

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

Report to: Director of Resources & Housing

Date: 29 July 2019

Subject: Approval to waive CPRs 8.1 and 8.2 and implement the second six-month extension (2nd 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 IOM (Integrated Offender Management) Service. This is aimed at reducing occurrences of reoffending and tackling the risks of reoffending.
2. A review of these arrangements has recently been completed and the implementation of a new contract is due to commence on 1 April 2020. The new contract will be called the 'Leeds IOM (Integrated Offender Management) Support Service'.
3. Part of this Leeds IOM 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 Leeds IOM Support Service from 1 April 2020.

4. Adults and Health Commissioning facilitate users of eCase. The Adults & Health Commissioning team previously used eCase for reporting purposes but this is no longer the case.
5. Until the implementation of the new IOM contract from 1 April 2020, there is still a requirement to continue using eCase to support the current IOM delivery arrangements. As part of the spec for the Leeds IOM 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 IOM contract commences.

Recommendations

The Director of Resources & Housing is recommended to waive CPR's 8.1 and 8.2 and implement the second six-month extension (2nd of 2) with Elisian Ltd for the provision of the eCase hosted case management system (previously known as MiCase). The annual contract value in 2019-20 (the 12 month period between 01/04/19 to 31/03/20) is £9,855: £4,995 (01/04/19 to 31/09/19) and £4,860 (01/10/19 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 second six-month extension (2nd 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 first six-month extension is due to expire on 30 September 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 was £10,260. 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:

- £9,855 for 12 months (01/04/19 to 31/03/20); £4,995 has already been paid to cover the period 01/04/19 to 30/09/19. There will be an additional fee of £4,860 (to be paid in two quarterly payments) to cover the period of 01/10/19 to 31/03/20.

3. Main issues

- 3.1 The review of the IOM services provided by CGL (Change Grow Live) and Humankind has been completed. A new (single) provider (or consortium) will deliver the Leeds IOM Support Service contract from 1 April 2020.
- 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 new IOM contract commences on 1 April 2020, there is a requirement to continue to use eCase to support current IOM arrangements.
- 3.5 A separate decision will be taken regarding future case management system requirements once the mobilisation period for the new contract commences, c. October / November 2019.

4. Corporate considerations

4.1 Consultation and engagement

- 4.1.1 Consultation has taken place with the current users (CGL and Humankind), the IOM 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 contract extension to Elisian Ltd for the provision and support of eCase for the period 1 October 2019 to 31 March 2020.

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 and actually reduced them in 2018-19. The quotation of £9,855 for the hosting, maintenance and licensing of eCase in 2019-20 represents an additional discount on previous years and is good value for money.

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 October 2019 to 31 March 2020, 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 second six-month extension (2nd of 2) with Elisian Ltd for the provision of the eCase hosted case management system (previously known as MiCase). The annual contract value in 2019-20 (the 12 month period between

01/04/19 to 31/03/20) is £9,855: £4,995 (01/04/19 to 31/09/19) and £4,860 (01/10/19 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.