

Notice of Non-Key Executive Decision

Subject Heading:	AI-Powered Social Care Software Pilot
Cabinet Member:	Councillor Gillian Ford, Cabinet Member for Health and Adult Care Services
ELT Lead:	Barbara Nicholls, Strategic Director of People
Report Author and contact details:	Daren Mulley, Senior Commissioning Manager T: 01708 433982 E: daren.mulley@havering.gov.uk
Policy context:	This pilot supports Havering Council to meet its People Theme priorities in its Corporate Plan 2022/23 – 2026/27. This plan sets out how the Council intends to invest and transform the borough with an emphasis on improving the lives of vulnerable children, adults and families. In summary, this pilot will support the Council fulfil its aim of ensuring that people are helped to live independent, socially connected and healthier lives.
Financial summary:	Funding for the pilot will be from Grant to Streamline Local Authority Adult Social Care Assessments. The pilot will cost £30k.
Relevant OSC:	People
Is this decision exempt from being called-in?	Yes, it is a Non Key Decision by Officer

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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

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

Part A – Report seeking decision

DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

For the reasons detailed in this report the Strategic Director of People is recommended to accept the proposal to initiate a pilot AI-Powered Social Care Software in People Services – Ageing Well, Living Well and Starting Well at the cost of £30k over a 3 month period and enter into the contract with Beam Up Ltd.

AUTHORITY UNDER WHICH DECISION IS MADE

Part 3 of the Council’s Constitution

3.3.3 Scheme – Powers common to all Strategic Directors

1. General

- 1.1. To take any steps necessary for proper management and administration of allocated portfolios.

4. Contracts

4. 2. To award all contracts with a total contract value of below £1,000,000 other than contracts covered by Contract Procedure Rule 16.3.

STATEMENT OF THE REASONS FOR THE DECISION

This report recommends Havering Council award a contract with Beam Up Ltd to pilot AI-Powered Social Care Software (known as ‘Magic Notes’) in People Services – Ageing Well, Living Well and Starting Well.

This pilot would be a joint project to build and trial a custom tool for frontline workers, test and share feedback on the tool and report on the findings with a recommendation for future use. The aim of the project is to understand if the tool saves frontline worker’s time, delivers accurate summaries, and enhances the delivery of relational support.

The proposed contract is a pilot and below the applicable Public Procurement threshold for contracts for services (£214,904) as stipulated in the Public Contracts Regulations 2015 so will not be subject to the full PCR process and regime. The contract will be procured via the Matrix Managed Marketplace portal which is a current Single Supplier Havering approved Framework to provide a compliant technology platform to source requirements.

Once approval is confirmed, Procurement will proceed with a framework call-off with Matrix MM whereby Beam Up Ltd will join the supply chain via an on-boarding process to become an accredited third tier supplier. Our contract will be with Matrix MM who will simultaneously contract with Beam Up Ltd for the time period stipulated.

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Since 2017, Beam Up Ltd has been developing digital solutions for national and local government to support vulnerable groups (homeless families, rough sleepers, refugees, care leavers) through a mix of caseworker support and custom-built technology. This custom-built case management software is designed to maximise the impact of Council services in the digital age to meet the current challenges below;

- a) Downward pressure on funding and upward pressure on demand
- b) Local need increasing with aging populations and housing becoming more unaffordable
- c) Skills gaps, low retention, and staff shortages
- d) Caseworker burnout due to unsustainable workloads and reporting

The software, Magic Notes, will be custom built to align with the format of the Council's case management systems and will save practitioners time by producing detailed, quality case notes. Once checked by the practitioner, these would then be copied and pasted into the Council's case management system. From its work with local government, Beam reports that practitioners can save up to 8hrs per week by using Magic Notes and feedback from other Councils using the software report that it is highly accurate with 98% accuracy scores on transcriptions. As a result, this will enable practitioners to focus on face-to-face, relational practice.

In more detail, the pilot is divided into four implementation stages with key activities outlined below;

Stage 1: Sign off (Timeline: 3-4 weeks)

Key activities:

- Beam works with Data and IT teams to agree Magic Notes setup
- Understand and undertake processes required for sign off and procurement of the pilot
- Required agreements in place
- Invoice sent through to Havering Council
- Support with Data Sharing Agreement and any other setup processes required by Havering (IT/Project Lead)
- Select initial testing group (Project Lead/Service Leads)
- Confirm procurement process and support Beam setup (Project Lead)
- Attend 30 min weekly steering calls (Project Lead)

Stage 2: Discovery (2 weeks – to commence during stage 1)

Key activities:

- Beam shadows frontline workers' sessions to understand current approach to assessments and write ups
- Beam uses the information to map out a customised version of Magic Notes for Havering Council
- Customised templates are created to deliver summaries that align with existing

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assessment forms and data structures

- Clear understanding of how tool will be customised - created by Beam, signed off by Havering Council

Stage 3: Testing (6 weeks)

Key activities:

- Small group of internal leads is selected as testing group and is trained on how to use Magic Notes tool
- Frontline workers begin testing Magic Notes in real life sessions and sharing feedback with Beam via a quick integrated feedback form and user interviews where possible
- Beam shares regular reporting on uptake and progress
- Beam iterates and improves the product based on feedback and learnings
- Time mapping of frontline workers assessment write ups
- Estimated savings calculated and shared
- Learnings for roll out captured
- Increasing accuracy of the transcripts and summaries generated by Magic Notes
- Havering resourcing requirements:
 - Attend 1 hour Magic Notes training session (Social Worker testing group)
 - Share feedback and rate quality of each Magic Notes recording via quick integrated feedback form and interviews (Social Worker testing group)

Stage 4: Report and Recommendations

Target deadline: July 2024

OTHER OPTIONS CONSIDERED AND REJECTED

Do Nothing: The Council would continue to operate face-to-face interviews and written assessments which are currently time consuming for staff involved.

PRE-DECISION CONSULTATION

There was engagement with the following officers and organisations:

- Beam Up Ltd
- Council Strategic Director of People
- Council Live Well Director
- Council Procurement

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

Name: Daren Mulley

Designation: Senior Commissioning Manager

Signature:

A handwritten signature in black ink, consisting of a large, stylized 'D' followed by a series of loops and a long horizontal stroke extending to the right.

Date: 30th May 2024

Part B - Assessment of implications and risks

LEGAL IMPLICATIONS AND RISKS

The Council has the power to procure a contract for these services through Section 111 of the 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, or through its general power of competence under Section 1 of the Localism Act 2011 to do anything that individuals generally may do, subject to statutory limitations.

The proposed contract value of £30,000 is below the applicable public procurement threshold for services stipulated in the Public Contracts Regulations 2015 ("PCR") of £214,904. Therefore, this procurement is not subject to the full PCR regime. However, the contract has to follow the Council's Contract Procedure Rules (CPR).

For the reasons set out above, the Council may award this contract to Beam.

FINANCIAL IMPLICATIONS AND RISKS

This decision paper is seeking approval to pilot AI-Powered Social Care Software in People Services – Ageing Well, Living Well and Starting Well.

The cost of this pilot is estimated to be £30,000 and this will be funded from the Grant to Streamline Local Authority Adult Social Care Assessments.

This grant was awarded in 22/23, this is an un-ringfenced grant and does not have any conditions. £30,000 was carried forward into 24/25 to fund this pilot.

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.

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.

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

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 EqHIA (Equality and Health Impact Assessment) is usually carried out when a proposed or planned activity is likely to affect staff, service users, or other residents.

The Council seeks to ensure equality, inclusion, and dignity for all in all situations. There are no concerning equalities and social inclusion implications and risks associated with this decision.

BACKGROUND PAPERS

None

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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: Barbara Nicholls

Head of Service title: Strategic Director of People

Date: 30th May 2024

Lodging this notice

The signed decision notice must be delivered to the proper officer, Andrew Beesley, Committee Administration & Interim Member Support Manager in the Town Hall.

For use by Committee Administration

This notice was lodged with me on _____

Signed _____