## PROCUREMENT OF A NEW CASE MANAGEMENT SYSTEM FOR ADULT SOCIAL CARE

<table>
<thead>
<tr>
<th>Cabinet Date</th>
<th>19 July 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vulnerable Adults and Commissioning</td>
<td>Cllr Roger Wilson</td>
</tr>
<tr>
<td>Key Decision</td>
<td>Yes</td>
</tr>
<tr>
<td>Background Documents</td>
<td>None</td>
</tr>
<tr>
<td>Location/Contact for inspection of Background Documents</td>
<td>N/A</td>
</tr>
</tbody>
</table>
| Main Consultees     | Software Solution Providers  
Adult Social Care staff  
2gether Trust  
Children’s Services  
Education Services |
| Planned Dates       | Software Solution Providers  
Adult Social Care staff  
Children’s Services  
Education Services  

<table>
<thead>
<tr>
<th>Divisional Councillor</th>
<th>None</th>
</tr>
</thead>
</table>
| Officer               | Tina Reid, Director of Operations: Adult Services & Business Development  
Tel. no: 01452 583560  
Email address: tina.reid@gloucestershire.gov.uk |
| Purpose of Report     | To seek Cabinet approval to conduct an EU compliant procurement process to award:  
- a contract for an Adult Social Care (ASC) case management solution that can be fully integrated with the Council's ASC finance module, Children’s Social Care case management and Education systems  
- a contract for the support and maintenance of the above solution. |
| Recommendations       | That Cabinet authorises the Commissioning Director (Adults & DASS) to: |
1)  
   a) Conduct an EU compliant procurement process to award a contract for an Adult Social Care case management solution. The contract will be for a term of 7 years (5 years with an option to extend for a further 2 years).
   
   b) Upon conclusion of the procurement process to enter into a contract with the preferred provider evaluated as offering the best fit to Council system requirements and best value for money. In the event that the preferred provider for the contract is either unable or unwilling to enter into that contract with the Council then the Commissioning Director (Adults & DASS) is authorised to enter into such contract with the next willing highest placed suitably qualified provider.

2)  
   a) Conduct an EU compliant procurement process for the maintenance and support of the Adult Social Care case management solution referred to in Recommendation 1a, for a term of 7 years (5 years with an option to extend for a further 2 years).
   
   b) Upon conclusion of the procurement process to enter into a contract with the preferred provider evaluated as offering the best fit to Council system requirements and best value for money. In the event that the preferred provider for the contract is either unable or unwilling to enter into that contract with the Council then the Commissioning Director (Adults & DASS) is authorised to enter into such contract with the next highest scoring suitably qualified provider.

<table>
<thead>
<tr>
<th>Reasons for recommendations</th>
<th>To enable the Council to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a) Have systems in place that will enable the council to comply with its obligations under Part I of the Care Act 2014 (the “Care Act” and support the delivery of emerging requirements under Part II of the Care Act.</td>
</tr>
<tr>
<td></td>
<td>b) Fully decommission ERIC (the Council’s in-house, bespoke case management system).</td>
</tr>
<tr>
<td></td>
<td>c) Provide a foundation that can enable an integrated solution approach across Adult’s, Children’s Social Care case management and Education systems in the future.</td>
</tr>
</tbody>
</table>

| Resource Implications | The Council has been allocated capital funding for ICT development by the Department of Health Community Capacity Grant which is currently agreed within the existing Capital Programme. This would therefore be an ideal opportunity to use the funding to achieve a significant system change which would ultimately support more effective working within Adult Social Care. |

Shown below are indicative, but likely to be maximum, costs of implementing the proposed adult social care case management solution together with
support and maintenance services in relation thereto.

Capital cost to procure the Case Management Solution: £380k

Implementation services: £250k

The revenue cost associated with the maintenance and support contract is likely to be around £60,000 per annum, which gives a total maintenance contract value of £420,000 over the proposed 7 year contract period.

It is anticipated that the revenue costs associated with this solution will be found within existing Adult Social Care budgets and from current ERIC revenue costs at the point that ERIC is fully decommissioned (expected end 2018).
MAIN REPORT CONTENTS

Background

In February 2015, Cabinet approved the procurement and implementation of an Adult Social Care (ASC) Finance module as a pragmatic first step towards full replacement and decommissioning of its in house, bespoke ASC Case Management and Finance solution (ERIC). The outcome of this procurement process was the award of a contract to Oxford Computer Consultants (OCC) for their Adult Social Care finance module (ContrOCC).

With Phase I (implementation of ContrOCC ASC Finance module) successfully delivered in February 2017 and becoming increasingly more stable, it is imperative that we now embark on the procurement of a ContrOCC compatible ASC case management solution that enables the full replacement and decommissioning of ERIC.

The importance of the interface between the new case management system and ContrOCC cannot be overemphasised in the delivery of the functionality required by Care Act Part 1 and 2. The current ‘integration’ between ERIC case management & ContrOCC finance module has intentionally been delivered to the minimum requirement recognising that ERIC case management would be replaced in the medium term.

The duties in the Care Act around national eligibility and having a transparent and consistent offer to meet needs will be far easier to discharge with a modern case management system that was designed with this in mind.

The Care Act is seen as a vehicle for full scale change across Health and Adult Social Care with the project to replace ERIC an enabler to the overall Adult Single Programme. This project is therefore considered to be essential in allowing other savings projects within the programme to reach fruition.

In Feb 2015, consideration was also given to finding a solution capable of offering better integration between Health & Adult Social Care staff. Two years on there still remains no obvious market option for achieving this via a single solution for Health & Social Care. However, the Gloucestershire initiative known as “Joining Up Your Information” (JUYI) does now provide an alternative means of delivering systems integration and it is proposed to pursue the agenda for integration of Health & Social Care via this route at the point it becomes appropriate.

Extensive discussions have recently taken place involving representatives from Adult’s, Children’s and Education services. These discussions focussed on the appetite for greater, more seamless systems integration across these services. With all areas in agreement that this could offer significant opportunities and benefits (both in terms of operational effectiveness and back office support), a soft market testing exercise was undertaken in May, to establish whether this approach was viable. This exercise confirmed that there is potential for such integration to be achieved.

The proposed contract will form the first stage of a fully integrated solution to join up the Council’s ASC finance module, Children’s Social Care case management and Education
systems. This will enable Council officers and partner organisations to deliver ‘cradle to grave’ social care requirements.

Adult Social Care will embark on this procurement process committed to identifying a solution capable of supporting this wider integration agenda across all areas of Social Care and Education.

Options

1. **Do nothing, continue to use ERIC**
   - This option:
     - would not mitigate the risks associated with ongoing support for and development of ERIC
     - would not provide an effective solution for discharge of the duties in the Care Act around national eligibility and having a transparent and consistent offer to meet needs.
     - does not advance the agenda for a fully integrated solution with the Council’s ASC finance module, Children’s Social Care case management and Education systems.

2. **Delay the replacement of ERIC to coincide with the termination dates of existing contracts in Children’s and Education services.**
   - This option:
     - would delay the mitigation of the risks associated with ongoing support for and development of ERIC
     - would delay the provision of an effective solution for discharge of the duties in the Care Act around national eligibility and having a transparent and consistent offer to meet needs
     - would require ERIC to be further developed to
       - create better integration between ERIC & ContrOCC
       - support emerging Care Act requirements as necessary

3. **Procure a ContrOCC compatible Adult Social Care Case Management solution as the first stage of a fully integrated solution to join up the Council’s Social Care Case Management, Finance and Education systems.** The intention would be to procure further elements of a fully integrated system as current contracts expire.
   - This option:
     - mitigates the risks associated with ongoing support for and development of ERIC
     - provides an effective solution for discharge of the duties in the Care Act around national eligibility and having a transparent and consistent offer to meet needs.
     - advances the agenda for a fully integrated solution across the Council’s ASC, Children’s and Education systems

**Officer Advice**

Officer advice is to implement Option 3 above. That is, for the Council to proceed with the procurement and award of an adult social care case management solution contract (to include the provision of support and maintenance services) that:
• Enables the council to comply with its obligations under Care Act Part I and support the delivery of emerging requirements of Care Act 2014 (Part II)
• Enables ERIC (the Council’s in-house, bespoke case management system) to be fully decommissioned
• Provides a foundation that can enable an integrated solution across the Council’s ASC, Children’s and Education systems in the future

Risk Assessment

The main risks associated with this project are
• not being able to procure and award to a provider of a ContrOCC compatible case management solution which can be implemented in line with (and without detracting from) our current ASC operating model.
• not being able to find an adults case management solution that can meet the long term objective of a fully integrated solution incorporating the Council’s ASC finance module, Children’s Social Care case management and Education systems

Equalities considerations

A due regard statement has been completed. The two main protected characteristics potentially impacted by this decision are age and disability.

The available Service User data shows that the age group for which the Council’s Adult Social Care is most likely to be required is the over 75 age category and that nearly 66% of those being assessed are 75+. Consideration should be taken when forming the specification to ensure that customer portals within the system are suitable for those who may not be computer literate, to ensure elimination of discrimination and advanced equality of opportunity.

As 16.7% of the county’s population had a limiting long term illness/disability (LLTI), consideration will be given to ensure that customer portals within the system are suitable for those with a disability. These requirements will be met by further research into functionality needed and embedding this research into the tender specification to eliminate discrimination and advance equality of opportunity.

Cabinet Members should read and consider the Due Regard Statement in order to satisfy themselves as decision makers that due regard has been given.

Consultation feedback

Consultation with key stakeholders confirmed that:
• There is a strong appetite for a new Adult Social Care case management solution that:
  o can be fully integrated with the Council’s ASC finance module (ContrOCC)
  o can provide the foundation for a single solution providing integration with Children’s Social Care case management and Education systems
  o becomes an enabler for other projects within the Adult Single Programme to achieve their savings targets.
Performance Management/Follow-up
Robust governance and reporting will continue to support the Adult Single Programme and this project will be monitored through these arrangements.
## Report Title
Procurement of a Commercial Off The Shelf (COTS) Adult Social Care case management solution. This will enable the Council’s existing In House, bespoke solution (ERIC) to be fully decommissioned; whilst identifying a solution capable of supporting the wider integration agenda across all areas of Social Care and Education.

## Statutory Authority
Care Act 2014

## Relevant County Council policy
N/A

## Resource Implications
The Council has been allocated capital funding for ICT development by the Department of Health Community Capacity Grant which is currently agreed within existing Capital Programme. This would therefore be an ideal opportunity to use the funding to achieve a significant system change which would ultimately support more effective working within Adult Social Care.

Shown below are **indicative**, but likely to be maximum, costs of implementing the proposed adult social care case management solution together with support and maintenance services in relation thereto.

- Capital cost to procure the Case Management Solution: £380k
- Implementation services: £250k
- The revenue cost associated with the maintenance and support contract is likely to be around £60,000 per annum, which gives a total maintenance contract value of £420,000 over the proposed 7 year contract period.
- It is anticipated that the revenue costs associated with this solution will be found within existing Adult Social Care budgets and from current ERIC revenue costs at the point that ERIC is fully decommissioned (expected end 2018).

## Sustainability checklist:

### Partnerships
2gether Trust
Gloucestershire Care Services

### Decision Making and Involvement
None

### Economy and Employment
No
<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caring for people</td>
<td>The Care Act is seen as a catalyst for major transformational change of the whole system of Adult Care. The Care Act has been received positively as there is recognition that reform of the current system is long overdue.</td>
</tr>
<tr>
<td>Built Environment</td>
<td>n/a</td>
</tr>
<tr>
<td>Natural Environment</td>
<td>n/a</td>
</tr>
<tr>
<td>Ecology (Biodiversity)</td>
<td>n/a</td>
</tr>
<tr>
<td>Education and Information</td>
<td>n/a</td>
</tr>
<tr>
<td>Tackling Climate Change</td>
<td>Carbon Emissions Implications? Neutral</td>
</tr>
<tr>
<td></td>
<td>Vulnerable to climate change? No</td>
</tr>
<tr>
<td>Due Regard Statement</td>
<td>Has a Due Regard Statement been completed? Yes – considerations included in main body of report</td>
</tr>
<tr>
<td></td>
<td>A copy of the full Due Regard Statement can be accessed on GLOSTEXT via <a href="http://glostext.gloucestershire.gov.uk/uuCoverPage.aspx?bcr=1">http://glostext.gloucestershire.gov.uk/uuCoverPage.aspx?bcr=1</a></td>
</tr>
<tr>
<td></td>
<td>Alternatively a hard copy is available for inspection from Jo Moore, Democratic Services Unit, e-mail: <a href="mailto:jo.moore@gloucestershire.gov.uk">jo.moore@gloucestershire.gov.uk</a>.</td>
</tr>
<tr>
<td>Human rights Implications</td>
<td>None</td>
</tr>
<tr>
<td>Consultation Arrangements</td>
<td>As detailed in main body of report.</td>
</tr>
</tbody>
</table>