

WESTMINSTER CITY COUNCIL

STATEMENT OF DECISION

SUBJECT: APPROVAL TO EXTEND THE CONTACT CENTRE AND BACK OFFICE PROCESSING CONTRACT

Notice is hereby given that the Cabinet Member for Environment, Sports and Community, has made the following executive decision on the above mentioned subject for the reasons set out below.

Summary of Decision

1. That the report be exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
2. That the two year extension of the contract for contact centre and back office processing with Agilisys Ltd. with an option to extend for up to a further 12 months be approved as set out in the report.
3. That delegated authority be given to the Director of Policy, Performance & Communications to make any further decisions required to give effect to the further 12 month extension referred to in the report.

Reasons for Decision

Following the decision to discontinue the integrated customer services (ICS) project to consolidate contact centre contracts, the Agilisys contract needs to be extended as it expires on 3rd November 2017.

The two year extension period will give time to develop strategies such as contact/access and IVR/telephony/one number, implement digital changes, determine an appropriate operating model going forward and to understand what any new requirements/contract might look like before developing a specification or procurement/strategy.

**Charlie Parker, Chief Executive,
Westminster City Hall,
64 Victoria Street
LONDON SW1E 6QP**

Publication Date: 18 September 2017

Implementation Date: 25 September 2017 at 5pm

Reference: CMfES&C/8/2017-2018

