


Officer Decision Record – 02/07/2025

Customer First Discovery Report

Classification	Public Appendix 1 and 2 - Non Public – by virtue of para 3 of Part 1 of Schedule 12A of the Local Government Act 1972
Decision taken	Direct contract award - Netcall
Reasons for the decision	Based on the strategic alignment, market assessment, procurement compliance and extensive stakeholder engagement, it is recommended that the Strategic Director approve the direct award to Netcall. This approach offers the most effective means of delivering the required outcomes whilst ensuring compliance, value for money and service continuity. This approach has been endorsed by the Transformation Board.
Consultations undertaken	<ol style="list-style-type: none">1. Throughout the discovery both internal and external consultations have been undertaken to ensure the proposed approach is informed, practical and aligned with business needs.2. Internally, the project has engaged with key stakeholders across operational, technical, commercial and governance teams to validate requirements and assess organisational readiness.3. Wider consultation has and continues to be available for all NFDC colleagues to attend the fortnightly Customer First Drop in sessions in person or online, which provides project highlight updates and a forum to share insights and learnings.4. Targeted engagement has and continues to take place with ICT Operations, ICT Data Development and Delivery, Transformation, Customer Services, Housing, Community Safety and Support and Planning teams.

	<p>5. The Project Governance structure provides controlled processes and ensures alignment to strategic objectives –</p> <ul style="list-style-type: none"> a. Digital Transformation Board b. Customer Transformation Board c. Transformation Programme Delivery Board <p>6. Externally, the project consulted with local authorities to obtain feedback about the supplier, product and benefit realisations.</p> <p>7. From a technical perspective we were able to test assumptions, gain lessons learned and explore delivery models.</p> <p>8. Members have been appraised through the Transformation Steering Group.</p> <p>9. These insights have directly informed the recommended procurement route.</p>
Finance and Resourcing implications	<p>10. Funding secured within approved budget for 2025/26 and within medium term financial planning (from SA803 / 291152).</p> <p>11. The route to direct award ensures cost efficiency by reducing procurement overheads and transition costs whilst securing best value from a preferred supplier.</p> <p>12. The NHS Framework allows for negotiation within the Direct Award option allowing greater capacity to seek a bespoke and scalable quote.</p> <p>13. Please see Discovery report for commercial quote details.</p>
Legal implications	<p>14. Procurement officers have been engaged throughout and reviewed this approach and confirmed compliance with procurement regulations. The direct award to Netcall is permitted through use of the NHS Commercial Solutions Framework.</p>

Risk assessment	<p>15. Key risks and mitigation measures have been assessed, recorded and reported through the Transformation Governance.</p> <p>16. Any legal challenge to this approach has justification documented in line with procurement regulations.</p> <p>17. A breakdown of Transformation Programme Risks and Mitigations recorded at the time of this report can be found on the Discovery report.</p>
Impact assessment	<p>18. The supplier would be asked to set how their proposals would bring benefits to the Climate Change and Nature Emergency and specifically what innovations and improvements will be delivered from the start of contract and step changes to be delivered throughout the contract life cycle under the impact headings of Nature, Health, Economic and Social.</p> <p>19. Any contract award will include monitoring requirements to uphold equality and diversity regulation standards.</p> <p>20. There are no crime and disorder implications, however the supplier and service support overall organisational resilience and security.</p> <p>21. As per the projects Governance framework, we would seek to:</p> <ul style="list-style-type: none"> - Conduct a Data Protection Impact Assessment (DPIA) to identify and mitigate data privacy risks. - Consult with legal and compliance teams to ensure the project aligns and adheres to GDPR requirements. - Establish clear data handling procedures and policies where required, ensuring data collation, handling, processing, storing and disposal is lawful. - Adopt privacy by design principles to safeguard personal data during the

	<p>development of processes, systems and services.</p> <ul style="list-style-type: none"> - The completion of a comprehensive security assessment of the supplier and 3rd party vendors to ensure they conform to applicable laws and regulations. This includes ensuring they demonstrate robust policies, technical measures and governance structures in place to safeguard data. - The supplier and solution demonstrate data integrity, cyber resilience and system capability.
Any conflict of interest by officer taking the decision	No
Decision taken by	<p>Alan Bethune - Strategic Director Corporate Resources S151 and Transformation</p> <p style="text-align: center;"></p> <p>Signature... ALAN BETHUNE ...</p> <p>Date of Decision...02/07/2025...</p>
Background information	
Ward(s)	All
Portfolio Holder(s)	Councillor Jill Cleary - Leader
Strategic Director(s)	Alan Bethune - Strategic Director Corporate Resources S151 and Transformation
Officer Contact	<p>Richard Bingham – Senior Transformation & Improvement Specialist.</p> <p>Lyndsey John – Lead ICT Project Manager.</p> <p>Sponsored By –</p> <p>Beccy Drummond – Assistant Director Transformation</p> <p>Ingrid Archer – Transformation & Improvement Manager</p>

	Rich Bird – Data Development and Delivery Manager
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Appendices

Appendix 1: Discovery Report– Non Public – by virtue of para 3 of Part 1 of Schedule 12A of the Local Government Act 1972

Appendix 2: Discovery Phase Recommendation Paper – Non Public – by virtue of para 3 of Part 1 of Schedule 12A of the Local Government Act 1972