

**Meeting:** Cabinet **Date:** 19 April 2022

**Wards affected:** All

**Report Title:** Contract for Revenue and Benefits IT System

**When does the decision need to be implemented?** 18 May 2022

**Cabinet Member Contact Details:** Cabinet Member for Corporate and Community Services  
(Councillor Carter)

**Director/Assistant Director Contact Details:** Divisional Director for Corporate Services  
(Matthew Fairclough-Kay)

## 1. Purpose of Report

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1.1 The Council requires an IT system to manage the revenues and benefits functions, which is due for renewal. The value of the contract requires a Cabinet decision.

## 2. Reason for Proposal and its benefits

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2.1 We want Torbay and its residents to thrive, the proposal in this report will help our revenues and benefits teams engage. The IT system offers streamlined processes from front-line customer contact and service delivery through to back-office administration. The product will continue to work directly for these teams and our residents, it will also deliver greater functionality through integration with other IT systems being mobilised throughout the Council and will specifically provide:

- An integrated portal
- Automated council tax processing
- Self-service registration
- A comprehensive range of e-forms
- E-billing and e-notifications
- A fully integrated electronic document management system

The system, supports the following themes through efficient and integrated service delivery of revenue collection and benefit processing:

- thriving people; thriving economy; tackling climate change; Council fit for the future;
- the Council's responsibilities as corporate parents;

- tackling poverty, deprivation and vulnerability;
- people with learning disabilities.

### 3. Recommendation(s) / Proposed Decision

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1. That Cabinet approves contract renewal on a 5+1+1 year contract term and for the value as set out in the Exempt Appendix.
2. That Cabinet notes this is to be funded from existing budgets in Community and Customer Services and IT Services.

## **Appendix**

### PART 2

#### Appendix 1: Supporting Information