

## Notice of Non-key Executive Decision

<b>Subject Heading:</b>	<b>Continued specialist support and ongoing development of the Microsoft Dynamics 365 platform and Batch Interface Project’s transfer of the SSIS process and development of preferred SSIS replacement solution</b>
<b>Decision Maker:</b>	<b>Mark Duff – Director, IT, Digital and Customer Services</b>
<b>Cabinet Member:</b>	Cabinet Member for Digital Transformation, IT and Customer Services
<b>ELT Lead:</b>	<b>Mark Duff – Director, IT, Digital and Customer Services</b>
<b>Report Author and contact details:</b>	Darren Babidge – Product Manager – Customer Experience 01708 432313
<b>Policy context:</b>	<p>This project directly contributes to the Connections: Using technology to improve the “way we live” objective of the Corporate Plan.</p> <p>The following outcomes will be delivered:</p> <ul style="list-style-type: none"> <li>• Delivering digital improvements to enhance the customer experience and enable self-service</li> <li>• Ensuring that good customer experience is at the heart of our Digital Service design and the wider delivery of public services.</li> <li>• Maintaining and rebuilding the batch interfaces (formally SSIS) that transfer business critical essential files between Council and 3<sup>rd</sup> party systems.</li> </ul>

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<b>Financial summary:</b>	The total cost of the work packages is £58,835
<b>Relevant Overview &amp; Scrutiny Sub Committee:</b>	Overview and Scrutiny Board
<b>Is this decision exempt from being called-in?</b>	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 - Supporting our residents to stay safe and well

Place - A great place to live, work and enjoy

X - Resources - Enabling a resident-focused and resilient Council

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### Part A – Report seeking decision

#### **DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION**

For the reasons stated in this report, it is recommended for the Director of IT, Digital & Customer Services to approve.

- The commission of DJB IT Solutions Limited through work orders via the Council's managed service provider contract with Constellia Limited to maintain technical assurance and continue platform development and enhancements for the Dynamics 365 platform, which serves as the Council's primary customer-facing and digital system, and to work on the Batch Interface Project (SSIS rebuild and replacement) at the value of £58,835 from 9 March 2026 to 30 June 2026.

#### **AUTHORITY UNDER WHICH DECISION IS MADE**

##### 2. Expenditure

2.1 To incur expenditure for their allocated directorate within the revenue and capital budgets as approved by the Council, or as otherwise approved, subject to any variation permitted by the Council's contract and financial procedure rules.

##### 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. This delegation shall include the ability to extend or vary a contract up to and including a value of £1,000,000 (provided that the extension is in line with the existing contractual provisions.)

The above powers are the subject of a sub-delegation from the Strategic Director of Resources to the Director of IT, Digital and Customer Services , as notified to the Monitoring Officer on 14 March 2025.

#### **STATEMENT OF THE REASONS FOR THE DECISION**

The proposed commissioning will cover critical post-migration activities for the Dynamics 365 platform following its transition to the Havering sovereign environment. This will safeguard the council's ability to continue delivering front facing services on the digital platform without disruption.

This includes:

- Technical assurance and platform development
- Delivery of agreed enhancements

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Additionally, the commissioning of this work package via Constellia will facilitate essential data management tasks, including data cleansing, status standardisation, deployment, and monitoring. These activities will enable the removal of unresolved enquiries currently occupying space within the Customer Relationship Management database, ensuring improved system efficiency and data integrity.

The Batch Interface Project being run will require the time of the resource to be spent:

- Rebuilding, testing and maintaining the existing solution (SSIS) in the Havering environment
- Building, testing and handing over via training and support the replacement technology to be decided on.

The Batch Interface Project is business critical. There are multiple file transfers from financial to property data that the existing SSIS process performs which would cause significant damage to Council functions and reputation should the existing process not transfer correctly to the Havering environment, be maintained and a robust replacement rolled out in a timely way.

The procurement process conducted was as follows: The Pan London Collaboration conducted a mini competition through the Eastern Shires Purchasing Organisation (ESPO) MSTAR4 framework and under Lot 4, a statement of works managed service provider was evaluated with the successful organisation being Constellia. Havering Council then put forward the request to engage Constellia, and this was approved by Cabinet on the 9<sup>th</sup> April 2025 under item 73. This allowed the Council to develop works packages to be issued to Constellia for either further competition or direct award, both are permissible under the main Call Off Agreement.

As set out in this report, the Council now wishes to commission DJB IT Solutions Limited under a new works package, which is permissible under the Council's call-off contract with Constellia as the managed service provider.

## **OTHER OPTIONS CONSIDERED AND REJECTED**

### **Option 1:** Recruit fixed-term or permanent staff

Despite two previous recruitment campaigns, these efforts have been unsuccessful. A revised approach to filling these critical roles is planned for 2026; however, this will take time and does not address the immediate need.

### **Option 2:** Outsource the work

Outsourcing to a new supplier or through an alternative work package offers no immediate advantage. The current suppliers have developed significant expertise and a deep understanding of the Dynamics 365 platform and expertise in SSIS and potential replacement solutions. They are best positioned to deliver comprehensive documentation and effective knowledge transfer, ensuring continuity and quality.

For the reasons set out above, these options were considered and rejected.

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**PRE-DECISION CONSULTATION**

*N/A*

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

Name: Darren Babidge

Designation: Product Manager – Customer Experience

Signature: Darren Babidge

Date:6/3/2026

## Part B - Assessment of implications and risks

### LEGAL IMPLICATIONS AND RISKS

The Council has the power to commission these services under s111 of the Local Government Act 1972 which permits the Council to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions.

The Council also 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 s.1 power are engaged by this decision.

The Council entered into a call-off contract with Constellia Limited via the MSTAR4 framework. The original contract value falls below the relevant threshold set out in the Procurement Act 2023 (PA), and is therefore not subject to the full implications of the PA 2023.

That call-off contract establishes the overarching contractual framework through which the Council may commission services by issuing individual works packages, either by direct award or further competition, both of which are expressly permitted under the call-off agreement.

The decision sought relates to the approval and issuance of a new works package, which falls within the scope of the original procurement and the terms of the call-off arrangement.

Accordingly, the proposed commissioning of the new works package is legally permissible and as such, the Council can issue a work order under the existing contract with Constellia Limited to commission DJB IT Solutions Limited for these services.

### FINANCIAL IMPLICATIONS AND RISKS

The total financial implication of this decision is £58,835 for the period 9 March 2026 to 30 June 2026. The cost comprises a work package commissioned via Constellia, inclusive of fees.

Payment for the work order will be made on completion of agreed milestones:

The cost will be funded from cost centre C42490 Core software remediation.

**Risk if not approved:** The Council risks system instability and potential service failure, as existing resources are not sufficient to maintain the existing SSIS (nor replace SSIS) and D365 platforms without external technical assurance and development support.

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### **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**

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, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex/gender, and sexual orientation.

The Council is committed to all of 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 socio-economics and health determinants.

### **ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS AND RISKS**

There are no anticipated or identified environmental or climate change risks associated with this proposal. The use of work packages to deliver the D365 Platform supports the Council's commitment to the Havering Climate Change Action Plan (HCCAP) by providing an efficient and sustainable method of engaging with residents. Digital consultation reduces reliance on printed materials and physical meetings, thereby lowering paper usage and associated carbon emissions. By enabling inclusive and accessible engagement online, the platform helps the Council work collaboratively with communities to achieve climate targets while minimising environmental impact.

### **BACKGROUND PAPERS**

### **APPENDICES**

**Non-key Executive Decision**

**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, Director, IT, Digital and Customer Services

Date: 20<sup>th</sup> May, 2026

**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 \_\_\_\_\_