

Nottingham City Council Delegated Decision



Reference Number:

5067

Author:

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Department:

People

Contact:

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Subject:

Retender Scheduling System

Total Value:

90k Per year for up to 6 years 540k (Type: Revenue)

Decision Being Taken:

To approve to go out for tender for a new Scheduling System & E Care Plan for Nottingham City Council. To note that the Section 151 Officer has agreed expenditure for the decision above (Reference 1739)

Reasons for the Decision(s)

Nottingham City Council currently uses CM2000 supplied by ACCESS Technology as its homecare scheduling system. The current contract will end in February 2024 and a decision needs to be made regarding whether to continue with the current system or go out to tender for a new system. The system is funded by reoccurring BCF. "In social care, the aim is for 80% of Care Quality Commission (CQC) registered providers to have digital social care records by March 2024. This won't be the end point for digital maturity, but a marker of progress" Therefore our aim is to combine the replacement of the scheduling system currently used in our internal homecare service with the requirement to digitalise all in-house regulated services record systems, specifically Electronic Care records and Electronic Medication records (E-mar). Due to changes in legislation regarding a requirement for electronic care plans and medication management, we are currently in the process of going out to tender for a system for these processes and there needs to be interoperability between these two systems. A new tender would allow us to encompass this into the scheduling system. Although CM2000 has been in use for 12 years, there have

been a number of requests for improvements and additional functionality which have not been actioned, for example the ability to export data for use in reporting. The level of technical support required has not been satisfactory or given in a timely manner.

In addition, the system is going to cost considerably more for the next 3 years. NCC currently spends around £98,000 on this system but this cost will increase to £125,000 per year. Expenditure for this decision was approved by the Section 151 Officer on 18 December 2023 (Reference 1739).

Other Options Considered:

-Do nothing.
This option is rejected as the contract would come to an end. Consequently there would be no way of monitoring internal homecare delivery or of capturing data to inform payments to charge citizens for their care. -Continue with current provider-although CM2000 has been in use for 12 years, there have been a number of requests for improvements and additional functionality which have not been actioned, for example the ability to export data for use in reporting. The level of technical support required has not been satisfactory or given in a timely manner.

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Background Papers:

Unpublished background papers:

A plan for digital health and social care - GOV.UK.pdf

Published Works:	None
Affected Wards:	Citywide
Colleague / Councillor Interests:	N/A
Consultations:	Those not consulted are not directly affected by the decision.
Crime and Disorder Implications:	The system works as a lone worker measure for care staff in the community
Equality:	EIA not required. Reasons: No people affected, this is a web based cloud system
Social Value Considerations:	No people affected, this is a web based cloud system
Any implications affecting IT:	Yes
Decision Type:	Portfolio Holder
Subject to Call In:	Yes
Call In Expiry date:	04/01/2024
Advice Sought:	Legal, Finance, Procurement, IT
Legal Advice:	<p>This report seeks authority to tender to replace the Home Care Scheduling system (CM2000) and ensure requirements to digitise health care plans can be met with the new system.</p> <p>Procurements colleagues comments are notes in their suggestion for the use of the NHS providers DPS to procure the new system; Legal Services are happy to support this option as far as they are able to.</p> <p>Advice provided by Anthony Heath (Senior Solicitor) on 21/12/2023.</p>

Finance Advice:

There is ongoing revenue budget provision of £0.090m for this software (CC 16121). Based on soft market testing carried out it is anticipated that the revised software solution can be contained within the existing budget along with any potential one-off data migration costs (estimated at up to £5,000 depending on the system selected) Advice provided by Mark James Astbury (Strategic Finance Business Partner) on 18/12/2023.

Procurement Advice:

The Procurement Team supports the proposal to go out to tender to replace the Home Care Scheduling system (CM2000) contract and combine this with the requirement to digitise health care plans and therefore procuring a system that can undertake both requirements. In order to receive some funding for implementation, it is recommended that the Authority uses the NHS Providers DPS to procure this system. All providers on this DPS have already been evaluated on a number of 'core' deliverables for this requirement. The Authority therefore needs to refine their own specific requirements and match these with providers on the DPS. A new contract should see improvements in efficiency and effectiveness. There are no procurement concerns.

The value of this decision is understood to be the value of the existing contract - £90k per year. It is not know at this time if a new contract will see a price increase or reduction however, I have confirmed with the report author that the cost is based on current market information. Any savings from this procurement exercise will be allocated in respect of the Council's corporate savings target for procurement. Such savings will be calculated by deducting the actual contract value awarded from the approved budget. Details will be confirmed with the service area at the time of award, via the Tender Summary and Decision form.

Advice provided by Louise Dobson (Lead Procurement Officer) 21/12/2023

Advice provided by Louise Dobson (Business Support) on 21/12/2023.

IT Advice:

The IT Service supports the proposal made in this delegated decision and will provide support to Adult Health and Social Care on its usual project basis. This will include assistance with commissioning IT related services where these are not provided by the in-house team.

It is anticipated that a new system will be provided by its supplier on a Software as a Service (SaaS) basis and that any data transfers and integrations of the new system will be managed by its supplier. This approach to providing IT services is familiar to the Council and so presents no general concern at this time.

Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 27/11/2023.

Signatures

Linda Woodings as Portfolio Holder (Portfolio Holder for Adult Social Care and Health)

SIGNED and Dated: 22/12/2023

Catherine Underwood (Corporate Director for People)

SIGNED and Dated: 22/12/2023