



ADUR & WORTHING  
COUNCILS

**Adur Executive Member for  
Resources, Worthing Executive  
Member for Digital & Environmental  
Services**

**Date of Decision:** 01 December 2020

If you have any questions about this decision please contact Democratic Services on 01903 221006 or email [democratic.services@adur-worthing.gov.uk](mailto:democratic.services@adur-worthing.gov.uk)

**Record of Decision:** Procurement of lowcode platform & contact centre upgrade - permission to award contract

**Decision taken by:** Adur Executive Member for Resources, Worthing Executive Member for Digital & Environmental Services

**Declaration of Disclosable Pecuniary Interests:** WBC Executive Member for Digital & Environmental Services: I hereby confirm that I do not have any disclosable pecuniary interest in this item.  
ADC Executive Member for Resources: I hereby confirm that I do not have any disclosable pecuniary interest in this item.

**Decision:**  
The Executive Members have agreed to approve the award of the contract to Netcall.

**Key Decision:** Yes

**Reason For Decision:**  
WBC Executive Member for Digital & Environmental Services: To further enable the agile delivery of high-impact, resilient and innovative digital civic solutions.  
ADC Executive Member for Resources: For the reasons outlined in the report.

**Alternative Options Considered:**  
WBC Executive Member for Digital & Environmental Services: The Councils have made great strides towards digital independence and whilst there will remain a place for SaaS and other externally supplied systems, the in-house low-code platform approach provides a scalable and locally configurable system that allows us to build and manage systems without such heavy reliance on external partners. Taking no action is always considered as an alternative strategic approach, however, letting this contract is overwhelmingly the most desirable option.  
ADC Executive Member for Resources: Alternative options had been considered but were rejected for the reasons detailed in the report.

**Other Matters Considered:**

Legal Advice and Issues	x	Financial Advice and Issues	x
Sustainability Issues	x	Equality Issues	x
Community Safety Issues	x	Human Rights Issues	x
Reputation	x	Risk Assessment	x
Health & Safety Issues	x		

**Consultation:**

This report was circulated to Councillors, and published on the Council's website on 18 November 2020. The following consultation responses were noted by the decision maker:  
WBC Executive Member for Digital & Environmental Services: None  
ADC Executive Member for Resources: None

**Background Papers:** None

**Contact Officer:**

Jan Jonker  
Head of Customer & Digital Services  
jan.jonker@adur-worthing.gov.uk

**Call-in:** The call-in deadline for this decision will be 5:00pm on 8 December 2020.



**Signed:**

**Date:** 1 December 2020

**Name:** Councillor Angus Dunn, ADC Executive Member for Resources



**Signed:** **Date:** 26 November 2020

**Name:** Councillor Edward Crouch,  
WBC Executive Member for Digital & Environmental Services

**Decision Ref No:** JAW/015/20-21