

**Record of Decision Taken Under Scheme of
Delegation by Member of Senior Management
Team in Consultation with Portfolio
Holder/Committee Chairman**



SMT Member:	Paul Hussey
Service Group:	Customer & Digital
Portfolio Holder/Chairman:	Councillor Matthew Tomlinson
Portfolio/Committee:	Finance, Property and Assets

Subject: Development of InPhase (Performance Management System)

Decision:

The council procures an additional 50 user licences, for a period of 3 years up until December 2022. The total cost being £27,747.

The Council purchases consultancy support at £5,400 (£4,500 Net) for the purposes of building a Project Management Office Dashboard and Performance Dashboards.

Details and Reasoning:

InPhase was introduced to the authority in June 2018 to assist in managing the Corporate Plan and measuring performance. Since the implementation of the system work has been undertaken with project leads and senior responsible officers to understand the impact of the system and how it is used. The feedback provided has shaped the proposals for developing the system which includes:

- **Dedicated Project Management Office Dashboard**
Developing the systems capabilities with bespoke design elements to provide the facility to undertake a start to finish process on the scoping of projects, their delivery, evaluation and lessons learnt. This process can also be extended to service planning.
- **Performance Dashboard (Bespoke)**
Performance dashboards will be designed (bespoke) to provide enhanced reporting of performance and updates on corporate plan projects, providing an overall report on risk, Gantt, actions etc.

Consultancy will be purchased to provide the technical expertise and support to develop the features within InPhase to create a project management office function that will enable a start to finish process for Council activities e.g. scoping of activities, approval of scopes, delivery and evaluation.

Development of proposals has included a review into the number of licences available (this relates to the number of people who can log on and input data onto the system). There are currently 45 licences, plus a further 2 administrator licences. However considering existing project teams a further 34 officers do not have access, which limits

use and increases the burden on lead officers to input data on the teams behalf.

Issues have also been highlighted with regard to data quality and performance reporting. The development of InPhase will support robust performance management and improve data quality by ensuring there are clear processes that are auditable.

The development of InPhase supports several of the strategic themes within the Council's Digital to Improve Programme, these are highlighted below:

- Colleagues / Members – The InPhase proposals will help to empower those working within and setting direction for the Council;
- Services – Providing a comprehensive project management system will support delivery of Corporate Plan projects including the Digital to improve Programme.

In summary, the purchase of the additional licences will

- Enable wider use by officers who require access to the system to complete their tasks/actions as part of the delivery of the corporate plan;
- Be more efficient for project leads to assign tasks and not have to record on everyone's behalf;
- Support the Council's objectives to improving performance management processes and data quality. This involves promoting regular use of the system combined with training and support.

**Wider Implications
(including Financial, Legal,
Equality and Risk):**

Financial

These costs can be funded from the IT capital budget, which had an original budget of £200,000.

Legal

In terms of the Council's Contract Procedure Rules (CPRs) the value of the proposed variation to the original contract with InPhase is categorised as being of intermediate value. Based on that, normally a procurement exercise would need to be carried out.

However, in this case the licences relate to an existing system which is already contracted up until December 2022. Hence it is considered that there are exceptional reasons for granting a waiver of the relevant provisions of Contract Procedure rules. This waiver will be obtained prior to any entering into any contract) via our electronic waiver system

Risk

Without the purchase of further licences, the benefit of InPhase will remain restricted and the Council will not therefore obtain the best value from the system.

The development of InPhase and widening out its use to team members across the Council is part of a package of improvements to address our performance management and data quality; enabling the Council to make effective

decisions on its resources and areas of focus. If additional licences were not secured, it may present a risk to the objective of the Council to embed a culture of robust project and performance management, together with necessary improvements to data quality.

Equality and Diversity Impact

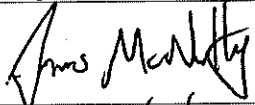
There are no equality implications to this report.

Report attached?
Exempt from publication?
If exempt, give reason(s):


Yes – InPhase Development 12th August 2019

No


Signed:


Date: 18/9/19

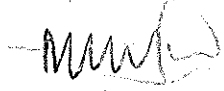
Financial
Management


Date: 18/9/19

Legal
Services


Date: 24/9/19

SMT Member


Date: 23-9-19

Portfolio
Holder/
Chairman

Publication Date (DST use):

Decision template revised June 2013

This Decision Will Come Into Force And May Be Implemented Five Working Days After Its Publication Date, Subject To Being Called In In Accordance With The Council's Constitution

