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Report of: Jayne Ludlam
Report to: Cllr Julie Dore, Leader of the Council
Date of Decision: 12 May 2017
Subject: Whole Family Case Management system re-procurement update

Is this a Key Decision? If Yes, reason Key Decision:-	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
- Expenditure and/or savings over £500,000	<input checked="" type="checkbox"/>	
- Affects 2 or more Wards	<input type="checkbox"/>	
Which Cabinet Member Portfolio does this relate to? Healthier Communities and Adult Social Care and Children and Young People and Family Support		
Which Scrutiny and Policy Development Committee does this relate to?		
Healthier Communities and Adult Social Care and Children and Young People and Family Support		
Has an Equality Impact Assessment (EIA) been undertaken?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
If YES, what EIA reference number has it been given? 1156		
Does the report contain confidential or exempt information?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-		
<i>"The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended)."</i>		

Purpose of Report:

This report provides an update on the Whole Family Case Management Project and seeks approval to spend £2.9 million of reserved capital grant funding on the Project. This is required urgently to enable us to finalise the contract with the preferred supplier for the replacement case management system for social care.

Recommendations:

The Leader is recommended to:

1. Approve the use of reserved capital grant funding of £2.9 million within Whole Family Case Management project and consequently approve the capital element addition of the project to the Capital Programme.

Background Papers:

Decision of the Leader dated 9 February 2017 relating to the “Whole Family Case Management System Re-Procurement” and the decision Report considered at that time by the Leader.

Lead Officer to complete:-	
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.
	Finance: Ann Hardy, Kerry Bollington
	Legal: Sarah Bennett
	Equalities: Liz Tooke
<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	EMT member who approved submission: Jayne Ludlam
3	Cabinet Member consulted: Cllr Cate McDonald, Cllr Jackie Drayton and Cllr Ben Curran
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Decision Maker by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.
	Lead Officer Name: Nicola Rust
	Job Title: Lead Project Manager
	Date: 26.04.17

1. PROPOSAL

- 1.1 As set out in the previous Report on the Whole Family Case Management System Re-Procurement, the contract for the current IT system that supports children's and adults social care expires in March 2018. The Council has used the LASA procurement framework to re-procure a solution that is fit for purpose. The implementation of the solution and migration of data from the existing solution is complex and requires at least 1 year to complete. We therefore need to ensure that the contract is awarded to the preferred supplier as soon as possible to enable the implementation of the solution to commence.
- 1.2 A Leader decision in February 2017:
- noted and affirmed the officer decision made in accordance with the Leader's Scheme of Delegations to procure a replacement case management system for children and adults social care
 - agreed that the procurement should be completed within the agreed project timescales (February 2017) to ensure that a solution could be implemented prior to the existing supplier contract end date on 31/03/18
 - Delegated authority to award a contract to the preferred supplier to Laura Pattman, Director of Business Strategy (interim) for Communities
- 1.3 Through the procurement process the need to contract the required data migration specialists as part of the contract with the supplier has been identified. In addition it has been identified that these costs as well as an element of year 1 implementation costs are able to be capitalised from historic capital reserves.

2. HOW DOES THIS DECISION CONTRIBUTE ?

- 2.1 The Case Management system currently used in both CYPF & Communities social care has been superseded by a new product brought to the market by the existing software supplier.
- 2.2 An assessment of the future roadmap for the existing product has determined that supplier support for the product is set to diminish due to the introduction of the new product offering, which was launched in April 2016. The contract with the existing supplier is also due to finish in 2018.
- 2.3 The additional approval now sought will enable a contract for a replacement system to be awarded and implementation to commence to enable this complex project to be completed in the required timelines.

3. HAS THERE BEEN ANY CONSULTATION?

3.1 There is no statutory requirement to consult on this proposal.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality of Opportunity Implications

Social care and support staff are currently required to use the existing ICT solution. We have gathered requirements from over 200 staff to determine what is needed in the new solution. Staff have also been consulted on the problems that they have with the existing solutions and this feedback has been turned into 'User Experience' requirements which staff have used a way of evaluating the effectiveness of supplier solutions. This should mean that the systems elements of their jobs will become easier / allow for improved efficiencies in future.

Customers of social care may also benefit as there is the potential in the future to offer electronic self service to those social care customers that would prefer to use this channel.

4.2 Financial and Commercial Implications

4.2.1 Funding of £1.9 million plus implementation costs for this project has already been approved from the revenue budget. However, it has now become clear that some elements of project are eligible capital expenditure.

£2.9 million of reserved historic grant capital funding is therefore sought to implement the first phase of the project and to enable the Council to contract with the preferred supplier. The £2.9 million capital funding has been identified from capital grant reserves. Revenue funding will still be used to cover the remainder of the costs which include further phases and costs that cannot be capitalised such as training, and support and maintenance costs of the remaining 6 year term of the contract.

4.3 Legal Implications

4.3.1 A mini competition under the LASA framework has been followed. This enables the Council to comply with legislative requirements and the requirements of Contract Standing Orders. If we do not re-procure a new solution, we will be unable to fulfil our statutory reporting duties.

4.4 Other Implications

4.4.1 Staff roles may change as a result of implementing a new ICT solution. Any implications will be managed using the Council's Human Resources processes, where appropriate.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 There is no 'do nothing' cost neutral decision. The existing solution would require significant investment to upgrade it for use beyond March 2018. The current solution is not appropriate for modern working methods required by social care to help them to improve outcomes for children, families and adults. Therefore, simply refreshing the existing contract is not appropriate. In addition, the existing product is unlikely to be upgraded by the supplier as they have introduced a new product.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The reason that capital funding is required is because the initial implementation phase has been identified as eligible capital expenditure therefore authority is required for this to be included within the capital programme.
- 6.2 An emergency decision by the leader is required due to the requirement to award the contract by 12 May 2018. This will enable this critical system implementation to move forward at the required pace. This date cannot be achieved through the standard capital approvals process.