



**Report to the Cabinet**

23 February 2026

**Wards:** All

Extension of Current Civica Contract

**Report of the** Assistant Director, ICT and Digital

**Report Status:**

This item is not exempt

Therefore exempt reasons are not applicable

1. Purpose of the Report and Summary

- 1.1 The current contract which was entered into in April 2021 with Civica comes to an end on the 31st of March 2026.
- 1.2 It was negotiated as part of the agreement reached with Civica to bring Customer service and Revenue and Benefits back in-house
- 1.3 To seek approval to procure a 2-year contract by direct award through the CCS VAS Framework to Civica to enable continuation of services. The proposed contract shall commence 1st April 2026.
- 1.4 To seek approval to review the systems currently provided through the Civic contract and carry out the appropriate procurement to either replace or extend those systems.

2. Recommendations

- 2.1 Approve the procurement of a 2 year Contract through the CCS VAS Framework to enable continued delivery of services provided under the Civica contract.

The systems which make up the current contract are: -

- Civica OpenRevenues (on premise) Revenues and Benefits System.
- Civica CX (cloud) – Public Protection, Licencing and Housing Assistance system.
- Civica iCasework – Coroners System.

Costs

Original Contract rate for 2years	£ 907,154
New contract rate for 2 years	£1,199,592

- 2.2 The new figure is based on applying average inflation uplift of 5% over the previous 5 year term and re basing The starting figure as no annual inflation figure added during the period of the original contract.

Costs to be met from Revenue Budget. (Cost break down - appendix 1)

To

1. approve the review of each of these systems by the most appropriate method; and
2. authorise the Assistant Director (Legal, Capital Delivery and Governance) to undertake the appropriate procurement processes (during the contract extension) to identify the contractual arrangements to be utilised to support the future delivery of these systems; and
3. authorise the Executive Director of Corporate Resources in consultation with the Assistant Director (Legal, Capital Delivery and Governance) to enter into the relevant contracts to replace or extend these systems following the conclusion of the procurement process.

3. Reasons for Recommendations

- 3.1 The recommendations are based on the need to continue to be able to carry out our statutory duties and service delivery.
- 3.2 The 2-year contract will allow the Council to review the viability of these systems and procure suitable replacements by the most appropriate method, whilst the services under that current contract are continued. The implementation of large systems as such as the revenues and benefits system is complex and takes form 18 months to 2 years to complete

4. Impact on other Executive Committees (including Area Committees)

N/A

5 Background

**2 Year extension of current contract.**

- 5.1 The OPENRevenues system provide the council the functionality to collect council tax, NNDR and pay benefits.  
The system manages @ £217million in revenue and £113 million in benefits
- 5.2 We need to procure a contract for an additional 2 years to allow continuation of service delivery and provision of these key systems to enable continuity of current service.
- 5.3 The original contract was for the implementation and support of their Cloud based Revenues and benefits solution.
- 5.4 The expectation was that we would be migrated to cloud solution from our current on-premise system by now and the intention has always been to extend the contract.
- 5.5 However, their cloud solution has not proved reliable enough and we had decided to go out to competitive tender. We need to amend the existing contract to extend our existing on-premise system
- 5.6 CX Regulatory services and iCasework were included on the same contract.

**Review and Procurement of replacement systems where necessary.**

- 5.7 The extension period will give us the opportunity review the current systems included in the extension. A key element of the review will be looking at the customer experience interacting with the products. We would be looking at ways to improve this and support the customer engagement strategy priority to keep the customer self serving.

OPENRevenues

- 5.8 The current on premise system is being phased out and replaced with a Cloud based solution which we believe is not in a state to adopt yet.
- 5.9 Procurement and implementation will take about 2 years.  
And this process would start in the early part of 2026

CX Regulatory services and iCasework

- 5.10 Both these systems are included in the current contract with OPENRevenues which ends on the 31<sup>st</sup> of March 2026. Any procurement would preferably be separate contracts for each system.
- 5.11 CX regulatory service (Cloud) delivers the management of Licensing; Trading Standards; Environmental Health; Housing Enforcement; and Housing Assistance
- 5.12 The intention is to continue using CX for the medium to long term however the extension will give us the opportunity to review the performance and suitability of the system and determine its long-term viability.
- 5.13 The iCasework system provides Case Management & Workflow; Digital Coroner Portal; Integration & Data Sharing; Inquest Management.
- 5.14 This system also needs to be reviewed and a view to replacement taken in consultation with the East Riding of Yorkshire Council which shares the costs of the service with Hull. We are only aware of one other supplier in the market for a coroner's system and we will be able to compare this with the current system.

6. Issues for Consideration

- 6.1 The main pressure to make this decision is the end of the current contract on the 31<sup>st</sup> of March 2026.
- 6.2 New licences need to be installed on the systems to keep them functional.
- 6.3 The current on-premise system whilst fit for purpose at the moment and will be for the duration of this contract, is ageing and needs to be replaced.
- 6.4 Contracts will have been checked by legal and procurement prior to signing of contract.

### **Equalities Impact Information**

- 6.5 These are existing back-office systems and an equalities impact assessment will have been carried out when they were initially procured.
- 6.6 As they carried out the same function there is no change to that assessment.

## 7. Options and Risk Assessment

- 7.1 There are 2 options:

Option 1 - Do not extend the contract.

**Not recommended.**

- 7.2 These are key system to service delivery and the council would not be able to function if we do not extend this contract.

- 7.3 Option 2 - Extend the contract services by using the framework to direct award to Civica and to enable review and replacement of systems where necessary.

**Recommended**

- 7.4 This maintains service delivery and enables the Council to carry out its statutory functions whilst allowing the council to review the suitability and viability for the longer term and procure replacement if necessary.

## 8. Consultation

- 8.1 Consultation has been carried out with the relevant service areas affected by this proposal and they agree that the only option is to extend the contact whilst carrying out an exercise to procure a new Revenues and Benefits system,
- 8.2 A review will need to be done in relation to the other two systems to have a clear picture of their future and consider on what basis these should be delivered in the future.

9 Comments of the Monitoring Officer

9.1 The decision to award a contract through the CCS VAS RM6259 Framework allows a compliant route for award of Contract to Civica to enable continuation of existing services which will allow the service time to review and assess the best options for the future delivery of all the related systems. Compliant procurement processes will be put in place to ensure any new contracts are procured in accordance with the Council's Contract Procedure Rules and any applicable legislation including the Procurement Act 2023.

10. Comments of the Section 151 Officer (Director of Finance and Transformation)

10.1 The Director of Finance is the author of the Report who confirms the projected costs with associated with the current contract can be met from approved budgets.

11. Comments of the Assistant Director OD & HR and compliance with the Equality Duty

11.1 The content of the report is noted. There are no staffing or equality matters arising for the council from this decision. KH

12. Comments of Overview and Scrutiny

12.1 This report is due to be considered by Overview and Scrutiny Management Committee on the 20<sup>th</sup> of February 2026. Any comments or recommendations agreed by the Committee, will be tabled at Cabinet, for consideration alongside the final report. (Sc9149 – AS)

13. Comments of the Portfolio Holder for Economic Renewal, Housing & Organisational Development

13.1 I support this decision which will allow for the continuation of essential council services whilst an assessment of suitable platforms for the designated tasks are undertaken in advance of a future contract award.

David Bell

Contact Officer: Mike Kenworthy, Asst Director Digital and ICT Telephone No.: 615289

Officer Interests: None

Background Documents: - Appendix 1 – Costs Breakdown.

### Implications Matrix

**This section must be completed and you must ensure that you have fully considered all potential implications**

This matrix provides a simple check list for the things you need to have considered within your report

If there are no implications please state

I have informed and sought advice from HR, Legal, Finance, Overview and Scrutiny and the Climate Change Advisor and any other key stakeholders i.e. Portfolio Holder, relevant Ward Members etc prior to submitting this report for official comments	No
I have considered whether this report requests a decision that is outside the Budget and Policy Framework approved by Council	Yes
Value for money considerations have been accounted for within the report	Yes
The report is approved by the relevant City Manager	Yes
I have included any procurement/commercial issues/implications within the report	Yes
I have considered the potential media interest in this report and liaised with the Media Team to ensure that they are briefed to respond to media interest.	No
I have included any equalities and diversity implications within the report and where necessary I have completed an Equalities Impact Assessment and the outcomes are included within the report	No
Any Health and Safety implications are included within the report	No
Any human rights implications are included within the report	No
I have included any community safety implications and paid regard to Section 17 of the Crime and Disorder Act within the report	No

OFFICIAL

I have liaised with the Climate Change Advisor and any environmental and climate change issues/sustainability implications are included within the report	No
I have included information about how this report contributes to the City Plan/ Area priorities within the report	Click here to enter
I have considered the impact on air quality, carried out an appropriate assessment and included any resulting actions or opportunities necessary to improve air quality in the report.	Click here to enter