

Award Report – Information Management System for Children’s Residential Service.

Date: 28th February 2024

Report of: Lead Product Manager

Report to: Deputy Director Children & Families

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

Brief summary

The purpose of this report is to document the procurement and tender evaluation processes that were undertaken in accordance with the Council’s Contract Procedure Rules (CPR’s) and the Public Contract Regulations 2015 to identify a suitable Contractor for the provision of a new information management system to be used in children’s residential homes (including Adel Beck).

- The decision to award the contract is a Significant Operational Decision and is exempt from call in.
- This report seeks approval from the Deputy Director (Children & Families) to award a contract to Clearcare Solutions Ltd.

The award of a contract for the provision of a new information management system will support and contribute to the delivery of the following Council policies and priorities:

- i) Sustainable Infrastructure
- ii) Becoming a More Efficient and Enterprising Council
- iii) Residential care contributes to the outcomes of the Children’s and Young Peoples’ Plan, Best Start and the Child Friendly City initiatives.

Recommendations

- a) In line with Contract Procedure Rule (CPR) 18, the Deputy Director, Children and Families is recommended to approve the award of a contract to Clearcare Solutions Ltd for the provision of a new information management system to be used in children’s residential homes (including Adel Beck) for an initial period of three (3) years from 15th of March 2024 to the 14th of March 2027, with the option to extend for a further period of up to twenty-four (12 + 12) months (subject to further approval) for a maximum of five (5) years in total.
- b) The total cost of the contract for the initial 3 (three) year period is £79,200.

- c) Any extensions taken after the initial period will be at the standard annual rate of £26,400. Therefore, the total cost of the contract for the initial three years plus the two extensions will be £132,000.

What is this report about?

1 Following a competitive tender exercise run in accordance with both the Council's Contract Procedure Rules this report seeks approval to award a contract for the provision of an information management system to Clearcare Solutions Ltd for a period of three (3) years with the options to extend for a further period of up to twenty-four (12+12) months for a maximum of five (5) years in total.

2 Only one company responded to the open tender exercise and the value was under the threshold for application of the Public Contract Regulations 2015. The evaluation criteria was 60/40 quality and price. Clearcare Solutions Limited scored 40 for price and 44 for quality. Giving a total score of 84%.

3 At present there are nine children's homes and one secure unit (Adel Beck) in Leeds, and plans are in place to expand this provision and build a further nine homes over the next three years. This expansion in provision has been devised to reduce the council's reliance on privately run residential homes which are very expensive.

4 Homes currently use general productivity applications such as excel to store management information but there is no uniform approach in place across the homes and some information is still stored in paper format. Therefore, in order to meet legislative requirements a specific information management system is required.

What impact will this proposal have?

5 Introducing an information management system will drive efficiencies across all residential homes and provide leaders and managers access to management information, enabling more efficient monitoring and reporting to external stakeholders.

6 The accessibility of information regarding the facilities in each home will be significantly improved, leading to associated improvements in the safety arrangements for young people, staff, officers, regulatory visitors, and management.

7 Progress and attainment by young people will be easier to view, share, monitor and analyse and there will be a significant reduction in paper records.

How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing

Inclusive Growth

Zero Carbon

8

What consultation and engagement has taken place?

Wards affected:

Have ward members been consulted? Yes No

9 The acquisition of a bespoke information management system to be used across children's residential services (including Adel Beck) is a key task that was identified as a priority by the Children's Task and Finish Group.

What are the resource implications?

10 The implementation of the new Information Management System will be managed by an

IDS project manager, supported by the system supplier and by a Council Project Team, which will include members of both Nursery management staff and Integrated Digital Service.

11 The Project Team will report via the existing IDS and Directorate governance arrangements on all matters relating to Planning, Resourcing, Decision-Making, Escalation, Budget Management and Work Progress Management.

12 The implementation of the new Children's Information Management System will provide more unified, streamlined, and efficient processes across the whole of children's residential care.

What are the key risks and how are they being managed?

13 The key risks are identifying the resource to manage the implementation of the system and ensuring that optimal processes for all major tasks undertaken in the homes have been identified so that these can be built into the system. Therefore, a project manager needs to be identified to fulfil this role. Business analyst resource is already working with the colleagues from across the service to document both the current As-Is process and also the desired To-Be process.

14 Upon contract award, the Council will identify a Product Manager who will oversee the contract management arrangements. Any risks highlighted throughout the term of the contract will be managed and mitigated by the Product Manager through regular account management/supplier review meetings.

15 Not adopting a single system which is used across the whole to the service could lead to being unable to fully demonstrate that we comply with legislation such as Children's Home's Regulations 2015 and the Youth Justice Secure Care Standards.

16 All project risks will be regularly monitored and reported back via the relevant governance arrangements.

What are the legal implications?

17 This is a Significant Operational Decision which is not subject to call in. There are no grounds for keeping the contents of this report confidential under the Access to Information Rules.

18 In making the final decision, the Deputy Director, Children and Families should note the above comments and be satisfied that the course of action chosen represents best value for money.

Options, timescales and measuring success.

What other options were considered?

19 An investigation was undertaken to determine if the current system used within Children's Social Care (Mosaic) could be used in a residential home setting, but it was recognised that it did not meet the requirements and that a bespoke system which will support current work processes, while also enabling efficiencies, must be procured, and implemented.

20 This is particularly important as the children who are admitted to residential care settings are becoming more complex and challenging in their behaviours which means the effort required to complete associated records is becoming more time consuming.

21 Having received a single tender, going back out to the market was considered. However, the fact that Adel Beck is part of this procurement makes the requirements very specific. As such we were happy with the tender submitted by Clearcare Solutions Limited who have a track record in local government and specifically secure units.

How will success be measured?

22 the introduction of a bespoke system will lead to: improved staff wellbeing; improved inspection outcomes for all residential services locations; improved quality of information; improved oversight and monitoring of case management, operational management, educational attendance, attainment and progress, and facilities management within the home; closer alignment with council's digital plan; a reduction in paper waste, reduced environmental impact; and improved quality of care.

What is the timetable and who will be responsible for implementation?

23 An IDS project manager will be appointed to co-ordinate the implementation. They will lead a team that will include representatives from the supplier, IDS and colleagues from Adel Beck and the wider residential service.

24 Implementation will begin once the contract has been awarded and a project manager identified, and a roll-out schedule agreed. It is envisaged that this will be phased roll-out with a current anticipated go-live date for first homes by April 2024. It should be noted, however, that this timescale is dependent on sufficient Council resources being allocated to support the implementation.