

**To receive an updated report on Civica Modern.Gov and phone infrastructure and consider any actions and associated expenditure.**

**Report to:**

Policy and Finance Committee

**Date of Report:**

02/03/2026

**Officer Writing the Report:**

Mayor's Secretary/Receptionist

**Pursuant to:**

Policy and Finance Committee held on 11 November 2025 Minute Number 247/25/26 and 248/25/26.

**Purpose of the report:**

To receive an update following the latest Policy and Finance resolution on democratic services software – Civica Modern.Gov and phone infrastructure improvements.

**Officer's Recommendations:**

Members are asked to:

1. Pause Resolution 248/25/26, relating to the phone system, until further findings have been obtained.
2. Not progress Resolution 247/25/26, relating to the five-year Civica Modern.Gov contract, until further findings have been obtained.

However, in order to maintain continuity of support, Members are asked to approve the continuation of the existing contract for a further 12 months at a cost of £10,877.

3. Approve the Administration Department undertaking a full investigation of alternative options to ensure the Town Council secures a package that delivers improved efficiencies and best value for money.

## Report Summary

The Town Clerk attended the SLCC Practitioners Conference, where approved suppliers demonstrated software and services for Town and Parish Councils. During the event, an alternative democratic services software package was identified.

The Administration Team is assessing its suitability and has received a full demonstration from the supplier. The system offers improved efficiencies, better value for money, and full integration with the Town Council's existing Microsoft 365 licences.

The supplier also provides a wider suite of IT-related packages that could reduce overall costs by consolidating multiple services under one provider. These include IT support, telephony and broadband, audio-visual meeting equipment, democratic services tools, and local government AI-based products.

At a recent Town Council Forum meeting, Members discussed audio and visual requirements for Town Council meetings. Officers are preparing a report for the Policy and Finance Committee in May, and should Members wish to proceed with the officers recommendation there would need to be a recommendation to the Services Committee as the associated budget sits with that Committee. Cllrs Bickford and Nowlan have offered to support officers with the research into audio and visual software options.

As several IT services and software solutions may be available from a single provider, it is considered efficient to bring these items together into one combined report for consideration.

A full and detailed report covering all relevant software and service packages will therefore be presented to the P&F Committee in May, enabling Members to make an informed decision based on the recommendations of officers and supporting Members.

Although the resolution remains on hold, the Administration Department has sought up-to-date contract and cost information from the current provider. The Town Council's internet and telephony supplier will continue providing services that are currently in place with no transition to Wildx until further notice.

Civica Modern.gov does not offer rolling contracts and has provided a fixed quotation for the period 1 April 2026 to 31 March 2027, as set out in **Appendix A**.

The 2025/26 annual subscription was £10,399.

For 2026/27, the annual cost is to be confirmed.

A budget of £26,417 was set for year one, inclusive of the transition to Civica cloud services, meaning the 2026/27 allocation remains unaffected.

**Budgets:**

**Budget Code:** 6208 PF Subscriptions

**Available Budget 2026/27:** £37,650

**Committed spend for Civica Modern.gov:** £26,4017

**Signature of Officer:**

Mayor's Secretary/Receptionist