 Lot 4b framework offers the option to directly award the contract. On this basis, Insight Direct was elected as the preferred supplier.

The framework is valid from 23/05/2023 to 17/07/2027 and covers various technologies including audio and video conferencing capabilities within a Unified Communications suite or as a standalone service.

The estimated timeline will be 4 – 6 weeks to arrange and install the equipment, this will be timed to begin after the project to move to the new tenancy has completed to ensure that the systems are fully operational and can be used to its full capability. As the tenancy move has been completed, we will begin working with the suppliers to arrange installation for April 2026.

The rooms to be upgraded are:

- Committee Room 1
- Committee Room 2
- Committee Room 4
- Training Room 1
- Training Room 2
- Training Room 3

OTHER OPTIONS CONSIDERED AND REJECTED

1. Do nothing

- Up front cost:
 - None
- Annual cost:
 - None
- Resources required:
 - Constant reactive support from IT to enable meetings to continue.
This support causes an estimated cost of around £3,500 per annum.
- Time / business impact:
 - Meetings will continue to be delayed due to underperforming technology;
IT support workload will be impacted by the increased support needs.

PRE-DECISION CONSULTATION

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

Name: Andy Chapman

Designation: IT Project Manager

Signature: Andy Chapman

Date: 20/10/2025

Part B - Assessment of implications and risks

LEGAL IMPLICATIONS AND RISKS

The Council has a general power of competence under Section 1 of the Localism Act 2011 to do anything an individual can do, subject to any statutory constraints on the Council's powers. None of the constraints on the Council's Section 1 power are engaged by this decision

This report seeks authorisation to direct award a contract to Insight via the CCS Framework RM6116 Lot 4B. The proposed value of this contract is £78k.

The value of the contract is below the threshold for services in the Procurement Act 2023. However, the awards must comply with the Council's Contract Procedure Rules (CPR).

The framework has been set up in accordance with the Public Contracts Regulations 2015 and therefore is live and valid framework that is available for the Council to access and utilise in compliance with CPR 20.2.

For the reasons set out above, the Council may award the contract.

FINANCIAL IMPLICATIONS AND RISKS

The Hybrid Meeting Rooms project has an estimated total capital cost of £0.078m, funded from the Hybrid Meeting Room Capital Budget (C35160). This includes equipment, installation, soundproofing, licensing, and a small cabling contingency.

The upfront capital cost of £0.078m is fully provided for within the approved capital allocation.

There is a small risk that actual costs may increase if soundproofing or cabling requirements exceed current estimates. This is mitigated by including a contingency allocation and limiting the scope to a standardised, already validated solution.

As hybrid working increases, the equipment can support a broader range of meeting types, enabling wider departmental usage without further significant investment.

Costs may be moderated if certain optional works (e.g., additional acoustic treatments) are not required.

The project has been rescaled to fewer rooms this has been done without compromising the integrity of the solution, thereby reducing the funding envelope from the previously approved £0.104m to £0.078m.

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Administrative complexity is low because the supplier will be appointed via direct award under CCS Framework RM6116 Lot 4b, which reduces procurement overheads and ensures compliance with Contract Procedure Rules.

Investment in hybrid meeting rooms supports the Council's priority of creating a resident-focused, resilient, modern organisation, improving digital access and engagement. It will enable transparency, accessibility, and improved service delivery.

Current solution

There are no external financial costs related to the currently installed solution, however, the call on human resource is extensive, including resource allocation to reactive issues and ongoing fix/fail resolutions.

The resource costs are related to the unsupported antiquated hardware that is currently installed and failing due to the age being 10 years plus.

The current systems are not fit for purpose and consistently fail causing downtime and an increase in support calls to in house IT staff; Improving the equipment and entering a support contract with Insight Direct will reduce the impact on our current IT support service and reduce the downtime.

The project is estimated to start April 2026 and will last 4 to 6 weeks. It will be funded from the Hybrid Meeting Room capital budget (C35160).

Costs, including estimates are shown below.

Hybrid Meeting Room Item	Cost (£0.000m)
Equipment	0.039
Installation	0.012
Soundproofing (Estimated)	0.019
Licensing	0.001
Cabling contingency	0.003
Support (First year only, review if continuation required)	0.004
Total	0.078

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 implications that would affect either the Council or its workforce.

EQUALITIES AND SOCIAL INCLUSION IMPLICATIONS AND RISKS

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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;
- (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) is usually carried out and on this occasion, this isn't required.

The Council seeks to ensure equality, inclusion, and dignity for all in all situations.

There are /are not equalities and social inclusion implications and risks associated with this decision

ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS AND RISKS

"At Insight, we believe in the power of technology for good. As the leading Solutions Integrator, we have the capabilities and partnerships to help organizations reduce negative environmental impacts and sustain more responsible practices."

https://www.insight.com/en_US/about/sustainability.html

BACKGROUND PAPERS

None

APPENDICES

None

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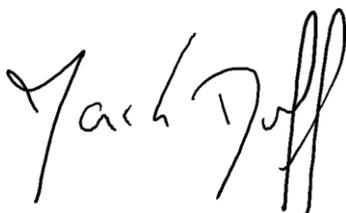
Part C – Record of decision

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: 

Name: Mark Duff

Head of Service title: Director, IT, Digital and Customer Services

Date:

Lodging this notice

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

For use by Committee Administration

This notice was lodged with me on _____

Signed _____