OFFICER DELEGATION SCHEME
RECORD OF DECISION

Bury Council

Date: 19th April 2024	**Ref No:** 2226

Responsible Officer: Ruth Heywood

Type of Decision (please refer to MO Guidance):

Key		**Non-Key**	X

Freedom of Information Status: *(can the report go in the public domain)* *yes*

Title/Subject matter: Permission is requested to procure a new electronic care monitoring (ECM) system for Rapid Response and Reablement.

Budget/Strategy/Policy/Compliance:

(i) Is the decision within an Approved Budget?	Yes – current budget is £18,000 PA
(ii) Is the decision in conflict with the council's policies, strategies or relevant service plans?	No
(iii) Does the decision amend existing or raise new policy issues?	No
(iv) Is the decision significant and/or does it meet the £100,000 threshold for recording?	No

Equality Impact Assessment [Does this decision change policy, procedure or working practice or negatively impact on a group of people? **If yes** – complete EIA and summarise issues identified and recommendations – forward EIA to Corporate HR]	No

Summary:

Currently We have a contract for an Electronic Monitoring System (ECM) for Reablement team. This is currently going to end in July 2024. With the renewal being a lot higher than previous contract. We have reviewed our service requirements, and it was identified that the current system does not meet our requirements. It was also identified that we would also like an ECM system to cover our Rapid Response service and not just Reablement service.

ECM is very important in supporting allocations/scheduling/lone working and capacity and demand.

Wards affected: N/A

Consultations: N/A

Scrutiny & Review Committee Interest: N/A

Options considered:

1. To continue working in Rapid Response using paper-based allocations.
   To continue with the current Reablement ECM system which is no longer meeting the service's needs.
2. To go out to open tender via the CHEST
3. Approach 3 providers with requirements of 1+1+1 or a 1-year contract and request a quotes.

Decision

Rapid Response and Reablement aims to increase the number of people we can support. We recognise that capacity in areas across the community can impact on the number of admissions. With an effective ECM system in place, the work will be allocated effectively saving time and mileage for staff, as well as improving the flow through the service.

Option 1, Is inefficient and is currently not working.
Option 2, We felt with a small budget and time restraints that this was not an appropriate route to market.
Option 3, We felt this was the best option due to budget, and with this also being within the contract procedure rules, this may be the quickest option due to time constraints and notice given to current provider,

Outcome

Summary of Evaluation

	Total Mobile	Nourish Care Planner	Civica	CM2000
Automatic scheduling	X	X	X	
Lone worker system	X	X	X	
Mobile working	X	X	X	
reports	X	X	X	
GPS location - live data	X	X	X	
care monitoring	X	X		
Records mileage	X	X	X	
option to integrate with LL*	X	X		
Offline working	X	X	X	
24/7 support	X	X	***	
Scheduled Reports on planned hours, actual hours and planned/actual travel time per worker against contracted hours	*****	X	X****	
Rapid	joint	£3,084.00	£6,600.00	
Reablement	£52,416.00	£10,018.00	£25,608.00	£45,000.00
One off costs**	£66,000.00	£0.00	£28,200.00	
Total Year 1	£118,416.00	£13,102.00	£60,408.00	£45,000^
Total Year 2	£52,416.00	£13,102.00	£32,208.00	£45,000.00
Total Year 3	£52,416.00	£13,102.00	£32,208.00	£45,000.00
Total Contract	£223,248.00	£39,306.00	£124,824.00	£90,000.00

*additional costs involved
** training and implementation

***Have 24/7 technology support if system failure, but general requests only Mon-Fri 9-5pm. Tickets can be rasied which will be dealt with next working day.
**** we can design all our own reports and dashboard at any time without any additional costs. We can also have the API to pull data into our own systems, e.g. Tableau, Power BI
***** They have standard reports on their system, but can offer us access to their database through an API to pull the data into Tableau/PowerBI but we will need to create these ourselves. (Sandy Firth's team)
^ Based on number of customers per month as charges are from each worker & customer.

From the evaluation it is determined that Nourish Care Planner meets all requirement for ECM for Reablement and Rapid response where the other providers don't.

They are also well within budget for 1 year saving £4,898 per year whilst the nearest competitor for requirements is £42,408 over budget per year.

For a 3-year contract, if went with Nourish Care Planner we with save a total of £14,694.00 Whilst the nearest competitor we would be above budget by £124,770.00.

It is therefore recommended that approval is granted to.

Procure the Nourish Care Planner system to manage the electronic care monitoring of customers in Rapid Response and Reablement. This will be procured via the SBS Framework.

Winning Provider details

Ken Williams
Head of Business Development
ken@care-planner.co.uk

Care Planner Ltd
Unit 2.2, Regional Rural Business Centre
Market Way, North Petherton

Bridgwater, Somerset TA6 6DF

Decision made by:	Signature:	Date:
Executive Director – Health and Adult Care		17 June 2024
S151 Officer	C.J-Williams	18 June 2024
Director of People and Inclusion	NA	
Members Consulted *[see note 1 below]*		
Cabinet Member		11 July 2024
Lead Member	NA	
Opposition Spokesperson	NA	

1. Purpose of Document

- The purpose of this document is to obtain permission to procure the Nourish Care Planner system to manage the electronic care monitoring of customers in Rapid Response and Reablement.

2. Overview

Rapid Response is currently allocating visits based on general knowledge of the area and postcodes. Staff are often travelling far in between visits. The service has no oversight of where the staff are and how long visits are taking. Referrals are often declined due to capacity, but we have no evidence to justify this decision.

Reablement has an ECM system in place which doesn't allow the service to oversee staff throughout the day. There is no capacity and demand report available to assist with allocations. The system does not allow automatic scheduling when staff are on leave or sick, meaning there is a lot of admin time involved.

3. Proposal

The aspiration is for Rapid Response and Reablement to use an electronic care monitoring system. This will support more accurate allocations and inform the service of gaps to allocate new visits. The system will stop inappropriate declines based on capacity. With a system across both services, staff can be flexed across the teams where required to ensure the most appropriate use of resources.

I am therefore proposing to procure a new system which will meet the specifications for Rapid Response and Reablement. It will allow for better allocations and reduce unnecessary mileage costs.

4. Costings

Three quotes have been received from interested parties.

	Set up and Implementation	Year 1	Year 2	Year 3	Total
Quote 1 – Total Mobile	£66,000	£52, 416	£52, 416	£52, 416	£223,248
Quote 2 – Civica	£28,200	£32,208	£32,208	£32,208	£124,824
Quote 3 – Nourish Care Planner	£0 FREE	£13,102	£13,102	£13,102	£39,306

5. Financial Implications

The current annual budget for the ECM system is £18,000. However, due to the price increases for the current ECM system the 23/24 annual cost was £29,962. This is £11,962 over budget. The new system will come in £4,898 under budget per annum.

The current system also charges the council based on the number of customers using the service at any time, meaning the costs can fluctuate, and this doesn't support us with our aim of increasing customers through the service.

The new system charges the council based on the number of licenses for access to the system, and the number of staff. Even if we doubled the number of staff in the service, the costs would not exceed the budget.

6. Staffing Implications

This decision has no implications on staffing.

7. Recommendation

Rapid Response and Reablement aim to increase the number of people we can support. We recognise that capacity in areas across the community can impact on the number of admissions. With an effective ECM system in place, the work will be allocated effectively saving time and mileage for staff, as well as improving the flow through the services.

It is therefore recommended that approval is granted to procure the Nourish Care Planner system to manage the electronic care monitoring of customers in Rapid Response and Reablement.