

Cabinet

Date of Meeting: 06/10/2020

Report Title: Re-procurement of Case Management Systems: Adult's and Children's Social Care

Portfolio Holder: Councillor Amanda Stott (Portfolio for Finance, IT and Communications) Councillor Laura Jeuda (Portfolio Holder for Adult Social Care and Health); Councillor Kathryn Flavell (Portfolio for Children and Families);

Senior Officer: Mark Palethorpe, Executive Director People and Jane Burns, Executive Director Corporate Services

1. Report Summary

1.1. There is a service requirement to review the existing case management, financial systems, directory of services and eBrokerage for Adults and Children's services as the corresponding systems contracts expire on the 31st of March 2021. An exercise has begun to review potential systems, the current market and the route to procurement that is available.

1.2. The estimated value of the procurement will be £1.287m over a 4-year period.

1.3. The systems options and routes to procurement are explained within this report for the service to consider in relation to system direction and strategy.

2. Recommendation

2.1. That Cabinet authorises the Executive Director of Corporate Services in consultation with the Portfolio Holder for Finance, ICT and Communication to award and enter into a contract to deliver Case Management Systems: Adult's and Children's Social Care for Cheshire East Council, via GCloud11 framework, with an estimated value of the procurement of £1.287m over a 4-year period.

3. Reasons for Recommendation

- 3.1. The requirements of Adult and Children services do not materially vary from the existing system functionality provided by Liquidlogic and Oxford Computer Consultants. These supplier solutions are available via the GCloud11 framework.
- 3.2. The recommended option is to re-procure systems via new framework contract.
- 3.3. The recommendation allows the council to use a compliant procurement framework solution, using Crown Commercial Services – G-Cloud 11 (2years +1 year + 1 year) 2021-2025.

4. Other Options Considered

- 4.1. **Option 2** – Re-procure via open competitive tender process for all the functionality provided by the incumbent suppliers. If this option is considered there would be the potential for large scale operational change and other implementational costs which would need to be factored into the decision.
- 4.2. **Option 3** – Seek to extend existing LASA framework contract for its final 2 years extension that is available (requires supplier agreement on terms). This option would enable the supplier to set contractual terms at a potential disadvantage to the Council.
- 4.3. **Option 4** – Do nothing - Cheshire East needs a robust case management solution to meet statutory function and support the most vulnerable residents across our borough.

5. Background

- 5.1. The current systems that are used by the Social Care Service across Adults and Children's are provided by Liquidlogic and Oxford Computer Consultants (OCC). The systems covered by these suppliers have been in place since 2014 and the supplier performance throughout the contract lifespan has been very positive for the Local Authority.
- 5.2. A series of feedback gathering sessions have taken place with key service leads and stakeholders to help identify the following: Functionality Gaps, Data Storage, System Bugbears, Future Enhancements.
 - 5.2.1. Adults key themes were that existing systems were well embedded and working well for the service. Adults key service managers felt that the solutions provided by the incumbent supplier have brought about positive changes to the operational function of Adult Social Care, in Cheshire East.
 - 5.2.2. Children's key themes were similar to the adult's feedback. There was a greater focus on the timeliness in which system enhancements are

introduced as a result of emerging legislative changes. There were some suggestions of how the system could help support closer case recording with other disparate systems.

5.3. Large amounts of the feedback exposed the need for further council internal effort on reporting and changes to the systems solutions that are within Cheshire East's control. The emphasizes the internal investment needed to ensure that ICT systems are best utilised and that Cheshire East achieve a positive return on Investment.

5.3.1. Further detailed feedback can be requested from the Programme if required.

5.4. There are several other suppliers in the social care systems marketplace covered below:

5.4.1. OLM – This supplier has been offering case management products for several years but the functionality compared to the incumbent supplier would be less.

5.4.2. Liquidlogic – The incumbent supplier of the Liquidlogic Adults System and Children's Case Management System. One of the industry leaders and increasing market share.

5.4.3. Servelec – Currently provides Education Case Management to Cheshire East for several years (pre LGR). This supplier was recently purchased by another company enabling it to branch into social care case management by having Core Logic, to its suite of products. This supplier is slowly increasing its market share in the social care systems space.

5.4.4. Oxford Computer Consultants – Provide the Cheshire East online directory 'Live Well' and financial provisioning for adults and Children's social care. This supplier is one of the only financial system suppliers that has proven interfacing with Liquidlogic Case Management products.

6. Implications of the Recommendation

This decision will have little impact on the Council's operational function if the decision is to continue with the existing system's requirements and look to replace like for like.

6.1. Legal Implications

6.1.1. The proposed procurement via a Crown Commercial Service's G-Cloud Framework is a compliant route to procure the proposed system. The systems were originally procured under the Crown Commercial Service's G-Cloud iii Framework in 2014 which permitted a maximum contract term of 2 years. When the systems were subsequently re-procured it was felt that a longer term for the contract would be more appropriate and so the Crown Commercial Service's RM1059 Local Authority Software

Applications Framework was used as this permitted a maximum contract term of 7 years, the contract being procured for a term of 5 years. The Crown Commercial Service has now changed the maximum term permitted for call-off contracts under the G-Cloud Framework and contracts may be up to 4 years in length, the proposed procurement is therefore a compliant route.

6.2. Finance Implications

- 6.2.1. Within the terms of the current contractual arrangement there is provision for an annual price increase of no more than the rate of RPI at a given census date. An arrangement on the same basis would be usual and expected under each of the options identified within this report.
- 6.2.2. The anticipated 4 year value of a new contract is approximately £1.175m has this is included within the current Medium Term Financial Strategy.
- 6.2.3. ICT contracts frequently apply annual contractual inflation linked to RPI. Any uplift in excess of the current MTFFS forecast would require growth within the base budget of ICT. If for an illustrative example inflation of 1.5% was applied over the 4 year period this would amount to approximately £112,000.
- 6.2.4. Anticipated annual growth will need to be reviewed yearly to ensure that it links to current RPI.
- 6.2.5. Investment in current contracted systems (expiry 31st March 2021)

Supplier	One-off capital imp and licence	Annual support/maint. In final year of contract	Existing contract end date
Liquidlogic	£672,579	£229,630	31 st March 2021
Oxford Computer Consultants	£234,969	£80,335	31 st March 2021

6.3. Policy Implications

- 6.3.1. No Policy implications based on current recommended approach. Links to current service policies and practices.

6.4. Equality Implications

- 6.4.1. Not applicable.

6.5. Human Resources Implications

6.5.1. No Human Resources implications based on current recommended approach.

6.6. Risk Management Implications

6.6.1. Financial risk to Council if the decision is to proceed with Option 2 due to unknown supplier potential.

6.6.2. Compliance risk if the Council does not sign a new contract with a supplier by the 31st of March 2021.

6.7. Rural Communities Implications

6.7.1. There are no direct implications for rural communities.

6.8. Implications for Children & Young People/Cared for Children

6.8.1. This decision has a direct link to the support and case management that the Council provides for children and young people. An efficient system across Adults and Children's Social Care is critical in supporting a positive journey with the council to residents in receipt of services.

6.8.2. An industry leading system solution ensures that workers have the most appropriate case management support to do their job, at their best.

6.9. Public Health Implications

6.9.1. There are no direct implications for public health.

6.10. Climate Change Implications

6.10.1. The system would help support reduction in carbon footprint as workers are able to access the system remotely.

7. Ward Members Affected

7.1. Not applicable.

8. Consultation & Engagement

8.1. All social care Senior and Junior operational managers have been consulted and engaged with throughout the project, gathering views and opinions on the current systems in place.

9. Access to Information

9.1. Supporting links:

<https://www.liquidlogic.co.uk/news-events/news/one-platform-rochdale-metropolitan-borough-council/>

<https://www.servelec.co.uk/about-digital-care/case-studies/mosaic-helps-richmond-and-wandsworth-councils-to-unify-fa-processes-helping-workforces-to-fully-integrate-across-the-boroughs/>

<https://www.olmsystems.com/eclipse/>

10. Contact Information

10.1. Any questions relating to this report should be directed to the following officer:

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