



## Notice of Non-key Executive Decision

<b>Subject Heading:</b>	Approval to award a contract for Social Prescribing Software
<b>Decision Maker:</b>	<b>Luke Burton</b> Director Partnerships, Impact & Delivery
<b>Cabinet Member:</b>	<b>Councillor Paul Middleton</b> Portfolio Holder for Resources
<b>SLT Lead:</b>	<b>Luke Burton</b> Director Partnerships, Impact & Delivery
<b>Report Author and contact details:</b>	Sophie Blow Digital Programme Manager
<b>Policy context:</b>	Corporate Plan theme outcomes: <ul style="list-style-type: none"><li>• The best health and social care outcomes for our residents are secured.</li><li>• We enable and support families and communities to look after themselves and each other.</li><li>• People are helped to live independent, socially connected and healthier lives.</li></ul>
<b>Financial summary:</b>	The Joy software contract is for 4 years at a total cost of £113,000 (£32,000 for the first year, then £27,000 for the following 3 years).
<b>Relevant Overview &amp; Scrutiny Sub Committee:</b>	Overview and Scrutiny – People
<b>Is this decision exempt from being called-in?</b>	The decision will be exempt from call in as it is a Non key Decision.

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**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 X

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

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### Part A – Report seeking decision

#### DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

To agree to

1. enter into a contract with Pungo Ltd (trading as Joy) for the delivery of a borough-wide social prescribing system which includes both case management and directory of service functions via call off from the London Borough of Newham Social Prescribing Software Framework commencing in April 2024 for a term of 4 years at a value of £113,000.; and
2. Subject to (1) above to enter into an access agreement with London Borough of Newham to enable call off from the Social Prescribing Software Framework.

#### AUTHORITY UNDER WHICH DECISION IS MADE

##### **3.4 Powers of Second Tier Managers (under transitional arrangements) 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

[The Joy software](#) is a resident facing directory of services and social prescribing software. The Joy platform facilitates the connection between residents and local services.

Joy will be used by all GPs, Social Prescribers and other people in personalised care roles in Havering to refer residents into community services. There is also a 'self-referral' mechanism which will enable residents to refer themselves to local services that can help them.

The directory will host information about all health and wellbeing services in the borough, everything from a local Church-run scrabble club, to large commissioned stop smoking services and Council run support offers.

The challenges the Joy platform will aim to solve:

##### **1. Lack of awareness of community services**

Residents and people working in Havering are unaware of the services on offer in the community. The directory hosts all the information in one place to promote strengths-

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based practice and will make it easier for everyone in the borough to find local services near them.

Traditional directories easily go out of date. However, the Joy software has an artificial intelligence screening tool that helps keep listings up to date. Service providers have access to edit their own listings, so can keep their information updated.

### **2. Inefficient social prescribing pathways**

Currently, social prescribers and people in other personalised care roles work from out-of-date spreadsheet databases containing service information and referral processes. Many referral processes currently involve emailing colleagues Word document referral forms, which can result in low quality and inappropriate referrals being made to services.

The Joy system is currently fully integrated with the GPs' EMIS system and there is a plan in place to integrate the system into the Liquid Logic social care system, to prefill referral forms and to sync referrals back to the patient record.

### **3. Lack of data on social prescribing activity in the borough**

Currently there is little data available regarding social prescribing activity in the borough. The Joy platform contains an in-built dashboard, enabling us to view a comprehensive breakdown of:

- The volumes of referrals made in the borough and the sources of these referrals
- Data analysing the activity of specific services in the borough
- The demographics of residents accessing social prescribing and those who are experiencing barriers to access.
- Under-resourced areas of need in the borough

## **OTHER OPTIONS CONSIDERED AND REJECTED**

- **Do nothing** – this would mean we would not be making the strategic steps towards strengths-based approach and social prescribing that is happening nationwide. Social Prescribers and people in other personalised care roles would continue to be using a system that is not fit for purpose and data quality around the impact of social prescribing will continue to be poor. There would be missed opportunities around residents being able to refer themselves.
- **Procure an alternative competitor system, such as Elemental.** This has been rejected as Joy has the best value for money as is the cheapest system with the best functionality for both frontline workers and residents. Also, there is a very large footprint of Joy usage across London so it makes sense for all London Boroughs to use the same system to see each other's services and for data monitoring and evaluation purposes. This is the agreed system for NEL boroughs.

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**PRE-DECISION CONSULTATION**

When Newham Council led on the commissioning of Joy as part of creating the framework, they conducted significant co-production with residents as part of this work.

Consultation work has also taken place by colleagues in NHS settings, for example at Newham University Hospital, by their Co-Production teams.

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

Name: Sophie Blow

Designation: Digital Programme Manager

Signature: *Sophie Blow*

Date: 30/04/24

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### **Part B - Assessment of implications and risks**

#### **LEGAL IMPLICATIONS AND RISKS**

The Council has power to award the contracts under the general power of competence contained in section 1 of the Localism Act 2011 which allows the Council to do anything that an individual may do subject to any statutory constraints on the Council's powers. None of the constraints on the Council's s.1 power are engaged by this decision.

The Council also has power to award the contracts under s111 Local Government Act 1972 which allows the Council to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions.

The London Borough of Newham Social Prescribing Framework is a Public Contracts Regulations 2015 compliant framework. As a North East London Borough, the Council is eligible to call off from the framework. Procuring the contract in this way ensures compliance with the PCR 2015 Regulations (although standalone this is a below threshold contract), and compliance with the Council's contracts procedure rules.

For the reasons set out above, the Council may enter into the access agreement and award the contract.

#### **FINANCIAL IMPLICATIONS AND RISKS**

Funding for the software and a Programme Manager to carry out the implementation has been agreed by the Partnership Board.

The Joy software contract is for 4 years at a total cost of £113,000. This amount covers licences and implementation costs totalling £32,000 for the first year, then annual licence costs of £27,000 for the following 3 years. The contract does not provide for indexation or annual uplifts.

The costs will be funded by NELFT Aging Well monies which the Council receives from the NHS via a section 256 agreement. The use of these funds to meet years 1 and 2 of the Joy contract was agreed by the Havering Place Based Partnership Board on the 9<sup>th</sup> of August 2023. It is in the intention that agreement to fund years 3 and 4 will be taken back to the board when that tranche of funding is available for commitment. Should for any reasons funding not be forthcoming then either the contract will have to be cancelled or the Council will have to provide an alternative funding source.

The funding agreement also covers the cost of a council employed project resource to implement the system. Once the system transitions out of implementation and into

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BAU updates are largely AI driven and therefore the officer time required to maintain the system is expected to be minimal.

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

The expectation is that referral pathways are integrated with the Joy system where appropriate and employees will be supported in using this new platform through a variety of training channels.

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.

### **EQUALITIES AND SOCIAL INCLUSION IMPLICATIONS AND RISKS**

Under Section 149 of the Equality Act (2010), the Council has a duty when exercising its functions. This includes to have “due regard” to the need to eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act and advance equality of opportunity and foster good relations between persons who share a protected characteristic and persons who do not. This is the public sector equality duty. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

“Due regard” is the regard that is appropriate in all the circumstances. The weight to be attached to each need is a matter for the Council. As long as the Council is properly aware of the effects and has taken them into account, the duty is discharged.

The proposal will support the Council to ensure all residents have equal access to local support services to support them with their wellbeing, ensuring no resident is negatively affected due to a protected characteristic.

The Joy platform will positively impact all protected groups, giving them transparent access to support services in the borough, with the ability to self-refer.

The only risk Joy presents is around digital exclusion. Thought must be given for those who don't have the access, skills or confidence to use this online system.

A full EQIA has been signed off for this work.

### **ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS AND RISKS**

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Joy will bring positive environmental change in Havering through:

- Moving away from paper-based referral and consultation processes to digitised pathways.
- Promoting means of sustainable transport on the directory for residents to engage with.
- The software is cloud based. Moving to cloud based solutions has been identified as helping Havering towards the goal of becoming carbon neutral by 2040.

### **BACKGROUND PAPERS**

- Havering Place based Partnership Board Agenda (13 September 2023)
- Joy Paper - Havering Place based Partnership Board Agenda (9 August 2023)
- Appendix 1 – Proposal for Havering Place from Joy

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**Part C – Record of decision**

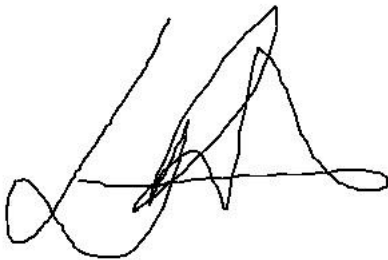
I have made this executive decision in accordance with authority delegated to me by the Leader of the Council and in compliance with the requirements of the Constitution.

**Decision**

Proposal agreed

**Details of decision maker**

Signed



Name: Luke Burton

Director Partnerships, Impact & Delivery

Date: Tuesday 30<sup>th</sup> April 2024

**Lodging this notice**

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

**For use by Committee Administration**

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

Signed \_\_\_\_\_