Havering
LONDON BOROUGH

Notice of Non-key Executive Decision

Subject Heading:	*Arcus Case Management - Regulatory Service Module for Public Protection Service*
Decision Maker:	*Helen Oakerbee, Director of Planning and Public Protection*
Cabinet Member:	*Barry Mugglestone, Cabinet Member for Environment*
SLT Lead:	*Neil Stubbings, Strategic Director of Place*
Report Author and contact details:	*Louise Smith* louise.smith@havering.gov.uk
Policy context:	*Vision & Corporate Plan 'Council is digitally enabled'*
Financial summary:	*Discount of £93,333 applied due to bulk licencing discount resulting in Contract value of £270,777.*
Relevant OSC:	*Places*
Is this decision exempt from being called-in?	*Yes*

Non-key Executive Decision

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

People - Things that matter for residents

X Place - A great place to live, work and enjoy

Resources - A well run Council that delivers for People and Place.

Non-key Executive Decision

Part A – Report seeking decision

DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

The decision requested is to award a call-off contract through the G-Cloud 13 Framework Agreement (RM1557.13) to Arcus Global Limited for Arcus Regulatory Services.

The Call-Off Contract value is £270,777 and the Contract is valid for 36 months (from the date of signature), with the option to extend for a further 12 months.

The call-off contract is for

- Consultancy and Implementation Services - as set out in the Service Definition and Skills Framework for the Information Age rate card.

AUTHORITY UNDER WHICH DECISION IS MADE

3.4 Powers of Second Tier Managers
Contract powers

(a) To approve commencement of a tendering process for, and to award all contracts below a total contract value of £500,000 but above the EU Threshold for Supplies and Services.

STATEMENT OF THE REASONS FOR THE DECISION

Public Protection plays a key role in delivering environmental health, trading standards and licensing services, which are often referred to collectively as 'Regulatory Services'.

Case management is an integral part of the work undertaken within the service area and this is supported by an existing software product. The current solution, which is coming to end-of-life and requires replacing, is utilised by the following areas of work:

- Private Sector Housing
- Public Health
- Landlord Licencing
- Business Licencing
- Statutory Nuisance
- Trading Standards (including Metrology)
- Food Safety
- Health & Safety
- Disabled Facilities Grants

In order to adapt to policy changes and ensure Havering is compliant with statutory requirements, there is a need to implement a supported, efficient solution for Case Management.

There is benefit in utilising a supported and current solution that offers:

1. Automation capabilities to reduce administration duties
2. Options to integrate with other services to ensure effective collaboration
3. The ability to provide transparent and accurate reporting
4. Remote working opportunities to facilitate updating of cases within the community in real-time
5. An improved customer experience

Pre-Product Evaluation Steps:

- A review of Vendor and solution options was conducted, which included engagement with eight Councils to understand the solutions they use or will use in the future.
- Formal meetings took place with the impacted Service Areas and associated stakeholders
- As-Is and To-Be processes were documented
- Requirements were captured

Product Evaluation:

From the short-list of Vendors and solutions available, a thorough and in-depth product evaluation was conducted. The evaluation process included demos of the solutions. The outcome was as follows:

Vendor 1:

Overview:

Vendor 1 solution software allows Public Protection Teams to deliver relevant services. It has a flexible design to allow the customer to adapt to legislative demands. With case management at the core, all regulatory service tasks can be managed using one key platform. Paper processes will be eliminated/reduced, administration will be reduced and productivity will be increased. Using cloud software, teams can be mobilised to work from any location using a mobile device which allows the option to view, respond to or update case information within the community. Customer communications are easier and there is the self-service option to increase citizen engagement whilst reducing administration tasks. The solution allows access to data in a way that allows teams to quickly identify and manage patterns of behaviour.

Evaluation outcome of Vendor 1 solution:

Following in-depth evaluation of Vendor 1 solution, the solution does not meet the requirements and needs of Havering Council in terms of usability, remote access, workflow management, reporting/dashboards, data migration and support/training.

Vendor 2:

Overview:

Solution 2 is developed to be an agile, cloud-based case management software solution that covers Environmental Health, Licencing, Trading Standards and Private Sector Housing. It is designed to boost productivity and save money with end-to-end integration, driving efficient case management and an improved customer experience.

Automation to match public protection officers working approach, alleviating the need to rely on legacy systems.

Evaluation outcome of Vendor 2 solution:

Following detailed evaluation of solution, it was found to be largely on par with solution 1**.** Areas of concerns relating to Vendor 2 solution were usability, templates, configuration, notifications, reporting/dashboards, data sharing and data migration.

Vendor 3:

Overview:

The Vendor 3 solution was briefly considered, however, the related Vendor withdrew their interest to participate in the process. No reason was provided, however, the assumption is their capacity was limited to support the delivery of the project within the required timescales.

Evaluation outcome of Vendor 3 solution:

Please Note: A full evaluation was not conducted for Vendor 3 solution based on the vendor's decision to withdraw from the process.

Vendor 4:

Overview:

Solution 4 is designed to be a flexible and intuitive cloud-based solution for Environmental Health, Trading Standards, Private Sector Housing and Licensing teams to work efficiently and effectively; delivering full compliance to their local communities. Vendor 4 solution has custom workflows to guide users with completing tasks quickly and efficiently, backed by full reporting and dashboard function to monitor workloads. The solution is cloud-based for access via a browser or app which supports remote working.

Evaluation outcome of Vendor 4 solution:

This solution met or exceeded the needs of the Council in terms of usability, configuration, templates, integration, remote access, attachments, notifications, workflows, reporting/dashboards, core processes, infrastructure, data sharing, data retention and support/training. A small concern was raised relating to data migration, however, Havering resources would be involved heavily in data migration so a mitigation plan will feature to ensure data migration is effective to support the project implementation. From a technology alignment point of view, Vendor 4 solution utilises a Salesforce Platform which enhances the user experience and overall suitability and performance of the solution. Additionally, and uniquely across the solutions reviewed, Vendor 4 solution removes the needs to continue utilising Metastreet, therefore further rationalising Havering's current technology landscape.

Summary and Conclusion:

Vendor 4 solution was chosen. The Vendor is Arcus Global Limited and the solution is Arcus Regulatory Services. The Contract value is £270,777 which includes Consultancy and Implementation Services.

OTHER OPTIONS CONSIDERED AND REJECTED

Do nothing:
The option to 'do nothing' was considered and it was quickly concluded that there is not the option to 'do nothing' as the current solution being utilised for case management within the Public Protection Service does not meet the future requirements and needs of the Council and will move out of support. Support is essential to maintain a critical solution utilised to manage key Council processes.

Full Tender:
As there was a framework available for the Council to access this was the more efficient route. A full tender is unlikely to have resulted in a different supplier being awarded the contract and would have cost more and taken longer.

PRE-DECISION CONSULTATION

The outcome of the Product Evaluation was aligned with the Director of Planning and Public Protection, Helen Oakerbee.

Helen Oakerbee has briefed Barry Mugglestone and Neil Stubbings in order to ensure alignment with the Cabinet Member for Environment and Strategic Director for Place respectively.

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

Name: Louise Smith

Designation: Transformation Project Manager

Signature: Date:

Part B - Assessment of implications and risks

LEGAL IMPLICATIONS AND RISKS

This report seeks to award a contract to Arcus Global Services. The relevant background is as set out within the body of this report. The terms and conditions of the call off agreement will be used to draw up the contract.

The Council has the general power of competence under section 1 of the Localism Act 2011 to do anything an individual may generally do subject to any limitations. The contract may be awarded in accordance with these powers.

The Council is a contracting authority for the purposes of the Public Contracts Regulations 2015 (as amended) (PCR). The value of the contract is above the services contracts threshold of £213,477. The contract is therefore subject to the full rigours of the PCR.

The body of this report confirms that the procurement is compliant with Regulation 33(8)(a) of the PCR and the Council's Contracts Procedure Rules.

FINANCIAL IMPLICATIONS AND RISKS

The Financial Implication, which is inevitable due to the current solution needing replacing, is the cost of Implementation and the overlap of the Licencing for the duration of the Project.

The Annual Licencing costs, beyond the Implementation period, are largely on par with the current Licencing costs and will be paid by the Public Protection service. The implementation capital costs will be funded through the Transformation budget.

The total contract value is £270,777. This figure includes a bulk licencing discount of £93,333 as per G-Cloud Contract Terms.

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

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.

Supporting Information:
Senior Users will participate in the Project to ensure the System is implemented and tested as per Plan and to meet the pre-agreed Requirements. In order to ensure that the Public Protection service has the capacity to support the Project, Budget has been secured to ensure back-fill Resource can be appointed to support Employee capacity.

There will be a Training Phase within the Project deployment to ensure System Users are effectively trained and have the appropriate support in order to carry out their role within the new System.

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:

1. The need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
2. The need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
3. 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, 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 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 Equalities in Procurement and Suppliers Questionnaire has been completed by Arcus and reviewed by the EDI Team. The recommendations made in this report do not give rise to any identifiable Equalities and Social Inclusion implications and risks.

ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS AND RISKS

The recommendations made in this report do not give rise to any identifiable Environmental and Climate Change implications and risks.

BACKGROUND PAPERS

None

APPENDICIES

None

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: Helen Oakerbee
Title: Director of Planning and Public Protection
Date: 27 October 2023

Lodging this notice

The signed decision notice must be delivered to Democratic Services, in the Town Hall.

For use by Committee Administration

This notice was lodged with me on _____

Signed _____