

Cabinet – 16 June 2021

Adults and Children's Social Care Case Management

Portfolio: Children's Services and Adult Social Care

Related portfolios: Councillor Rose Martin & Councillor Wilson

Service:

Wards: All

Key decision: Yes

Forward plan: Yes

1. Aim

- 1.1 To provide a compliantly procured electronic case management system, to enable the Council's fulfilment of its statutory duties, as set out in relevant legislation (ie the Care Act 2014, the Children's Act 1989 (as amended) and the Children and Families Act 2014).
- 1.2 To establish a longer term contractual arrangement which builds on existing infrastructure and enables a partnership based way of working, which will intrinsically support the delivery of Directorate and in turn Council ambitions, in transforming services.

2. Summary

- 2.1 In accordance with the Council's Constitution, this is a 'key decision' due to 'significant' expenditure in excess of £250,000.
- 2.2 Walsall Council has statutory responsibilities under the Children and Families Act 2014 and Care Act 2014, which include the need to maintain client level records, linked to vulnerable children, young people and adults. The current electronic case management system mobilised across Adults Social Care and Children's Services is Mosaic, which was procured by the Council in 2014 from Corelogic Limited (now trading as Servelec Social Care Limited).
- 2.3 Since the introduction of Mosaic a number of benefits have been realised including an electronic case management system accessible to both Council workforce and a number of third party service providers as appropriate; greater system based oversight of statutory services delivered; greater intelligence across areas of service delivery; increased access to performance and activity reporting; introduction of a financial solution to support brokering

care; provider payments and monitoring spend; supporting areas of payment processing within Children's Services; and the ability to interface across multiple Council electronic systems as a way of delivering more streamlined functions. This contract has also enabled the Council to further benefit from opportunities as detailed in our Council IT strategy linked hosting services.

- 2.4 To preserve continuity of service in both Adult Social Care and Children Services, the re-procurement of the Mosaic system from Servelec via a G-Cloud 12 Framework Agreement which subject to Cabinet approval will be procured by the Crown Commercial Service.
- 2.5 Subject to cabinet approval negotiations will commence between the vendor and Walsall Council to ensure; alignment to the Councils' transformation ambitions; an inclusion linked to social value and the building of a stronger partnership relationship, which will also enable the Council to have greater influence across the vendor's future roadmap of system design priorities and to also ensure compliance with the Council's best value duty under the Local Government Act 1999.

3. Recommendations

- 3.1 That Cabinet approves the award of a call off contract to Servelec Social Care Limited, valued at up to £928,000, for the continued provision of the Council's existing case management system for Adult Social Care and Children's Services, from 01 July 2021, for an initial period 2 years, with the option to extend for further periods of up to 3 years from 01 July 2023.
- 3.2 That Cabinet delegates authority to the Executive Director for Adults Social Care and the Executive Director of Children's Services, in consultation with the relevant Portfolio Holders for Adult Social Care and Children's Services, to subsequently authorise the sealing of deeds and/or signing of contracts and any other related documents for the provision of such services.
- 3.3 That Cabinet delegates authority to the Executive Director of Adult Social Care and the Executive Director of Children's Services, in consultation with the Portfolio Holders for Adult Social Care and Children's Services, to authorise any variations to the contractual arrangements or other related documents for such services should this be required throughout the term of the contract, in accordance with the Council's approved budget, Public Contract Regulations and the Council's Contract Rules.

4. Report detail - know

- 4.1. The Council awarded a contract to Corelogic Limited on 25 July 2014 utilising a Government framework. This company is now trading as Servelec Social Care Limited. The contract for the provision of the Mosaic electronic case management system, was granted for an initial period of 5 years from 1

August 2014, with the ability to extend for 2 years. The extension has been utilised and the current contract is therefore due to expire on 31 July 2021.

- 4.2. The re-provision of an effective social care electronic recording system via the continued use of the current systems represent a significant priority to the Council. This will avoid the very significant costs and disruption which would inevitably result from the procurement and implementation of alternative replacement systems.
- 4.3. The ongoing availability of a case management, care tracking and finance system is critical requirement for the provision of social care services. Changing to a new platform at this time would entail a significant amount of new investment, as well as substantial outlay of time and change management, leading to potential disruption to the provision of existing services.
- 4.4. Four potential options have been considered for the re-procurement of the case management system, which have been outlined in table 1 below.

Options	Description	Implication
1. Do nothing	Allow the contract to expire 31 st July 2021 with no opportunity to renew and no consideration of system replacement	Inability for the organisation to meet its statutory duties
2. Purchase of a new case management system	Embark upon a full procurement process to purchase a new case management system	Does not address immediate requirements of meeting statutory duty through the provision of a live system; costly and is not part of our current technology roadmap or strategy
3. Undertake a re-procurement exercise of the existing case management system	Through representative working group discussions – most appropriate approach has been identified – to deliver a compliant electronic solution in a timely and best value way, meaning a provision of contractual arrangements to cover up to a 5 year period to be established with appropriate ‘break’ clauses	Opportunity to align to the Council’s ICT strategy and our transformation programme. Provides continuity of system in a compliant way. Optimises technological advances in system hosting and reduces Council burden
4. Defer the current	Evoke Regulation 72 allowing the Council to	The ability to significantly remodel the contract would

contract	negotiate the continuation of the current contract with the existing provider under the existing terms and conditions (except with regard to the contract term)	be unavailable; the third party system provider could decline; this is a short term approach
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Council Corporate Plan priorities

- 4.5. The provision of Mosaic contributes to achieving the following corporate priorities:

People: have increased independence, improved health and can positively contribute to their communities.

Internal Focus: Internal services deliver quality and adapt to meet the needs of customer facing services.

Risk Management

- 4.6. The risks to awarding this contract are low given that the Council has an established record of utilising this system. However, due diligence will be undertaken including Data Processing Agreements; Technical Assessment, in order to provide assurance and governance in delivering our statutory duties.
- 4.7. As detailed within the report, the ongoing availability of an electronic case management system including assessment; support plan; care brokering; payment processes and monitoring of spend is a critical requirement for the ongoing provision of social care services.

Financial implications

- 4.8. The 20/21 annual cost of delivering this service was £182k funded from existing budgets within Adult Social Care and Children's.
- 4.9. The Council is recommended to approve option 3 as detailed in section 4.4 with the total cost of the contract to be £928k over 5 years with the initial contract for 2 years with the option to extend for further periods of 1 + 1 + 1 years up to a maximum of 3 years. The annual costs for the proposed 5 year contract are as follows:

SaaS Solution	Year 1 Annual Cost (£)	Years 2-5 Annual cost (£)
Hosting	80,000	84,081
Support and Maintenance costs	79,298	83,343
Interface (CM / CP_IS)	5,800	6,045
Weblogic support	4,687	4,926
Implementation charges (one-off)	45,000	-
Total Annual Cost	214,785	178,395

- 4.10. There are short term server costs associated with the Mosaic system of £70k until this is moved over to the Cloud based solution, and these will be funded from within existing ICT programme budgets.
- 4.11. The ongoing annual costs of £178k will be funded through existing budgets within Adult Social Care and Children's, and the one-off implementation charges in 21/22 of £45k will be funded via earmarked reserves for system improvements.

Legal implications

- 4.12. Walsall Council has a statutory obligation to provide social care for vulnerable Children, young people and Adults in Walsall who meet the relevant thresholds. Being able to record proportionate information is critical in ensuring auditable; proportionate decision making; safety and delivery of timely interventions, as well as compliance with the requirements of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. The electronic social care case management system is the Council's underpinning record tool.
- 4.13. The re-procurement of the current contract with Servelec Social Care Limited via the G-Cloud 12 Framework Agreement will be undertaken in accordance with the applicable requirements of the Public Contracts Regulations 2015 and the Council's Contract Rules. In addition any resulting contract shall be in a form which is approved by Legal Services.

Procurement Implications / Social Value

- 4.14. The procurement exercise and associated contract award will be completed in accordance the Public Contracts Regulations 2015 (the Regulations), the Public Services (Social Value) Act 2012 and Walsall Council's Social Value Policy and Contract Rules. Procurement and Legal services have coordinated to ensure consistency of advice.
- 4.15. Procurement input has been sought to evaluate several routes to market and advise on the most appropriate procurement route.
- 4.16. Procurement have advised that the use of the Crown Commercial Services G-Cloud 12 Framework would be the best procurement vehicle to achieve the desired outcomes in the timescales required.
- 4.17. Through use of the supplier selection tool within the G-Cloud 12 Framework the Council are able to compliantly shortlist, select and subject to Cabinet approval enter into contract with Servelec Social Care Limited.
- 4.18. Further input will be sought from Procurement to ensure the compliant completion of all contract documents, in accordance with the operating terms and conditions of the G-Cloud 12 Framework, or any subsequent government framework that may be required during the 3 year extension period. In doing

so the contract award will be compliant with Public Contract Regulations and the Council's Contract Rules thereby mitigating risk of legal challenge.

- 4.19. The Council has a statutory duty to ensure Best Value when committing expenditure of public funds and the Council to contractual arrangements. In the absence of a full competitive tender process a have completed a comparison benchmarking to establish that the contract award referred to in recommendation 3.1 represents overall Best Value for the Council.
- 4.20. In order to fulfil the Council's Social Value Act duty and comply with the Council's Social Value Policy a commitment will be sought from the supplier in relation to the Council's Social Value Policy and Charter prior to contract completion.

Property implications

- 4.21. The property implication linked to this contract award is simply that the case management system will during the lifetime of this contract, in a planned way, ceased to hosted on Council premises, in line with our ICT strategic intent.

Health and wellbeing implications

- 4.22. The ability to monitor the health and wellbeing of Walsall children, young people and adults receiving support or services from Walsall Council will be compromised without the availability of an electronic case management system.

Staffing implications

- 4.23. Officer capacity will be created in operating a non-site based electronic solution, enabling the re-direction of ICT resources to further realise our ICT strategic ambitions.

Reducing Inequalities

- 4.24. An Equality Impact Assessment has been deemed not necessary as working practices will not be changing.
- 4.25. Continuation of care is significantly reduced if practitioners are unable to record clearly the service users' needs and monitor outcomes for service users. There is no direct impact on service users as their priority needs will continue to be met regardless of system choice. However, effective and efficient provision may be jeopardised for any new or review care need if an inappropriate choice is made.

Consultation

- 4.26. Internal consultation was undertaken with Procurement, Finance, Legal, Children services and Adults Social Care services.

4.27. No Further consultations was deemed necessary.

5. Decide

The advantage to delegating the awarding of this contract will ensure local authority compliance and demonstrates that the Local Authority is putting sufficient resources towards the best method of meeting the needs of our service users within the community with the least amount of disruption to services.

6. Respond

Subject to Cabinet approval Adults Social Care and Children's Services directorates with both ensure that the solution is:

- Best Value
- Fit for purpose
- Future proof
- Contract is awarded with due diligence

7. Review

Stakeholders from across all the business engage with governance for the system. In order to optimise future system operating benefits and alignment to future service ambitions, robust contract relationship and management arrangements will be established, enabling greater partnership working.

Background papers

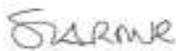
None



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8 June 2021



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