

Meeting: Cabinet **Date:** 14 June 2022

Wards affected: All

Report Title: Community Safety Case Management System Contract Approval

When does the decision need to be implemented? 29 June 2022

Cabinet Member Contact Details: Cabinet Member for Corporate and Community Services, Councillor Carter

Director/Divisional Director Contact Details:

Divisional Director for Corporate Services, Matthew Fairclough-Kay

Divisional Director of Community Safety & Customer Services, Tara Harris

1. Purpose of Report

- 1.1 The current contract for the case management system in Community Safety and Customer Services is due for renewal. This particular system is used to record actions taken by all of the service areas e.g., calls, complaints, service requests, sample results, visits, and inspections. It provides management reports and statutory returns, for example the Food Standards Agency LAEMS returns. The system records information appropriate to the wide variety of inspection and investigation types carried out and retains a history of actions for the provision of information. The current contract is due to expire on 31st August 2022. Therefore, a review was commissioned by Tara Harris, Divisional Director of Community Safety and Customer Services and has been undertaken by Business Improvement and Change to identify an alternative solution. This report is the product of that review.
- 1.2 The current system is nearing end of life, is underperforming, and is not fit for the purpose of hybrid or remote working conditions. Initial research through the publishing of an Expression of Interest (EOI) have shown that there are multiple alternative cloud-based solutions to replace both the current system and another application for licensing that is also used in day-to-day business. This licensing software currently incurs an additional annual cost and requires lengthy manual inputting of information. A replacement would see a single new case management system, increasing efficiency. Due to the specialist nature of the application outputs, this system cannot be replaced by the CRM.
- 1.3 Costs of these software packages increase every year in line with inflation or higher, and because of the way the contracts are offered by the current provider, there is a further lump sum required at the end of each contract period for the renewal and continuation of service as usual. There are further costs behind the use of these software packages such as staff

time and resources required to manually input information and process the tasks on the systems, which can be reduced or avoided with the procurement of a new cloud-based system.

2. Reason for Proposal and its benefits

- 2.1 The proposal is for the rebuy of licenses for two years and two months from 29th June 2022 with the option to extend a further one year from 31st August 2024, if required at that time. It is essential to procure this contract for Community Safety services to continue business as usual while the procurement and implementation of an alternative cloud-based system takes place. The procurement of an alternative case management system is expected to take at least two years and is detailed in Appendix 2.

3. Recommendation(s) / Proposed Decision

1. That a 2+1 year contract for a Community Safety Case Management System be approved as set out in Exempt Appendix 3.
2. Cabinet to note that this will be funded from existing budgets.

PART 2 - Appendices

Appendix 1 - Supporting Information

Appendix 2 - Timeline

Appendix 3 - Costs