

**Oldham Borough Council
Record of Decision**



1. **TITLE:** Access Oldham – Visitor Queue Management and Ticketing System

2. **SERVICE AREA:** Place Directorate

3. **PURPOSE OF DECISION**

With a return to increasing walk-in visitor footfall in Access Oldham, together with the services imminent relocation to Spindles (currently scheduled for mid-May 2024) and a requirement to provide Key Performance Indicators (KPIs) on visitor numbers and service levels, the service would now like to re-enable the Qmatic visitor management and ticketing system which was decommissioned during the Covid pandemic.

4. **DECISION MADE BY:** Deputy Chief Executive

5. **DECISION:**

RESOLVED - That:

Following a procurement process, re-enabling the existing Qmatic system has been identified as the preferred approach, allowing for the re-use of retained hardware. The software and user interface is as previously used, however, the system will be located off premise in line with Council ICT strategy. The proposed award is for a three-year contract to provide the software and hardware for the scheme.

6. **REASON FOR DECISION**

Options 1: Do nothing: Without a Queue Management and Ticketing system to manage walk-in visitors to Access Oldham, we will not be able to gather service level information about resident access and demand for services, and we will not be able to report on wait times for residents in seeing a member of staff. A manual method of recording reasons for visit at a high level would need to continue. Not recommended

Option 2: Add Queue Management to the Room Booking System: An option to add additional functionality to the proposed Room Booking system for Spindles was considered. This option would complicate the implementation of both requirements and impact on the delivery timescale for the Room Booking system. Subscription costs for the additional queue management module were predicted at 30% over the Qmatic subscription. Not recommended.

Option 3: Implement Qmatic solution Carry out a direct award procurement for the re-commissioning of the existing Qmatic system, albeit, migrating the software to be “Cloud” hosted rather than being located in the Council’s data centre. Recommended

7. **ALTERNATIVE OPTIONS CONSIDERED**

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8. **INTERESTS AND NATURE OF INTERESTS DECLARED**

None

9. **PRINCIPAL GROUPS CONSULTED:** Detailed in the report

10. **DOCUMENT CONSIDERED:** Access Oldham – Visitor Queue Management and Ticketing System