



Report of the Head of Scrutiny and Member Development

Scrutiny Board (Central & Corporate Functions)

Date: 6th July 2009

Subject: Development of a Corporate Interactive Voice Response (IVR) solution

Electoral Wards Affected:

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

1.0 INTRODUCTION

1.1 On 29th April 2009, Scrutiny Board (Central & Corporate Functions) Called In an officer delegated decision to allocate capital expenditure to support the purchase and development of ICT hardware and software for the development of a corporate Interactive Voice Response (IVR) solution.

1.2 At the conclusion of this Call In meeting Scrutiny Board resolved to refer the decision back for reconsideration on the following grounds;

- *The levels of consultation and whether these have been sufficient to date.*
- *Whether the initial areas/themes to be piloted under the IVR scheme are the appropriate ones*
- *Whether there is sufficient knowledge of the systems usage elsewhere in the country and particularly other local authorities*
- *Whether equality impact assessments have been undertaken and considered as part of the project initiation.*

1.3 On 17th June 2009, Executive Board reconsidered the original officer decision with the assistance of the attached report. (Appendix 1). Executive Board resolved;

(a) That the development of a corporate IVR solution for the Corporate Contact Centre be approved.

(b) That authority be given for the allocation and expenditure of £262,000 from the ICT capital development pot to support the development of a corporate IVR solution.

- 1.4 At its June 2009 meeting, members of the Scrutiny Board instructed that the Assistant Chief Executive (Planning, Policy and Improvement) be asked to attend today's meeting to explain how the concerns raised by the Scrutiny Board at its Call In meeting of 29th April had been addressed.

2.0 RECOMMENDATIONS

2.1 Members are asked to;

- (i) Note the outcome of Executive Board's reconsideration of the officer delegated decision concerning the Development of a Corporate Interactive Voice Response (IVR) solution.
- (ii) Consider the comments of the Assistant Chief Executive (Planning, Policy and Improvement)

Background Papers

Report of Scrutiny Board (Central & Corporate Functions) 29th April 2009.

Report of the Assistant Chief Executive (Planning, Policy and Improvement) to Executive Board - 17th June 2009 - Development of a Corporate Interactive Voice Response (IVR) solution.