

Executive Decision Making by an Officer with Delegated Powers

Decision to be taken by: Mandy Quayle, Director of Digital and People Services

Pursuant to an Authorisation from: Cabinet decision(s) 13 November 2019.

Delegate authority to the Director of People, in consultation with the Cabinet Member Finance and Change, to:

(1) Conduct a procurement process, using a Crown Commercial Service framework agreement (RM3821), for the award of a three-year software support and maintenance call-off contract in respect of the product known as the “LiquidLogic” Children’s Social Care Casework Management System”. The proposed contract will include an option to extend its term by up to two further years;

(2) Award such call off contract to the supplier evaluated as in accordance with the terms of the said CCS Framework (RM3821); and

(3) Review the current LiquidLogic components on an annual basis to confirm whether all components continue to be required by the Council and if any can be removed under the framework’s change control mechanism.

Report title: Extension of the Liquid Logic Children’s Social Care Casework Management System

The decision	Following the conclusion of the above-mentioned procurement process and having consulted with the Cabinet Member - Finance and Change in accordance with the Cabinet Decision on 13 th November 2019: DECISION To award an extension of the existing contract in accordance with the terms thereof for the supply of software support and maintenance services to the existing provider, LiquidLogic. The proposed contract shall continue for a period of 2 years.
Background documents	<ul style="list-style-type: none">• Previous decision paper for the contract award (2010) - https://glostext.gloucestershire.gov.uk/ieDecisionDetails.aspx?ID=392• Previous decision paper for the contract award (2015) - https://glostext.gloucestershire.gov.uk/ieDecisionDetails.aspx?ID=631• Previous extension decision paper for the procurement of the children’s social care casework management system (support and maintenance) (2019) -

	https://glostext.gloucestershire.gov.uk/ieDecisionDetails.aspx?ID=1370
Reasons for the decision	<p>The Council's current support and maintenance contract in respect of the product known as the "Liquidlogic" Children's Social Care Casework Management System" will end in March 2023. The Council is continuing to use LiquidLogic and therefore will continue to require these services which ensure that the system is up to date and able to meet statutory requirements</p> <p>It is therefore the recommendation that the contract is extended in order to maintain an operational IT system critical to the delivery of statutory services.</p>
Resource implications	<p>The two-year contract extension is for ongoing annual software and maintenance of the existing system, to ensure it is still supported and GCC still receives the system upgrades required to meet our statutory responsibilities. These are revenue costs paid for by ICT. There are no capital costs for this extension as the system has already been implemented.</p> <p>The costs of the extension are: 2022-2023 extension = £99,703.06 2023-2024 extension (<i>estimate based on 2022/23 quotation plus CPI rate of 5.1%</i>) = £104,787.916</p> <p>Total £204,490.976</p> <p>ICT currently have budget constraints in future years and need to deliver projects in 2022/23 that will ensure identified cost savings can be achieved.</p>
Who has been consulted?	<p>Consultation has been had with the following.</p> <p>Cllr Lynden Stowe, Deputy Leader & Cabinet Member - Finance and Change</p> <p>Internal services</p> <ul style="list-style-type: none"> • Strategic Finance • Strategic Procurement • ICT • Operational Services (Social Care) • Legal Services
What were their comments?	<p><u>Cllr Lynden Stowe, Deputy Leader & Cabinet Member - Finance and Change</u> has confirmed that he is supportive of this decision.</p>

Specific comments from services

Strategic Finance – Strategic Finance are in agreement with the proposal to extend as a necessary statutory service and the need for a case management system for recording. Having an understanding of the direction of this decision on the wider digital roadmap with the view and need of a co-terminus contract with adult's, Finance are in agreement with the decision to extend for 2 years.

Strategic Procurement – Strategic procurement have reviewed the contract and agree with the recommendation of extending the contract for 2 years as it allowed for in the agreement.

ICT – ICT have confirmed that there is a budget allocation for LiquidLogic support and maintenance within the software budget; the costs described in the paper are 5.1% higher than the actual costs for 21/22 in line with CPI.

Operational Services (Social Care) – Children's Services have confirmed the desire to maintain use of the existing Social Care Case Management systems. Moving to an alternative solution would present operational risk through service disruption and high financial cost of change.

Legal Services – Legal services are in agreement with this extension and comments have been incorporated into the decision paper.

Background/Context

Gloucestershire County Council (GCC) is required to fulfil a range of statutory social care functions which meet the needs of children, young people, and families across the county. In order to do so, it is necessary to have a well-maintained information management system.

Since 2011, Children's Social Care utilise the LiquidLogic Children's case management information system to support the execution of the service responsibilities. A support and maintenance contract is in place to ensure that these systems are maintained and developed in line with service and legal requirements and this contract is active until the 31st March 2023.

The Children's Liquid Logic case management system comprises of two core solutions: LCS (Children's Social Care), EHM (Children's Early Help). In addition, the software provides other integrated ancillary modules and solutions to support, for example:

- LCS Support & Maintenance
- LCS BOU Support & Maintenance
- LCS API Support & Maintenance
- LCS Workspaces Support & Maintenance
- EHM Support & Maintenance
- EHM BOU Support & Maintenance
- LCS Person Load Support & Maintenance

- LCS Additional User Licences Support & Maintenance
- Childrens Portal Support & Maintenance
- Professional Portal Support & Maintenance
- Singleview Support & Maintenance
- Troubled Families Workspace Support & Maintenance
- Troubled Families Updated Data Warehouse Support & Maintenance
- Mobile App Support & Maintenance
- Upgrade to Site Licence for LCS Support & Maintenance
- Generic Legal Workspace
- Generic CSE Workspace
- LCS and Foster Care Interface Support & Maintenance

As part of the existing software supplier maintenance and software agreement, LiquidLogic charge GCC an annual maintenance fee to support the system and to provide patches and upgrades. This is funded through the existing base budget of the ICT Revenues budget. This ensures that the software is maintained and improved to meet changing needs and processes which can result from new legislation and/or requirements from the Department for Education.

The current system has also had internal benefits for the service which contributes to the wider workforce in the Council which includes improved standards of capturing work and social care interventions which in turn has improved the standard of reporting functionality and consequently performance reports required by children's services. The current system is also integrated with other systems used by Council services and the interdependencies mean that a lapse in an extension will have an adverse impact on these systems and their functionalities.

Longer term decisions need to be made in respect of case management systems across children's and adults directorates and this extension will allow the children's system to align with the contract term end for adults which will give an opportunity for the Council to enter in a procurement exercise in respect to a single supplier for case management systems.

The Council's ICT application roadmap, and digital strategy, entails a shift from maintaining onsite IT infrastructure in favour of systems that are hosted by suppliers and/or provided as a service that includes system hosting. A separate paper will seek agreement for the migration of the existing LiquidLogic software for both children and adult licenses into a hosted version of the application and the extension of the children's application is crucial to this decision.

Alternative options considered and why they were rejected

Alternative options considered in relation to this decision and why they were rejected – not those considered as part of the previous Cabinet/Cabinet Member decision, if applicable.

- 1) **Option 1 - Do nothing** - The Council requires a fully supported and maintained case management system to support Children's Social Care that is compliant with statutory requirements, OFSTED recommendations and

subsequent service improvement plan. Not extending the current support contract would put operational services of at risk. This is not an option.

- 1) **Option 2 - Undertake Market Research / Re-procure** - Research the market to see if there are other alternative 'off the shelf' products could fulfil the services requirements. The time, resources and costs required to undertake the market research and then implement these alternative systems would be significant and would increase the risk of service disruption as the new systems are developed and existing processes/procedure revised. Re-procuring via open competitive tender process for all the functionality provided by the incumbent supplier. 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.

Risk Analysis

Without specialist ICT system maintenance in respect of the Council's current LiquidLogic Casework Management system, the Council is at increased risk of a critical system failure, with consequential risks including:

- Inability for the Council to carry out a wide range of statutory functions, including the safeguarding and care of children.
- The Council would have unsupported data systems and be at higher risk of potential data loss resulting in an increased likelihood of fines from the Information Commissioner.
- The Council would be at increased risk of cyber security attacks.
- Reputational risk both locally and nationally

Failure to provide well maintained ICT case management system would put the Council at high risk not being able to fulfil its statutory duties across Children's Services. The number of different components within LiquidLogic systems highlights the complexity of the solution. A replacement project for Children's Social Care would take years from inception to 'go live' so this is not an option. The current solution meets our requirements and was a major factor in Adult Social Care's decision to procure Liquid Logic's Adult's offering.

Equalities considerations

The procurement of this Children's Social Care Casework Management Software does not have an impact on equalities. It does however aid the Council with data collection, monitoring and reporting on different characteristics that are of interest to the Council in considering matters of equality and protected groups.

Equalities implications were considered as part of the original procurement and implementation process. This decision does not propose any change to current processing or recording.

There is no tangible impact on service users or workforce from implementing this contract change notice.

Has an Equality Impact Assessment been completed? No

Has any conflict of interest been declared by any Cabinet Member consulted on the decision?

No

If any conflict of interest declared, was a dispensation granted by the Audit and Governance Committee of the Council?

Date of dispensation: N/A

Does this decision report form or any supporting papers provided contain confidential or exempt information?

No

Does this decision need to be published on the GCC website?

Yes

In coming to this decision, I have given due and full regard to the requirements of the Public Sector Equality Duty contained in section 149 of the Equality Act 2010 ("the Act") by reference to the law itself and also the relevant Equality Impact Assessment, which was prepared in accordance with the requirements of the Act.

Having fully considered all available information, I have decided to reject any alternative options and take the recommended decision(s), for the reasons set out in this report.

Signed:



Name: Mandy Quayle

Title: Director of Digital and People Services

Date 26 August 2022

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