

**Report of: Jonathan Sharp – Commissioning Officer, Adults & Health
Commissioning**

Report to: Director of Resources & Housing

Date: 11 February 2019

Subject: Approval to waive CPRs 8.1 and 8.2 and implement the initial six-month extension (1st of 2) with Elisian Ltd for the provision and support of the eCase hosted case management system (previously known as MiCase).

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/>	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The Council currently commissions a number of services that provide specialist support through the Integrated Offender Management Service (IOM). This is aimed at reducing occurrences of reoffending and tackling the risks of reoffending.
2. A review of these arrangements is currently underway. However, the current timeline for the implementation of a new contract is not until 1 April 2020. The review is currently being carried out under the contract name of an 'Offender Support Service'.
3. Part of this Offender Support Service review has included a decision on the continued use of eCase (a hosted, web-based case management system that was previously known as MiCase). ECase is provided and supported by Elisian Ltd. Currently, eCase is used by commissioned providers (CGL and Humankind) and one external partner connected to IOM provision (West Yorkshire Police). CGL, Humankind and West Yorkshire Police use eCase to support the current IOM contract delivery arrangements, which is intended to become the Offender Support Service from 1 April 2020.

4. Adults and Health Commissioning facilitate users of eCase. Adults & Health Commissioning used to use eCase for reporting purposes but this is no longer the case.
5. Until the outcome of the ongoing review is completed, there will still be a requirement to continue using eCase to support the current IOM delivery arrangements. As part of the spec for the Offender Support Service, the new provider will be asked to implement an effective case management and reporting system. It will be the decision of the new provider if they wish to continue using eCase or procure their own bespoke system. The cost of either option will be the responsibility of the new provider and built into the contract budget. Adults & Health Commissioning currently pay an annual fee to Elisian Ltd for the provision and support of eCase but will no longer be doing so from 1 April 2020 onwards, once the new Offender Support Service contract commences.

Recommendations

1. The Director of Resources & Housing is recommended to waive CPR's 8.1 and 8.2 and implement the initial six-month extension (1st of 2) with Elisian Ltd for the provision of the eCase hosted case management system (previously known as MiCase). The contract value is £4,995 (01/04/19 to 31/09/19) and an additional £4,860 (01/10/19 to 31/03/20): a combined total of £9,855 for the 12 month period of 01/04/19 to 31/03/20.

1. Purpose of this report

- 1.1 The purpose of this report is to seek approval to waive CPR's 8.1 and 8.2 and implement the initial six-month extension (1st of 2) with Elisian Ltd for the provision and support of the eCase hosted case management system (previously known as MiCase). This will provide continuity of service to current IOM arrangements.

2. Background information

- 2.1 The current 12 month extension (contract reference DN241711) is due to expire on 31 March 2019.
- 2.2 Elisian Ltd submitted a quotation on 18 February 2018 for the costs relating to the hosting, maintenance and licensing of eCase. The cost for the twelve-month period from 1 April 2018 to 31 March 2019 is £10,260. This has already been paid for in four quarterly instalments during 2018-19. The option to extend for an additional two six-month periods were quoted as:
 - £4,995 (01/04/19 to 30/09/19)
 - £4,860 (01/10/19 to 31/03/20).

The full potential costs are:

- £10,260 for 12 months (01/04/18 to 31/03/19); already paid
- £15,255 for 18 months (01/04/18 to 30/09/19)
- £20,115 for 24 months (01/04/18 to 31/03/20)

3. Main issues

- 3.1 The IOM services provided by CGL (Change Grow Live) and Humankind (formerly known as DISC: Developing Initiatives Supporting Communities) are currently under review. Appropriate contract arrangements are in place to provide these services until the outcome of the review is known.
- 3.2 CGL and Humankind use eCase as an integral part of services provided under current IOM arrangements.
- 3.3 ECase is also used by another IOM delivery partner: West Yorkshire Police.
- 3.4 Until the current and ongoing IOM review is complete, there is a requirement to continue to use eCase to support current IOM arrangements.
- 3.5 A separate decision will be taken regarding future requirements once the outcome of the review is known.

4. Corporate considerations

4.1 Consultation and engagement

- 4.1.1 Consultation has taken place with the current users (CGL and Humankind), the contract manager, Sarah Loughman (Adults & Health, Commissioning Manager), Alan Simmons (Resources & Housing, Applications Manager) and Julie Davison (Resources & Housing, Principal Information Governance Officer).

4.2 Equality and diversity / cohesion and integration

- 4.2.1 There are no additional issues relating to equality and diversity as a result of awarding a new contract extension to Elisian Ltd for the provision and support of eCase for the period 1 April 2019 to 30 September 2019.

4.3 Council policies and best council plan

- 4.3.1 The IOM services contribute directly to a number of strategies and plans aimed at reducing crime levels and the impact of crime by working with individuals to address their offending behaviour.

4.3.2 These services also contribute towards the priorities set out in the Best Council Plan 2019-19 to 2020-21 (e.g. protecting the most vulnerable; tackling crime and anti-social behaviour).

4.4 Resources and value for money

4.4.1 ECase is currently facilitated by the Council and used by three service partners within the IOM hub. No further resources are required.

4.4.2 The supplier (Elisian Ltd, previously known as Casmaco Ltd) has held its prices at 2013 levels. The quotation of £10,260 for the hosting, maintenance and licensing of eCase in 2018-19 represented a 5% discount on the previous financial year (2017-18) and therefore presents good value for money. As noted, there are also additional discounts for 2019-20.

4.5 Legal implications, access to information, and call-in

4.5.1 The decision taken will be a significant operational decision and is therefore not subject to call in. There are no grounds for keeping the contents of this report confidential under the Access to Information rules.

4.6 Risk management

4.6.1 ECase is an integral part of the services provided to support IOM. If the contract extension was not awarded to Elisian Ltd to supply and support eCase for the period 1 April 2019 to 30 September 2019, there could be a significant impact to the continuity and effective delivery of services to support IOM.

4.6.2 Any day-to-day operational risks associated with the use of eCase (or services provided by eCase) will be addressed as part of the contract management process.

5. Conclusions

5.1 To ensure continuity of existing services within IOM arrangements, the option to award a six-month contract extension to Elisian Ltd to supply and support eCase should be approved.

6. Recommendations

6.1 The Director of Resources & Housing is recommended to waive CPR's 8.1 and 8.2 and implement the initial six-month extension (1st of 2) with Elisian Ltd for the provision of the eCase hosted case management system (previously known as MiCase). The contract value is £4,995 (01/04/19 to 31/09/19) and an additional £4,860 (01/10/19 to 31/03/20): a combined total of £9,855 for the 12 month period of 01/04/19 to 31/03/20.

7. Background documents¹

7.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.