



**Hinckley & Bosworth  
Borough Council**

FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

EXECUTIVE

24 SEPTEMBER 2018

WARDS AFFECTED: ALL WARDS

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**REPLACEMENT TELEPHONY SYSTEM**

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**Report of Director (Corporate Services)**

1. PURPOSE OF REPORT

- 1.1 Advise members of the requirement to update the telephony system and to seek approval of a supplementary budget.

2. RECOMMENDATION

- 2.1 That members support the replacement system and approve the required supplementary budget.

3. BACKGROUND TO THE REPORT

- 3.1 Working across Leicestershire ICT partnership (LICTP) an assessment of the current telephony systems for Hinckley and Bosworth Borough Council (HBBC) Blaby District Council (BDC), Melton Borough Council (MBC), Oadby and Wigston Borough Council, OWBC) has been undertaken.
- 3.2 HBBC's telephony system has been in place for many years and is now out of date and due for a major update/refresh. Currently it is difficult to assess true demand levels across services as reporting capabilities of the system are out of date and no longer fit for purpose. In addition, as the Council looks to create more flexible services by enabling more mobile technologies, it was appropriate for officers to consider what alternatives are available.
- 3.3 Working in partnership, all four authorities (with HBBC acting as the lead authority) have investigated options available and explored the benefits of some of the new technologies, together with utilising the benefits of a partnership approach to considering the market place, procuring and implementing a new system.
- 3.4 It soon became apparent that modern telephony technologies offer substantially more than just basic telephony functions and can be used as an enabler for

improved, agile ways of working and offer many opportunities to improve the working environment and the service offered to our service users.

#### 4.0 PROPOSAL

4.1 The proposal which has been worked up by LICTP will bring together four separate telephony contracts into one more efficient and modern contract which will enable greater flexibility for each partner together with the opportunity to share learning, training and skills.

4.2 The solution:

- One single phone system – hosted by Vodafone with reported availability of 99.999%
- One number – New desk based phone, mobile phone or existing mobile phone or softphone with headset
- Modern functionality – offering opportunities/options such as integration with MS Office calendars, instant messaging, video calling and conference calling
- One bill provider – split by council and potentially saving on mobile calling costs

4.3 It is envisaged at this stage that the roll out of a new telephony system will give staff the opportunity to work in a more flexible way and will better facilitate working contact arrangements whilst off site.

4.4 The formal timetable for introduction of these systems will be agreed with each authority. It is anticipated that the first implementation will take place at Melton Borough Council and will commence shortly after the approval of funding. HBBC is likely to go live in the third quarter of 2018/19.

4.5 Users have already been consulted and helped inform the business case (Appendix 1). Following approval, a project team will be created to ensure smooth implementation and this will involve key users.

#### 5. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES

5.1 The report can be taken in open session.

#### 6. FINANCIAL IMPLICATIONS

6.1 Current revenue costs are approximately £8,300 per month. The new cost under the proposed agreement is £7,746, which is a general fund saving of £654 per year. The capital cost of the new system is £48,137.41, which can be funded from the ICT reserve.

#### 7. LEGAL IMPLICATIONS (AR)

7.1 None arising directly from the report.

#### 8. CORPORATE PLAN IMPLICATIONS

8.1 Supports all aspects of the Corporate Plan as it underpins our ability to communicate with customers.

9. CONSULTATION

- The LICTP Strategic and Governance Boards
- Senior Leadership Team
- A wide range of staff, covering the majority of services

9. RISK IMPLICATIONS

9.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

10. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

10.1 No significant implications have been identified to date.

11. CORPORATE IMPLICATIONS

11.1 By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Procurement implications
- Human Resources implications
- Planning implications
- Data Protection implications
- Voluntary Sector

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Background papers: None

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