

## Notice of Non-key Executive Decision

<b>Subject Heading:</b>	<b>Procurement of a case management system for Covid-19 support cases</b>
<b>Cabinet Member:</b>	<b>Cllr Damian White – Leader of the Council</b>
<b>SLT Lead:</b>	<b>Jane West – Chief Operating Officer</b>
<b>Report Author and contact details:</b>	<b>Julia Blow, Head of Programme Office.</b> 01708 432699 / 07931 450395 Julia.blow@havering.gov.uk
<b>Policy context:</b>	This is needed as a matter of urgency to assist with emergency procedures in relation to Covid-19
<b>Financial summary:</b>	The case management system will cost £8k including system configuration and full support for 6 months (and £1k per month for any extensions after 6 months).
<b>Relevant OSC:</b>	Overview and Scrutiny Board
<b>Is this decision exempt from being called-in?</b>	Yes - It is a non-key decision by a member of staff

**Non-key Executive Decision**

**The subject matter of this report deals with the following Council Objectives**

Communities making Havering	<input checked="" type="checkbox"/>
Places making Havering	<input type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

## Part A – Report seeking decision

### DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

Approval is sought to purchase the case management system offered by the London Office of Technology & Innovation (LOTI).

LOTI have developed a case management system utilising Microsoft Power Apps technology in collaboration with Hitachi. This software is available out of the box and can be implemented very quickly. It is being used by 8 other authorities in London. The software has been designed with the user in mind and will require very little training, it is very intuitive and well-constructed with clear case management processes and feedback loops built in to show that support required has been provided. Data can be uploaded into this system or cases can be created easily through a simple user interface. The LOTI offering comes with development days built in, so we can bespoke it to the needs of Havering residents, and is fully supported by Hitachi.

The London Office of Technology and Innovation (LOTI) is made up of the Greater London Authority (GLA), London Councils, and 15 London boroughs and was created to help London boroughs work together, bringing the best of digital, technology and data to improve public services for London.

### AUTHORITY UNDER WHICH DECISION IS MADE

Part 3, para 3.3

(b) To award all contracts with a total contract value of between £500,000 and £5,000,000 other than contracts covered by Contract procedure Rule 16.3.

(c) To sign contracts on behalf of the Council which do not require sealing under paragraph 4 of Article 10 of this constitution.

### STATEMENT OF THE REASONS FOR THE DECISION

The Covid-19 situation has presented a number of challenges to the Council in terms of identifying people who need support. There are many sources of information that need to be collated, the NHS Shield list, individuals already known to the council and receiving support and people who are approaching the council and asking for help through a number of channels.

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Officers immediately started gathering information about individuals on a series of spreadsheets and quickly realised that this was not sufficiently robust enough to record the support needed, monitor the case and track the support has been provided. A case management system would be required to do this.

### **OTHER OPTIONS CONSIDERED AND REJECTED**

We looked at a number of options

1. Continue with gathering data in the on-line form and using a series of spreadsheets – this is not a viable option as the system is not sufficiently robust and the cross checking of data is taking too long and requires too much manual intervention. It is also not possible for voluntary sector partners to update it to show when the support has been provided.
2. Use the Liquid logic Adult Social Care system to record the information – this is a good option, but there are issues with this:
  - a. the system is complicated and users would need full training.
  - b. only around half the NHS shield list were already known to us, so it means creating hundreds of new cases which is really time consuming
  - c. users are required to have a software licence which gives them access to lots of information, it would not be appropriate to share this with voluntary sector providers so we would have to have a team of people keying data from spreadsheets from voluntary sector providers showing case outcomes e.g. food delivered, prescription delivered.
3. Newham have developed their own system which we could use but this did not seem to be as comprehensive as the LOTI offering. There would be a smaller cost for this system but oneSource ICT would need to configure it for Havering and support it.

### **PRE-DECISION CONSULTATION**

Consultation has taken place with key staff in the performance team, transformation team, IT leads and with business partners.

### **NAME AND JOB TITLE OF STAFF MEMBER ADVISING THE DECISION-MAKER**

Name: Julia Blow

Designation: Head of Programme Office

Signature:

Date:

## Part B - Assessment of implications and risks

### LEGAL IMPLICATIONS AND RISKS

Not applicable – below threshold

### FINANCIAL IMPLICATIONS AND RISKS

The system costs of £8k will be funded via the Government's Covid-19 allocation to Social Care and charged to a specific cost centre, A32605, which has been established for all expenditure in relation to the Adult Social Care response to the pandemic.

The £8k cost includes access to the system, licences, support and maintenance for a period of 6 months. If the Covid-19 support arrangements need to be extended for longer than 6 months, the additional costs will be £1k per month of extension. All costs in relation to any extensions will also be met from the Covid-19 government funding.

### HUMAN RESOURCES IMPLICATIONS AND RISKS (AND ACCOMMODATION IMPLICATIONS WHERE RELEVANT)

Given the Coronavirus outbreak, the paramount consideration of the Council is the health and wellbeing of Members and officers. The recommendations made in this report do not give rise to any identifiable HR risks or implications that would affect either the Council or its workforce. Staff using the new system will receive all necessary training.

### EQUALITIES AND SOCIAL INCLUSION IMPLICATIONS AND RISKS

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have 'due regard' to:

- (i) The need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) The need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) Foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex/gender, and sexual orientation.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the

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Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.

An EqHIA (Equality and Health Impact Assessment) is usually carried out when a current or planned service/policy/activity is likely to affect staff, service users, or other residents. It is acknowledged that in emergency or urgent situations it will not always be possible to carry out an EqHIA in advance of a relevant activity, however, managers will undertake the required EqHIAs at the earliest opportunity. Where managers are already clear that protected groups/users will be impacted negatively by the intended activity, then this will be noted in the next paragraph and/or put into EqHIAs. Where the negative impact of the intended activity can be mitigated, this too should be set out in this report and/or the EqHIA.

In all situations, urgent or not, the Council will seek to ensure equality, inclusion, and dignity for all.

### **BACKGROUND PAPERS**

N/A

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**Part C – Record of decision**

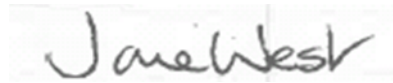
I have made this executive decision in accordance with authority delegated to me by the Leader of the Council and in compliance with the requirements of the Constitution.

**Decision**

Proposal agreed

**Details of decision maker**

Signed



Name: Jane West

Cabinet Portfolio held:  
CMT Member title: Chief Operating Officer  
Head of Service title  
Other manager title:

Date: 03/04/2020

**Lodging this notice**

The signed decision notice must be delivered to the proper officer, Debra Marlow, Principal Democratic Services Officer in Democratic Services, in the Town Hall.

**For use by Committee Administration**

This notice was lodged with me on \_\_\_\_\_

Signed \_\_\_\_\_