

Customer Work Plan	Committee: Finance & Resources	Date of Committee: 05 July 2023
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Reference	Function	Cluster	Description of Requirement	Type of Budget	Estimated Start date of Contract or Extension	Estimated End date of Contract (Excluding extension)	Maximum Extension Period (months)	Estimated End date of Contract (Including extension)	Summary
000-CGEM9684	Customer	Digital & Technology	Customer Experience Platform	Revenue	05/10/2023	04/10/2026	12	04/10/2027	The contract for a Customer Experience Platform continues to enable the delivery of the digitisation of online service delivery. The platform is enabling digital online service delivery making it quicker and easier for customers to access services.
000-VDYH2367	Customer	P&O Development and Customer Experience	Third Party Payments	Revenue	19/10/2023	18/10/2026	12	18/10/2027	This contract will provide a mechanism which allows customers to make payments to the Council using cash, debit and credit cards at retail outlets (Paypoints) and post offices. Examples of payment types are Council Tax, Rent, Service Income and other invoices.

Operations Work Plan	Committee: Finance & Resources	Date of Committee: 05 July 2023
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Reference	Function	Cluster	Description of Requirement	Type of Budget	Estimated Start date of Contract or Extension	Estimated End date of Contract (Excluding extension)	Maximum Extension Period (months)	Estimated End date of Contract (Including extension)	Summary
000-WQKM5478	Operations	Operations & Protective Services	Recycling and Residual Waste Skips (Environmental Services, Roads and Fleet expenditure)	Revenue	26/09/2022	25/09/2024	24	25/09/2026	This business case requests approval for expenditure by Environmental Services, Roads and Fleet on the existing Recycling and Residual Waste Skips contract let by Building Services.