

**Standing Order D11 (in relation to Overview and Scrutiny) – Call-in and Urgency
Council Meeting, 13 September 2017**

In accordance with Standing Order D11, the call-in procedure does not apply where the executive decision being taken is urgent. A decision will be urgent if any delay likely to be caused by the call-in process would prejudice the Council's or the public's interests.

Before deciding whether a decision is urgent the decision making person or body must consult the Overview and Scrutiny Co-ordinator, or in his absence either:

- (a) (if the decision is a Key Decision and Standing Order E14 (General Exception) applies) each member of the Overview and Scrutiny Board shall be consulted; or
- (b) (in all other cases) the Chairman of the Council, or (if there is no Chairman/woman of the Council appointed) the Vice-Chairman/woman of the Council, shall be consulted.

Decisions taken as a matter of urgency shall be reported to the next available meeting of the Council, together with the reasons for urgency and a summary of the consultation undertaken.

The table below sets out this information:

Matter for decision	Decision-taker	Reasons for urgency	Consultation
<p>Income Management and Payments System Contract Renewal</p>	<p>The Mayor</p>	<p>The Mayor is due to make a decision to renew the contract for the Council's corporate income management and payments system (ICON) which is provided by Civica. This also includes an ICON eStore module to enable full online customer portal functionality and include the new General Data Protection Regulation module.</p> <p>Torbay Council currently uses the Civica ICON hosted service to receive payment for services across all business units. It currently receives approximately 120,000 credit and debit card transactions per year, with a value of approximately £15.25 million.</p> <p>As well as delivering an income management function it provides multiple e-payment channels including:</p> <ul style="list-style-type: none"> • Internet • Intranet • Chip & PIN • Automated Telephone Payments <p>ICON is also the central hub for distributing daily transaction data to other financial systems and accumulating balance information, with 22 separate data transfer jobs currently scheduled throughout the day and overnight every weekday.</p> <p>The current contract needs to be renewed for a further three years</p> <p>Any delay likely to be caused by the call-in process would prejudice the Council's interests.</p>	<p>The Overview and Scrutiny Co-ordinator was consulted on 4 September 2017.</p>

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Monitoring Officer