



OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

Title of decision	LEGAL CASE MANAGEMENT SYSTEM UPGRADE & MIGRATION
Reference No.	1262
Date of decision	Tuesday 10 December 2024
Call-in expiry date	Tuesday 17 December 2024
Relevant Select Committee	Corporate Resources and Infrastructure Select Committee
Relevant Wards	N/A

Decision made

Cabinet Members making the decision	Councillor Martin Goddard, Cabinet Member for Finance & Transformation
Decision	Approved That the Cabinet Member for Finance & Transformation accepted the direct award with Iken Business Limited for the provision of Iken Cloud system to the London Borough of Hillingdon for 1+1+1 years (totalling 3 years) from 01 December 2024 and at the value of £128,583.40.
Reason for decision	<ol style="list-style-type: none">1) A mini review of the current legal Iken Case Management system within the Service was conducted in partnership with Legal, which found that the current Iken Desktop application was no longer fit for purpose and there is an opportunity for improving the processes, functionality and build workflow processes with the migration to the Iken Cloud Case Management Solution.2) Having an effective case management system is critical for complying with DPA/ GDPR obligations in the conduct of legal work, and in particular in managing and securing considerable amounts of sensitive personal data. Non-compliance can lead to significant fines and reputation damage. It is also essential to driving “soft” efficiencies throughout the organisation to ensure the efficient handling of legal case work and client portal access to case data and self-help materials, reducing administrative burdens and costs and freeing up lawyer time to refocus on objective delivery. Also, the time-recording element of the software is essential in order to be able to accurately capture time costs and enable recharging on a commercial basis whether externally or to grant-funded or ring-fenced accounts, thus reducing

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	<p>pressure on the general fund. It enables better capture and so management of external costs incurred all of which is critical to meeting the circa £1.2m of MTFF and star chamber savings/income expectations in 24/25 and beyond, making a significant direct and direct contribution to meeting the overall significant budget pressures LBH currently faces, in common with most other local authorities.</p> <p>3) Iken Business Ltd is a leading supplier offering 25 years of experience across both public and private sectors providing a fully scalable, highly configurable, feature-rich legal case management platform supporting collaboration and increased productivity. The Iken Cloud Solution will empower the Legal team to manage their complex and diverse workloads more effectively. It is fully hosted by Iken and offers a user-friendly portal solution which is streamlined, easy-to-use and accessible on any device. Iken Cloud integrates with several third-party technologies including Microsoft 365.</p> <p>4) This new contract (direct award) with Iken Business Ltd will provide the software licences as well as the associated hosting, annual support and maintenance for the Legal Case Management system. The Council's current contract with Iken Business Ltd expires 31 December 2024 so we will be working the supplier to start to implement Iken Cloud project before the end of this current contract. The new contract provides opportunities to build a stronger strategic partnership with the supplier by working collaboratively to formulate a joint plan of improvements to the Iken Cloud system that will benefit both Corporate Services and the wider Council.</p> <p>5) The Council's Legal Services team has been using Iken Desktop for over 11 years. The migration to Iken's Software as a solution (Saas) product, Iken Cloud, fits in with the Council's Digital Strategy whilst continuing to meet the practical needs of the Legal service and continuing long-standing relationship with a trusted supplier.</p> <p>6) The current Iken Desktop application and database is hosted in the Council's Microsoft Azure tenancy. The migration to Iken Cloud solution is more than simply a database migration because it represents a change in working practises which supports secure access to Iken from anywhere with an Internet connection. The breadth of functionality, levels of security and intuitive user interface also supports the Council's Digital Strategy objectives.</p>
Alternative options considered and rejected	<p>1) Option 1: Do nothing. This is not a viable option as the Desktop application is no longer meeting the needs of the Legal service. Furthermore, the supplier has advised</p>

	<p>Microsoft will likely not support the desktop application after 31 December 2025, so they recommend that migrations to a cloud solution take place sooner to ensure a proactive approach rather than a reactive one.</p> <p>2) Option 2: Procure a new system. Whilst there are other suppliers of Legal systems, the current contract with Iken Business Ltd expires 31 December 2024 and a full tender exercise would take 9-12 months to complete. Soft market testing was undertaken, which gave staff an opportunity to view demos of other legal supplier systems, and it was found that Iken Cloud was the best product for the Council's legal services as a lot of the functionality in other systems wouldn't be required. Furthermore, the costs associated with a whole system change would be significant, from reviewing current processes and integrations, writing requirements, running the procurement process to final implementation impacting the Legal services so this option is not recommended.</p>
Classification	Part II – Members Only and Not for Publication
Link to associated report	That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.
Relevant Officer contact & Directorate	Helen Vincent, Corporate Services
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p>5pm on Tuesday 17 December 2024</p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>

Councillor scrutiny call-in of this decision	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p>Scrutiny Call-In - Power Apps (secure)</p>
Further information	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: democratic@hillingdon.gov.uk.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;">Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</p>