

CALL IN REQUEST

A Call In request may be made by:

- a) Any five non-executive Members of council, OR**
- b) two non-executive Members of council if they are not from the same political group¹**

Date of decision publication: 09 / 04 / 2009

Delegated decision ref: D 35273

Executive Board Minute no:or

Area Committee Name and decision ref:

Decision description: PROCUREMENT OF A CORPORATE INTERACTIVE VOICE RECOGNITION PACKAGE

Reasons for Call In:

All requests for Call In must detail why, in the opinion of the signatories, the decision was not taken in accordance with the principles set out in Article 13 of the Council constitution (decision making) (principles of decision making) or where relevant issues do not appear to be taken into consideration. *Please tick the relevant box(es) and give an explanation.*

<input type="checkbox"/>	Proportionality (ie the action must be proportionate to the desired outcome)
<input checked="" type="checkbox"/>	Due consultation and the taking of professional advice from officers
<input type="checkbox"/>	Respect for human rights
<input type="checkbox"/>	A presumption in favour of openness
<input checked="" type="checkbox"/>	Clarity of aims and desired outcomes
<input checked="" type="checkbox"/>	An explanation of the options considered and details of the reasons for the decision
<input type="checkbox"/>	Positive promotion of equal opportunities
<input type="checkbox"/>	Natural justice

Explanation:

We the undersigned members would like greater clarification regarding the practical issues associated with the implementation of an IVR system. Further information is needed with regard to the cost-benefit analysis of the various options considered and any public consultation informing the decision. We would also like more information as to how this system would deliver real savings without compromising service delivery.

¹ In the case of decisions made by Area Committees, a Member cannot count as one of the two / five signatures if they are a member of that Area Committee.