



**Oversight and Governance**

Chief Executive's Department

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## Delegated Decisions

### Delegated Executive/Officer Decisions

Delegated Executive and Officer decisions are published every Wednesday and are available at the following link - <https://tinyurl.com/ms6umor>

Cabinet decisions subject to call-in are published at the following link - <http://tinyurl.com/yddrql6>

Notice of call-in for non-urgent decisions must be given to the Democratic Support Unit by 4.30pm on Wednesday 21 April 2021. Please note – urgent decisions and non-key Council Officer decisions cannot be called in. Copies of the decisions together with background reports are available for viewing as follows:

- on the Council's Intranet Site at <https://modgov/mgDelegatedDecisions.aspx>
- on the Council's website at <https://tinyurl.com/jhnax4e>

The decisions detailed below may be implemented on Thursday 22 April 2021 if they are not called-in.

## **Delegated Decisions**

**1. Councillor Evans OBE - The Leader:**

1.1. Carefirst Upgrade to Eclipse **(Pages 1 - 26)**

**2. Anthony Payne (Strategic Director for Place):**

2.1. Contract Award - Old Town Street and New George Street **(Pages 27 - 78)**

# EXECUTIVE DECISION

made by a Cabinet Member



## REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL CABINET MEMBER

Executive Decision Reference Number – L55 20/21


Decision	
1	<b>Title of decision:</b> CareFirst upgrade to Eclipse
2	<b>Decision maker (Cabinet member name and portfolio title):</b> Councillor Tudor Evans OBE (Leader)
3	<b>Report author and contact details:</b> Gary Walbridge Tel: 305253; Mob 07876397210; Email: gary.walbridge@plymouth.gov.uk
4	<p><b>Decision to be taken:</b></p> <p>It is recommended that the Leader of the Council:</p> <ul style="list-style-type: none"> <li>• Approves the Business Case</li> <li>• Allocates £2,040,000 for the project into the Capital Programme funded by Service Borrowing</li> <li>• Authorises the procurement process for this upgrade of the Carefirst System through the DELT Shared Services processes.</li> <li>• Delegates the award of the contract to the Strategic Directors for Children’s Services and People.</li> </ul>
5	<p><b>Reasons for decision:</b></p> <p>Carefirst 6 the current system that supports Children’s and Adult Social Care operations, care provider payments and client charging, is old and will no longer be supported by OLM. Given the importance of Adult and Children’s Social Care, both for discharging the Council’s statutory functions and the monies involved in paying Care Providers and charging Clients, remaining on a system that will become obsolete would become a very significant risk.</p> <p>This decision supports the upgrade of our OLM Carefirst 6 system which supports both Adults and Children’s Social Care operations to their new Eclipse platform. This represents the most cost effective upgrade option and one which not only secures the IT infrastructure of social care within Plymouth, but one that would facilitate Business Process Transformation both in the short, medium and long term.</p> <p>This upgrade will take place over 3 years and be carried out in three main phases:</p> <ul style="list-style-type: none"> <li>• Phase 1: Children’s Services (April 21 to Mar 22)</li> <li>• Phase 2: Adults Services (Apr 22 to Mar 23)</li> <li>• Phase 3: Financial Services provided through the system (Apr 23 onwards)</li> </ul> <p>The Capital costs for this project will be funded through service revenue and will total £2.040M and will be repaid by both Children’s and Adult Social Care on an equal split basis. Both Adults and Children’s Social Care will benefit from the enhanced functionality that the upgrade brings, which will support the discharge of the Council’s statutory functions for the next decade and beyond.</p>

<b>6</b>	<b>Alternative options considered and rejected:</b>			
	<ul style="list-style-type: none"> <li>• Remaining on Carefirst</li> <li>• Replacement with a different market product</li> </ul>			
<b>7</b>	<b>Financial implications:</b>			
	The full cost is £2.04M including software and implementation costs. The capital expenditure will be financed from service borrowing split equally between Adults Social Care and Children's Social care. The cost of this is reflected within the MTFP.			
<b>8</b>	<b>Is the decision a Key Decision?</b> (please contact <a href="#">Democratic Support</a> for further advice)	<b>Yes</b>	<b>No</b>	<b>Per the Constitution, a key decision is one which:</b>
			x	in the case of <b>capital</b> projects and contract awards, results in a new commitment to spend and/or save in excess of <b>£3million</b> in total
			x	in the case of <b>revenue</b> projects when the decision involves entering into new commitments and/or making new savings in excess of <b>£1 million</b>
			x	is <b>significant</b> in terms of its effect on communities living or working in an area comprising <b>two or more</b> wards in the area of the local authority.
	<b>If yes, date of publication of the notice in the <a href="#">Forward Plan of Key Decisions</a></b>			
<b>9</b>	<b>Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:</b>		The implementation of this system will enable effective delivery of our priority within the Corporate Plan of being a Caring Council. It is essential that quality data is held and maintained in order to deliver the objectives within this priority.	
<b>10</b>	<b>Please specify any direct environmental implications of the decision (carbon impact)</b>		No direct implications.	

**Urgent decisions**

<b>11</b>	<b>Is the decision urgent and to be implemented immediately in the interests of the Council or the public?</b>	<b>Yes</b>		(If yes, please contact Democratic Support ( <a href="mailto:democraticsupport@plymouth.gov.uk">democraticsupport@plymouth.gov.uk</a> ) for advice)
		<b>No</b>	x	<b>(If no, go to section 13a)</b>
<b>12a</b>	<b>Reason for urgency:</b>			
<b>12b</b>	<b>Scrutiny Chair Signature:</b>		<b>Date</b>	

<b>Scrutiny Committee name:</b>			
<b>Print Name:</b>			
<b>Consultation</b>			
I3a	<b>Are any other Cabinet members' portfolios affected by the decision?</b>	<b>Yes</b>	<input checked="" type="checkbox"/>
		<b>No</b>	<input type="checkbox"/>
		<b>(If no go to section I4)</b>	
I3b	<b>Which other Cabinet member's portfolio is affected by the decision?</b>	Cllr Kate Taylor – Cabinet Member for Health and Social Care Cllr Jemima Laing – Cabinet Member for Children and Young People	
I3c	<b>Date Cabinet member consulted</b>	28 <sup>th</sup> January 2021	
I4	<b>Has any Cabinet member declared a conflict of interest in relation to the decision?</b>	<b>Yes</b>	<input type="checkbox"/>
		<b>No</b>	<input checked="" type="checkbox"/>
		Need a note of dispensation granted by the Council's Monitoring Officer.	
I5	<b>Which Corporate Management Team member has been consulted?</b>	<b>Name</b>	Craig McArdle / Alison Botham
		<b>Job title</b>	Strategic Director for People / Director of Children's Services
		<b>Date consulted</b>	13 <sup>th</sup> January 2021
<b>Sign-off</b>			
I6	<b>Sign off codes from the relevant departments consulted:</b>	<b>Democratic Support (mandatory)</b>	DS130 20/21
		<b>Finance (mandatory)</b>	djn.21.22.02
		<b>Legal (mandatory)</b>	lt/36459/310321
		<b>Human Resources (if applicable)</b>	
		<b>Corporate property (if applicable)</b>	
		<b>Procurement (if applicable)</b>	
<b>Appendices</b>			
I7	<b>Ref.</b>	<b>Title of appendix</b>	
	A	Business Case	
	B	Equalities Impact Assessment	

Confidential/exempt information								
18a	Do you need to include any confidential/exempt information?	Yes		If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in 18b below.  (Keep as much information as possible in the briefing report that will be in the public domain)				
		No	x					
		Exemption Paragraph Number						
		1	2	3	4	5	6	7
18b	Confidential/exempt briefing report title:							
Background Papers								
19	Please list all unpublished, background papers relevant to the decision in the table below.  Background papers are <u>unpublished</u> works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.							
Title of background paper(s)		Exemption Paragraph Number						
		1	2	3	4	5	6	7
Cabinet Member Signature								
20	I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.							
Signature			Date of decision	14 April 2021				
Print Name	Cllr Tudor Evans OBE, Leader							

# CAPITAL INVESTMENT BUSINESS CASE

## CAREFIRST SYSTEM UPGRADE TO ECLIPSE



### EXECUTIVE SUMMARY

*The Executive Summary is a short summary of the Business Case and should be the last section you complete, this will enable you to extract or only the key facts from relevant sections i.e. 'project on a page'. The summary is a 'snapshot' of the business case which will need to tell the story and sell the proposal.*

Carefirst 6 the current system that supports Children's and Adult Social Care operations, care provider payments and client charging, is old and will no longer be supported by OLM. Given the importance of Adult and Children's Social Care, both for discharging the Council's statutory functions and the monies involved in paying Care Providers and charging Clients, remaining on a system that will become obsolete would become a very significant risk.

This Business Case recommends that we pursue upgrading OLM Carefirst 6 which supports both Adults and Children's Social Care operations to their new Eclipse platform. The feasibility work undertaken has concluded that this represents the most cost effective upgrade option and one which not only secures the IT infrastructure of social care within Plymouth, but one that would facilitate Business Process Transformation both in the short, medium and long term.

This upgrade will take place over 3 years and be carried out on four distinct phases:

- Phase 1: Discover Phase – That looks in detail and the scope and planning for full implementation (Jan 21 to Mar 21)
- Phase 2: Children's Services (April 21 to Mar 22)
- Phase 3: Adults Services (Apr 22 to Mar 23)
- Phase 4: Financial Services provided through the system (Apr 23 onwards)

The Capital costs for this project will be funded through service revenue and will total £2.040M and will be repaid by both Children's and Adult Social Care on an equal split basis.

Both Adults and Children's Social Care will benefit from the enhanced functionality that the upgrade brings, which will support the discharge of the Council's statutory functions for the next decade and beyond.

### Risk

As with any significant software upgrade this project will carry risk and a governance structure will be established to maintain:

- Oversight and management of the current Carefirst System to ensure it is prepared to best support the upgrade
- Oversight and responsibility for project delivery and risk monitoring and mitigation
- To ensure front line service delivery and financial control are maintained through this upgrade process
- The benefits of this upgrade are realised

The three main high level areas of risk at this stage are:

- Technical issues during upgrade including migration of data to Eclipse delaying or increasing cost of this project
- OLM Model Office requiring significant additional change and development work from software provider increasing time/cost
- A detriment to the real time access to management information through reports

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### SECTION I: PROJECT DETAIL

<b>Project Value (indicate capital or revenue)</b>	£2.040m (Capital)	<b>Contingency (show as £ and % of project value)</b>	£266K (part of the total £2.040m), 15%
<b>Programme</b>	Transforming Council Services	<b>Directorate</b>	People
Anna Coles (Integrated Commissioning)	Cllr Kate Taylor, Health and Adult Social Care	<b>Service Director</b>	Craig McArdle / Alison Botham
<b>Senior Responsible Officer (client)</b>	Gary Walbridge/Jean Kelly	<b>Project Manager</b>	Gareth Sampson (Current)
<b>Address and Post Code</b>	N/A	<b>Ward</b>	Citywide

**Current Situation:** *(Provide a brief, concise paragraph outlining the current situation and explain the current business need, problem, opportunity or change of circumstances that needs to be resolved)*

CareFirst 6 is the present case management, payment and charging system used by the various Children's and Adult Social Care departments and organisations. In 2017 it was agreed to extend the CareFirst 6 contract for a period of 3 years to March 31 2020. A further extension was agreed with OLM until October 2020.

CareFirst 6 has been used by Plymouth City Council for 20 years. However, we have now been informed by OLM, our supplier that with the exception of statutory requirements, the system will no longer be developed as they have now launched their new platform using the latest technology.

The new system developed by OLM is called Eclipse, which is a next-generation replacement for CareFirst. As a long standing customer Plymouth City Council has been offered an early adopter discount on the upgrade. This offer was time limited and some extensions agreed due to the COVID pandemic.

Work on this proposal began in 2019 but was suspended due to COVID. In June 2020, the project was revitalised and work has progressed between the four key partners; Plymouth City Council Strategic Commissioning Department, Plymouth City Council Children's & Younger People Directorate, Livewell South West and DELT Shared Services.

Carefirst 6 the current system is old and will no longer be supported by OLM. Given the importance of Adult and Children's Social Care, both for discharging the Council's statutory functions and the monies involved in paying Care Providers and charging Clients, remaining on a system that will become obsolete would become a very significant risk.

**Proposal:** *(Provide a brief, concise paragraph outlining your scheme and explain how the business proposal will address the current situation above or take advantage of the business opportunity) and (What would happen if we didn't proceed with this scheme?)*

This Business Case recommends that we pursue upgrading OLM Carefirst 6 which supports both Adults and Children's Social Care operations to their new Eclipse platform. The feasibility work undertaken has concluded that this represents the most cost effective upgrade option and one which not only secures the IT infrastructure of social care within Plymouth, but one that would facilitate Business Process Transformation both in the short, medium and long term.



Both Adults and Children's Social Care will benefit from the enhanced functionality that the upgrade brings, which will support the discharge of the Council's statutory functions for the next decade and beyond.

A decision must be made regarding future systems and there is financial advantage in taking this decision. If decisions are not made in the extended discount period the Council's will have to pay £70,892 just to keep CareFirst running this financial year, due to the expiration of the offer.

If we subsequently decided to move to Eclipse at a later date then we would pay an additional £200,000 in implementation costs and an additional £40,000 in annual charges.

Carefirst 6 provides the assessment and care planning functions across Adult and Children's services along with essential Finance modules. These Finance modules are currently not yet available from the provider and therefore out of scope. However, we have shown indicative costs and information around this in what would be a 3rd Phase which would need future and more detailed planning.

### **Children's Social Care**

At present CareFirst 6 is solely used by the Children, Young People & Families Services Directorate within Plymouth City Council.

The Three key stages of Children's Social Care are administered in CareFirst 6:

- Referrals
- Assessments
- Service Provision/Spend
- Charging

Additional Functions include:

- Fostering & Special Guardianship, Safeguarding and Care Leavers. CareFirst 6 has some functionality in respect of these services but require model office development.
- Targeted Support, Plymouth Gateway and Adopt South West do not currently access CareFirst 6 and the development of functions within Eclipse is required.

### **SEND**

Currently the SEND Teams use the Assessments for Spend, Documentation on CareFirst 6 and Service Agreements, but their usage will expand into Care Payments through the new system.

### **Adult Social Care**

CareFirst 6 is used across a number of organisations and teams to provide a wide range of statutory social care functions Currently 7 different Health & Social Care organisations access CareFirst 6:

- Plymouth City Council
- Livewell SouthWest
- University Hospital Plymouth
- Devon CCG
- Improving Lives Plymouth,
- Colebrook - Supported Living Provider
- Havencare - Supported Living Provider

All four key stages of Adult Social Care are administered in CareFirst 6:

1. Referrals
2. Assessments
3. Service Provision/Spend

#### 4. Charging

Additional Functions include:

Adult Safeguarding, Mental Health Act Assessments, Hospital Discharge, and CHC Services and Liberty Protection Safeguards.

**Why is this your preferred option:** *(Provide a brief explanation why this option is preferred) and (Explain why this is a good capital investment and how this would be an advantage for the Council) and (explain how the preferred option is the right balance between the risks and benefits identified below).*

The preferred option is to take advantage of the offer by OLM of their discounted upgrade to Eclipse. This option demonstrates good financial value and operational benefits along with new technology to support future development in line current ambitions e.g. ability to easily share and receive data from other systems.

- Given the significant cost, increased resources and increased risk and disruption to both services, the option of exploring a completely new system was ruled out.
- Eclipse is a system using much more modern technology that will benefit Social Care, both Adults and Children's for many years to come. It has been designed to take full advantage of the latest developments in technology to reduce the time practitioners spend carrying out computer input, and to free them up to spend more time working with people and families.
- The Eclipse upgrade interfaces with the CareFirst Finance module ensuring there is no disruption to payments or charging, until the Eclipse Finance, module is ready for implementation.
- Eclipse contains a number of features that will provide additional benefit to the Social Care Teams:
  - Configurable "Model Office" Workflow which will allow for slicker processes and fewer data errors.
  - Integrated Document Storage (including picture and audio files).
  - Integrated Document Generation.
  - Mobile Phone Integration, including maps and translation of speech into text.
  - Integrated Technical and Statutory Documentation.
  - Work Prioritisation Function (RAG Rating)
  - Unlimited Text Field in Assessments
  - For CYP - Family recording capabilities rather than just individual. Inbuilt Genograms and Chronologies in an exportable fashion.
  - For ASC – Support Planning by Outcomes as an inbuilt function.
  - ASC and CYP Management have had a demonstration of the system and its additional functionality
  - Enhanced potential for data exchange supporting easier information exchange with other systems.
- Eclipse operates to the same system logic as CareFirst which means that our well-developed business processes can be replicated in the new system with less requirement for re-design.
- This will also ensure an automated data migration process, which will be provided by the same IT provider.
- The current CareFirst licencing arrangement limits Plymouth to 400 concurrent users, a limit which is breached on a daily basis, with our multi-agency working. Upgrading to Eclipse (and an Enterprise package) removes that restriction and allows unlimited concurrent users.
- The Council can keep an archived version of CareFirst, to view a client's history (for client's whose details were not migrated) at no additional cost.

- The new Eclipse database can be attached to the existing ASC Data Warehouse, along with CareFirst ensuring continuity of reporting and the virtual client record.
- Eclipse comes with additional real-time reporting functions which can be used for operational and statutory data.
- Other regional partners in both the statutory and voluntary sector are moving or upgrading to Eclipse.

This is a large system and whilst upgrading presents a significant opportunity and avoids the risk of staying on what will end up being an unsupported platform. However, transitioning to Eclipse does also have risk and whilst this risk is considered to be lower this is a large software system supporting from line delivery of critical Council services and the project will require senior oversight and robust project governance.

**Option Analysis:** (Provide an analysis of 'other' options which were considered and discounted, the options considered must be a 'do Nothing' and 'do minimum' and 'viable alternative' options. A SWOT – Strength, Benefit, Opportunity, Threat analysis could be attached as an appendix).

<b>Do Nothing Option</b>	This is not a long term option as CareFirst 6 will be decommissioned and will now only ever receive essential and statutory updates.
<b>List Benefits:</b>	None
<b>List Risk / Issues:</b>	Eventually the platform will become unsupported and present a very high risk of failure and service disruption. Still required to renew our CareFirst contract with its associated costs.
<b>Cost:</b>	There would be no additional costs at first for the Do Nothing option however, as Carefirst would no longer be supported by OLM, PCC would need to pay out for more consultancy work to keep the system going in the first few years and we would eventually have to pay out for a new system with probable costs shown below in the viable alternative option. This would also be a longer and costlier project than upgrading to Eclipse as we would be starting from scratch with a new system to build the provider payment facilities that we currently use to good effect with Carefirst.
<b>Why did you discount this option</b>	Carefirst 6 the current system is old and will no longer be supported by OLM. The Council would be operating key statutory services on an unsupported platform likely to at some point fail leading to reputational damage and potential harm to others.
<b>Viable Alternative Option</b>	New Software Infrastructure System
<b>List Benefits:</b>	There may be additional system functionality not present in CareFirst 6 or Eclipse. At this though, stage no firm benefits have been identified.
<b>List Risk / Issues:</b>	Any new system would operate on a different logic to our current system requiring a significant redesign of our organisational systems including case management, payment and charging systems, this would significantly increase the internal resource required. Any completely new system would require more significant workforce development leading to potential risk of impacting of the services operational effectiveness at a critical time. Full scale procurement processes will be required introducing further time and cost
<b>Cost:</b>	Indicative costs have been estimated to be over £1,000,000 in Software costs alone, without the costs associated with Staff and DELT. This would also be a longer project than upgrading to Eclipse as we would

	be starting from scratch with a new system to build the provider payment facilities that we currently use to good effect with Carefirst.
<b>Why did you discount this option</b>	Indicative costs have been estimated to be over £1,000,000 in Software costs alone, without the costs associated with Staff and DELT. PCC would also be required to finance CareFirst 6 contract with OLM in parallel

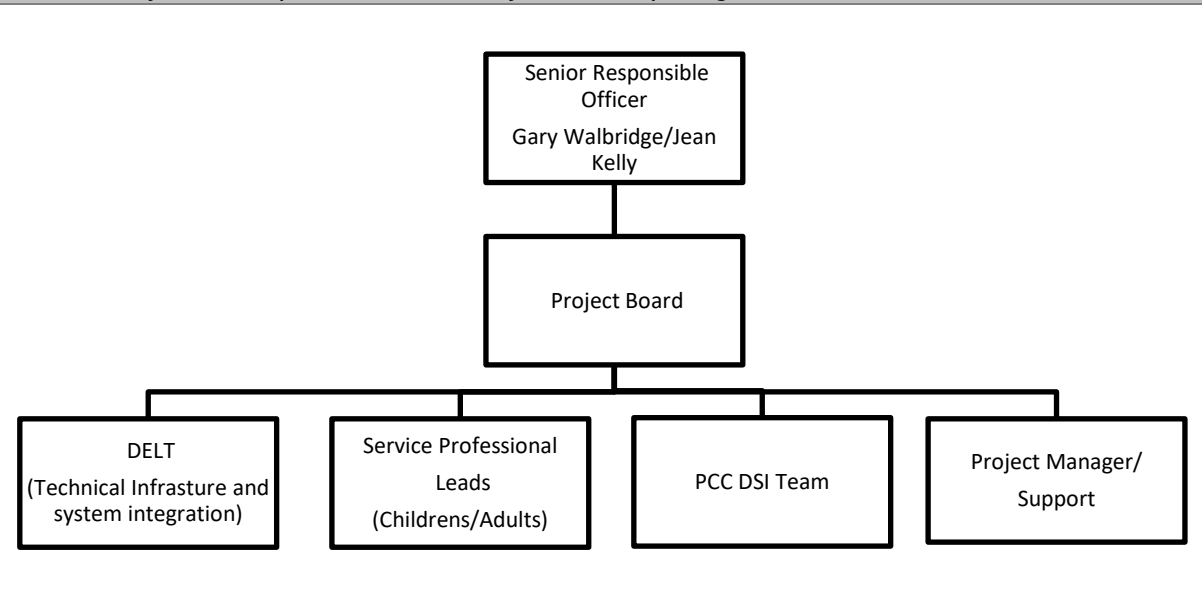
<b>Strategic Case:</b>	
<b>Which Corporate Plan priorities does this project deliver?</b>	keep young people, children and adults protected
	focus on prevention and early intervention
	people feel safe in Plymouth
<b>Explain how the project delivers or supports delivery of Joint Local Plan/Plymouth Plan Policies (include policy references)</b>	This Capital investment is to replace the existing software system that supports front line workers in both Children's and Adult Social Care Services. The work these services undertake are statutory and whilst they do underpin many of the Councils aspirations as described in the Plymouth Plan.

**Project Scope:** *(To avoid scope creep and cost escalation it is important to have an agreed scope of what the project will and will not deliver. List below what is included and not included in the project 'budget'. Projects should be delivered within scope and budget, but should project change happen then the business case requires revisiting, updating and re-approval)*

<b>In Scope</b>	<b>Out of Scope</b>
<p><b>Children's Social Care and SEND</b> The Three key stages of Children's Social Care are administered in CareFirst 6:</p> <ol style="list-style-type: none"> <li>1. Referrals</li> <li>2. Assessments</li> <li>3. Service Provision/Spend</li> <li>4. Charging</li> </ol> <p>Additional Functions include:</p> <ul style="list-style-type: none"> <li>• Fostering &amp; Special Guardianship, Safeguarding and Care Leavers. CareFirst 6 has some functionality in respect of these services but require model office development.</li> <li>• Targeted Support, Plymouth Gateway and Adopt South West do not currently access CareFirst 6 and the development of functions within Eclipse is required.</li> </ul> <p>Currently the SEND Teams use the Assessments for Spend, Documentation on CareFirst 6 and Service Agreements, but their usage will expand into Care Payments through the new system.</p> <p><b>Adults Social Care</b> CareFirst 6 is used across a number of organisations and teams to provide a wide</p>	

<p>range of statutory social care functions Currently 7 different Health &amp; Social Care organisations access CareFirst 6:</p> <ul style="list-style-type: none"> <li>• Plymouth City Council</li> <li>• Livewell SouthWest</li> <li>• University Hospital Plymouth</li> <li>• Devon CCG</li> <li>• Improving Lives Plymouth,</li> <li>• Colebrook - Supported Living Provider</li> <li>• Havencare - Supported Living Provider</li> </ul> <p>All four key stages of Adult Social Care are administered in CareFirst 6:</p> <ol style="list-style-type: none"> <li>1. Referrals</li> <li>2. Assessments</li> <li>3. Service Provision/Spend</li> <li>4. Charging</li> </ol> <p>Additional Functions include: Adult Safeguarding, Mental Health Act Assessments, Hospital Discharge, and CHC Services and Liberty Protection Safeguards</p>	
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**Project Governance :** *How the project delivery is structured (amend example chart as appropriate)*  
*High Risk Projects will require a Project Board Chaired by Portfolio Holder*  
*Low Risk Projects will require a structured Project Team reporting to Portfolio Holder*



**Milestones and Date:**

Phase Plan	Start Date	Completion Date
Discovery Phase	4 <sup>th</sup> January 2021	31 <sup>st</sup> March 2021
Phase 1: Children’s Social Care	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
Phase 2: Adult Social Care	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2023
Phase 3: Finance	1 <sup>st</sup> April 2023	31 <sup>st</sup> March 2024

<b>Who are the key customers and Stakeholders</b>	<ul style="list-style-type: none"> <li>• PCC - Childrens Social Care, Adult Social Care and Finance</li> <li>• DELT</li> <li>• Livewell SouthWest</li> <li>• University Hospital Plymouth</li> <li>• Devon CCG</li> <li>• Improving Lives Plymouth,</li> <li>• Colebrook - Supported Living Provider</li> <li>• Haven Care</li> <li>• OLM (Provider of CareFirst &amp; Eclipse)</li> </ul>	<b>Which Partners are you working with</b>	<ul style="list-style-type: none"> <li>• PCC - Childrens Social Care, Adult Social Care and Finance</li> <li>• PCC HR – IT Trainers</li> <li>• DELT</li> <li>• Livewell SouthWest</li> <li>• OLM (Provider of CareFirst &amp; Eclipse)</li> </ul>
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## SECTION 2: PROJECT RISK, OUTCOMES AND BENEFITS

**Risk Register:** The Risk Register/Risk Log is a master document created during the early stages of a project. It includes information about each identified risk, level of risk, who owns it and what measures are in place to mitigate the risks (cut and paste more boxes if required).

<b>Potential Risks Identified</b>		<b>Likelihood</b>	<b>Impact</b>	<b>Overall Rating</b>
<b>Risk</b>	Technical issues during upgrade including migration of data to Eclipse increasing time or cost	Medium	High	High
<b>Mitigation</b>	Initial technical reviews & early detail technical deign along with robust testing procedures will help to minimise risk. Some financial contingency included	Low	Medium	Medium
<b>Calculated risk value in £ (Extent of financial risk)</b>	£0.100m	<b>Risk Owner</b>		PCC DSI Team/DELT
<b>Risk</b>	OLM Model Office requiring significant additional change and development work from software provider increasing time/cost	Medium	Medium	Medium
<b>Mitigation</b>	Involvement of key operational leads to manage and drive business process discussions with services. Start process work in discovery phase to identify any areas for focus. Eclipse comes with a Training Environment and the project plan allows for three months of training / familiarisation with the new ways of working, before go live.	Medium	Medium	Medium
<b>Calculated risk value in £ (Extent of financial risk)</b>	£0.100m	<b>Risk Owner</b>		Professional Service Leads
<b>Risk</b>	Negative Impact on Reporting	Low	High	High
<b>Mitigation</b>	Discovery phase will work to identify approach to using Live and database reporting approach.	Low	Medium	Medium

	Rigorous trial of the technology and testing of reporting options through discovery. Work with peer organisations who have already adopted Eclipse. Data Migration will be an automated process run by OLM and overseen by the DSI Team.			
<b>Calculated risk value in £ (Extent of financial risk)</b>	£0.066m	<b>Risk Owner</b>	PCC DSI Team/DELT	

### Outcomes and Benefits

#### List the outcomes and benefits expected from this project.

(An **outcome** is the result of the change derived from using the project's deliverables. This section should describe the anticipated outcome)

(A **benefit** is the measurable improvement resulting from an outcome that is perceived as an advantage. Benefits are the expected value to be delivered by the project, measurable whenever possible)

#### Financial outcomes and benefits:

The current CareFirst licencing arrangement limits Plymouth to 400 concurrent users, a limit which is breached on a daily basis, with our multi-agency working. Upgrading to Eclipse (and an Enterprise package) removes that restriction and allows unlimited concurrent users.

The Council can keep an archived version of CareFirst, to view a client's history (for client's whose details were not migrated) at no additional cost.

#### Non-financial outcomes and benefits:

Eclipse is a system using much more modern technology that will benefit Social Care, both Adults and Children's for many years to come. It has been designed to take full advantage of the latest developments in technology to reduce the time practitioners spend carrying out computer input, and to free them up to spend more time working with people and families.

Eclipse contains a number of features that will provide additional benefit to the Social Care Teams:

- Configurable "Model Office" Workflow which will allow for slicker processes and fewer data errors.
- Integrated Document Storage (including picture and audio files).
- Integrated Document Generation.
- Mobile Phone Integration, including maps and translation of speech into text.
- Integrated Technical and Statutory Documentation.
- Work Prioritisation Function (RAG Rating)
- Unlimited Text Field in Assessments
- For CYP - Family recording capabilities rather than just individual. Inbuilt Genograms and Chronologies in an exportable fashion.
- For ASC – Support Planning by Outcomes as an inbuilt function.
- ASC and CYP Management have had a demonstration of the system and its additional functionality

### SECTION 3: CONSULTATION

<b>Does this business case need to go to CMT</b>	No	<b>Date business case approved by CMT (if required)</b>	N/A
--	----	---	-----

<b>Have you engaged with Procurement Service?</b>		Yes/No
<b>Procurement route options considered for goods, services or works</b>	Carefirst is provided via the DELT agreement and it is DELT who have supported the discussion regarding the upgrade to Eclipse.	
<b>Procurements Recommended route.</b>	N/A	
<b>Who is your Procurement Lead.</b>	DELT manage this supplier	

<b>Which Members have you engaged with and how have they been consulted</b> <i>(including the Leader, Portfolio Holders and Ward Members)</i>	Portfolio Holders Children's – Cllr Jemima Laing Adults – Cllr Kate Taylor
--	--

<b>Equalities Impact Assessment completed</b> <i>(This is a working document which should inform the project throughout its development. The final version will need to be submitted with your Executive Decision)</i>	No
--	----

## SECTION 4: FINANCIAL ASSESSMENT

**FINANCIAL ASSESSMENT** : In this section the robustness of the proposals should be set out in financial terms. The Project Manager will need to work closely with the capital and revenue finance teams to ensure that these sections demonstrate the affordability of the proposals to the Council as a whole.

### CAPITAL COSTS AND FINANCING

<b>Breakdown of project costs including fees surveys and contingency</b>	<b>Prev. Yr.</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>Future Yrs.</b>	<b>Total</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Platform costs		0.050	0.000	0.000	0.000	0.000	0.000	<b>0.050</b>
Implementation & Data Migration		0.128	0.128	0.064	0.090	0.000	0.000	<b>0.410</b>
Delt Technical & Project Mgmt		0.015	0.156	0.100	0.115	0.000	0.000	<b>0.386</b>
Project Staffing Costs		0.000	0.358	0.348	0.221	0.000	0.000	<b>0.927</b>
Contingency (15%)		0.029	0.097	0.077	0.064	0.000	0.000	<b>0.267</b>
<b>Total capital spend</b>		<b>0.222</b>	<b>0.739</b>	<b>0.589</b>	<b>0.490</b>	<b>0.000</b>	<b>0.000</b>	<b>2.040</b>

### Provide details of proposed funding: *Funding to match with Project Value*

<b>Breakdown of proposed funding</b>	<b>Prev. Yr.</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>Future Yrs.</b>	<b>Total</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Service Borrowing		0.222	0.739	0.589	0.490	0.000	0.000	<b>2.040</b>
<b>Total funding</b>		<b>0.222</b>	<b>0.739</b>	<b>0.589</b>	<b>0.490</b>	<b>0.000</b>	<b>0.000</b>	<b>2.040</b>



<b>SI06 or CIL</b> (Provide Planning App or site numbers)	
<b>Which alternative external funding sources been explored</b> (Provide evidence)	
<b>Are there any bidding constraints and/or any restrictions or conditions attached to your funding</b>	
<b>Tax and VAT implications</b>	
<b>Tax and VAT reviewed by</b>	
<b>Will this project deliver capital receipts?</b> (If so please provide details)	No
Schemes in excess of £0.5m should be supported by a Cost Benefit Analysis. Calculations undertaken should be attached as an appendix to support financial implications shown below. Please contact your revenue accountant for assistance with this section.	
<b>Is the capital ask greater than £0.5m</b>	Y
<b>If the answer is yes, have you attached the Cost Benefit Analysis</b>	Y/N

### REVENUE COSTS AND IMPLICATIONS

#### Cost of Developing the Capital Project (To be incurred at risk to Service area)

<b>Total Cost of developing the project</b>	N/A
<b>Revenue cost code for the development costs</b>	
<b>Revenue costs incurred for developing the project are to be included in the capital total, some of the expenditure could be capitalised if it meets the criteria</b>	Y/N
<b>Budget Managers Name</b>	

#### Ongoing Revenue Implications for Service Area

	Prev. Yr.	20/21 £	21/22 £	22/23 £	23/24 £	24/25 £	Future Yrs.
<b>Service area revenue cost</b>							
<b>Loan repayment</b> (terms agreed with Treasury Management)			0.046	0.201	0.324	0.426	1.132
<b>Other</b> (annual maintenance – included in Delt contract payments)							

<b>Total Revenue Cost (A)</b>			<b>0.046</b>	<b>0.201</b>	<b>0.324</b>	<b>0.426</b>	<b>1.132</b>
<b>Service area revenue benefits/savings</b>							
<b>Annual revenue income (eg: rents, etc)</b>							
<b>Total Revenue Income (B)</b>			0.000	0.000	0.000	0.000	0.000
<b>Service area net (benefit) cost (B-A)</b>			<b>0.046</b>	<b>0.201</b>	<b>0.324</b>	<b>0.426</b>	<b>1.132</b>
<b>Has the revenue cost been budgeted for or would this make a revenue pressure</b>	This is a pressure in the budgets that has now been added to the future years budgets						
<b>Which cost centre would the revenue pressure be shown</b>	See below		<b>Has this been reviewed by the budget manager</b>			Y	
<b>Name of budget manager</b>	Gary Walbridge / Jean Kelly						
<b>Loan value</b>	£2.040m	<b>Interest Rate</b>	1.5 %	<b>Term Years</b>	5	<b>Annual Repayment</b>	Please see table above
<b>Revenue code for annual repayments</b>	5128 / 7802 / IM		50%		0996 / 7802 / JA 50%		
<b>Service area or corporate borrowing</b>	Service Area						
<b>Revenue implications reviewed by</b>	Helen Foote						

**Version Control:** (The version control table must be updated and signed off each time a change is made to the document to provide an audit trail for the revision and update of draft and final versions)

<b>Author of Business Case</b>	<b>Date</b>	<b>Document Version</b>	<b>Reviewed By</b>	<b>Date</b>
Gary Walbridge	19/11/2020	v 1.0	Michelle Endacott	30/11/2020
	00/00/2020	v 2.0	Kath Stevens	00/00/2020
	00/00/2020	v 3.0		00/00/2020
	00/00/2020	v 4.0		00/00/2020
	00/00/2020	v 5.0		00/00/2020

## **SECTION 6: RECOMMENDATION AND ENDORSEMENT**

### **Recommended Decision**

**It is recommended that the Leader of the Council:**

- Approves the Business Case
- Allocates £2,040,000 for the project into the Capital Programme funded by Service Borrowing
- Authorises the procurement process for this upgrade of the Carefirst System through the DELT Shared Services processes.
- Delegates the award of the contract to the Strategic Directors for Children's Services and People.

<b>Cabinet Member for Health and Adult Social Care Councillor Kate Taylor</b>		<b>Service Director Craig McArdle</b>	
<b>Either email dated:</b>	<i>Date 28<sup>th</sup> January 2021</i>	<b>Either email dated:</b>	<i>Date 13<sup>th</sup> January 2021</i>
<b>Or signed:</b>		<b>Signed:</b>	
<b>Date:</b>		<b>Date:</b>	
		<b>Service Director</b>	
		<i>[Name, department]</i>	
		<b>Either email dated:</b>	<i>Date</i>
		<b>Signed:</b>	
		<b>Date:</b>	

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# EQUALITY IMPACT ASSESSMENT



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

### What is being assessed - including a brief description of aims and objectives?

This EIA assesses a decision to upgrade the existing Carefirst IT system used in both Children's and Adults Social Care as the primary case management, payment and charging system. This upgrade is from Carefirst 6 to Eclipse.

Carefirst 6 the current system that supports Children's and Adult Social Care operations, care provider payments and client charging, is old and will no longer be supported by OLM. Given the importance of Adult and Children's Social Care, both for discharging the Council's statutory functions and the monies involved in paying Care Providers and charging Clients, remaining on a system that will become obsolete would become a very significant risk.

This Business Case recommends that we pursue upgrading OLM Carefirst 6 which supports both Adults and Children's Social Care operations to their new Eclipse platform. The feasibility work undertaken has concluded that this represents the most cost effective upgrade option and one which not only secures the IT infrastructure of social care within Plymouth, but one that would facilitate Business Process Transformation both in the short, medium and long term.

This upgrade will take place over 3 years and be carried out on four distinct phases:

- Phase 1: Discover Phase – That looks in detail and the scope and planning for full implementation (Jan 21 to Mar 21)
- Phase 2: Children's Services (April 21 to Mar 22)
- Phase 3: Adults Services (Apr 22 to Mar 23)
- Phase 4: Financial Services provided through the system (Apr 23 onwards)

### Author

Gareth Sampson

### Department and service

Strategic Co-operative Commissioning

### Date of assessment

31<sup>st</sup> March 2021

**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible
<b>Age</b>	<p>The average age in Plymouth (39 years) is about the same as the rest of England (39.3 years) but less than the South West (41.6 years).</p> <p>There 60,200 CYP aged 0-19 in the city (22.9% 2015).</p> <p>CYP under 18 account for 19.8 per cent of our population, within this 88.8 per cent are under 16</p> <p>ONS projects a rise in the percentage of the Plymouth 65+ population from 17.9 per cent in 2016 to 22.7 per cent by 2034. An ageing population suggests an increasing need for care and support services and also an increasing burden placed on the working age population (Plymouth Plan, 2019).</p> <p>Older people are less likely to use modern technology than younger people, which can also impact upon social isolation as well as being a potential barrier in the workplace. Over 90 per cent of men and 81 per cent of</p>	<p>No adverse impact.</p> <p>This system will be used as the case management system for all individuals of all ages supported by services.</p>		

	<p>women use the internet frequently at aged 50 but this drops to a third of men and 14 per cent of women by age 80 (GEO, 2016).</p>			
<p><b>Disability</b></p>	<p>A total of 31,164 people (from 28.5 per cent of households) declared themselves as having a long-term health problem or disability (national figure 25.7 per cent of households), compared with the total number of people with disabilities in UK 11.6m (2011 Census).</p> <p>There are 3,142 children with disability. Plymouth schools report that of every 1,000 children 17.5 have a learning difficulty.</p> <p>10 per cent of our population have their day-today activities limited a lot by a long-term health problem or disability (2011 Census).</p> <p>National evidence suggests a substantially higher proportion of individuals who live in families with disabled members live in poverty, compared to individuals who live in families where no one is disabled.</p> <p>Disabled people also are significantly less likely to live in</p>	<p>No adverse impact.</p> <p>This system will be used as the case management system for all individuals irrespective of any disability.</p>		

	households with access to the internet than non-disabled people.			
<b>Faith/religion or belief</b>	<p>Christianity is the biggest faith in the city with more than 58% of the population (148,917).</p> <p>32.9 per cent (84,326) of the Plymouth population stated they had no religion (2011 Census).</p> <p>Those who identified as Muslim was just under 1 per cent while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2011 Census).</p> <p>Data shows that 32.9 per cent of the Plymouth population stated they had no religion.</p> <p>0.5 per cent of the population had a current religion that was not Christian, Islam, Buddhism, Hinduism, Judaism, or Sikh such as Paganism or Spiritualism.</p>	<p>No adverse impact.</p> <p>This system will be used as the case management system for all individuals of all faiths.</p>		
<b>Gender - including marriage, pregnancy and maternity</b>	50.2 per cent of our population are women and 49.8 per cent are men.	No adverse impact.		



<p><b>Gender reassignment</b></p>	<p>There are no official estimates for gender reassignment at either national or local level. However, in a study founded by the Home Office, the Gender Identity Research and Education Society (GIREs) estimate that between 300,000 and 500,000 people aged 16 or over in the UK are experiencing some degree of gender variance.</p>	<p>No adverse impact.</p>		
<p><b>Race</b></p>	<p>92.9 per cent of Plymouth’s population identify themselves as White British.</p> <p>7.1 per cent identify themselves as Black, Asian or Minority Ethnic (BAME) with White Other (2.7 per cent), Chinese (0.5 per cent) and Other Asian (0.5 per cent) the most common ethnic groups.</p> <p>Recent census data suggests we have at least 43 main languages spoken in the city, showing Polish, Chinese and Kurdish as the top three.</p> <p>Plymouth is a refugee dispersal location under the Vulnerable Persons Resettlement Scheme.</p>	<p>No adverse impact.</p>		
<p><b>Sexual orientation - including civil partnership</b></p>	<p>There are no official estimates for sexual orientation at a local level. There is no precise local data on sexual orientation in Plymouth, but based on the</p>	<p>No adverse impact.</p>		

	ONS Annual Population Survey 2017 estimates, approximately 1.7 per cent of the UK population is lesbian, gay or bisexual (LGB) . This would mean that there are approximately 3,649 LGB people in the city (Plymouth Report, 2019).			
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**STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN**

Local priorities	Implications	Timescale and who is responsible
<b>We have set one overarching objective to celebrate diversity and ensure that Plymouth is a welcoming city.</b>	No known implications as this is an internal replacement software case management system.	
<b>Pay equality for women, and staff with disabilities in our workforce.</b>	No known implications as this is an internal replacement software case management system.	
<b>Supporting our workforce through the implementation of Our People Strategy 2020 – 2024</b>	No known implications as this is an internal replacement software case management system.	
<b>Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.</b>	No known implications.	

<b>Plymouth is a city where people from different backgrounds get along well.</b>	No known implications.	
<b>Human rights</b> Please refer to <a href="#">guidance</a>	No known implications.	

**STAGE 4: PUBLICATION**

Responsible Officer : Gary Walbridge

Date: 31<sup>st</sup> March 2021

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# EXECUTIVE DECISION

made by a Council Officer



## REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL COUNCIL OFFICER

Executive Decision Reference Number – COD24 20/21

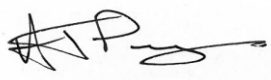
Decision	
1	<b>Title of decision:</b> Contract Award – Old Town Street and New George Street Public Realm
2	<b>Decision maker :</b> Anthony Payne, Strategic Director for Place
3	<b>Report author and contact details: :</b> Tom Lowry, Design and Delivery Co-ordinator, Tel: 01752 305980 <a href="mailto:tom.lowry@plymouth.gov.uk">tom.lowry@plymouth.gov.uk</a>
4a	<b>Decision to be taken:</b> To award the contract for Better Places – Old Town Street and New George Street Public Realm to the successful tenderer. Details of the successful tenderer are set out in the Contract Award Report.
4b	<b>Reference number of original executive decision or date of original committee meeting where delegation was made:</b> Executive Decision L59 17/18 - 19/03/2018
5	<b>Reasons for decision:</b> To award the contract for the supplier to enable the delivery of Old Town Street and New George Street Public Realm being funded from the Better Places capital budget.  The Better Places Programme seeks to address years of underinvestment in city centre streets and spaces; to transform the look and feel of the city centre; to support and lever in further inward investment in retail, leisure, employment and housing.  Old Town Street and New George Street has been identified as a priority project as it stitches together and reinforces the joint offer of Drake Circus with the new Drake Circus Leisure scheme. It follows close collaboration with British Land who will in return for the proposed public realm improvements, subject to viability, invest £20m into this area to improve the retail provision and experience in this strategic link between Drake Circus Leisure and Drake Circus shopping mall.
6	<b>Alternative options considered and rejected:</b> Option 1: Do Nothing.  Significant inward investment from British Land would be jeopardised and the aim of increasing Plymouth's retail status would be threatened. The development costs of the project to end March 18 (up to £525,626) would be returned to revenue, creating additional pressure on the Strategic Planning &

	Infrastructure budgets. Existing matched funding from the Local Enterprise Partnership and Interreg would be threatened and an improved public realm befitting of the Mayflower 400 celebrations will not have been achieved.			
<b>7</b>	<p><b>Financial implications:</b></p> <p>Funding has been allocated and approved within the Capital Programme (Executive Decision L59 17/18 - 19/03/2018) for Better Places capital budget.</p> <p>The development costs of the project to end March 18 (up to £525,626) would be returned to revenue, creating additional pressure on the Strategic Planning &amp; Infrastructure budgets.</p>			
<b>8</b>	<p><b>Is the decision a Key Decision?</b> (please contact <a href="#">Democratic Support</a> for further advice)</p>		No	<b>Per the Constitution, a key decision is one which:</b>
		Yes		in the case of <b>capital</b> projects and contract awards, results in a new commitment to spend and/or save in excess of <b>£3million</b> in total
			No	in the case of <b>revenue</b> projects when the decision involves entering into new commitments and/or making new savings in excess of <b>£1 million</b>
			No	is <b>significant</b> in terms of its effect on communities living or working in an area comprising <b>two or more</b> wards in the area of the local authority.
<b>8b</b>	<b>If yes, date of publication of the notice in the <a href="#">Forward Plan of Key Decisions</a></b>	n/a		
<b>9</b>	<b>Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:</b>	<p>Growing Plymouth - The outcomes of this project will help support a growing city by encouraging inward investment in the retail, leisure and cultural offer of Plymouth city centre and supporting the diversification of uses including residential and office.</p> <p>Providing aesthetically attractive and inviting city centre streets and spaces that function better through day and into evening will attract increased visitors to the city centre for prolonged periods of time resulting in higher spend, more viable businesses and a more competitive city centre further establishing Plymouth's position as a premier retail and shopping destination for the South West.</p> <p>Caring Plymouth - The project will support the creation of positive spaces for residents from across the city, supporting the achievement of health and wellbeing outcomes and promoting social inclusion.</p> <p>This project will directly support the growth of the city by encouraging visitors and enabling increased investment from the community and private sector.</p>		
<b>10</b>	<b>Please specify any direct environmental implications of the decision (carbon impact)</b>	The project aims to deliver significant environmental improvements to the city centre including a net increase in trees and tree canopy cover, biodiversity net gain through the introduction of new species including those that support		

		pollinating insects. The scheme will deliver a new Sustainable Urban Drainage (SUDs) system that will form part of a wider strategic network in the city centre. The SUDs systems includes 'rain gardens' which integrate the drainage system with the cities green infrastructure to make the best use of surface water. Construction materials have been selected for long-term robustness and durability to reduce lifecycle carbon footprint.		
<b>Urgent decisions</b>				
11	Is the decision urgent and to be implemented immediately in the interests of the Council or the public?	Yes		(If yes, please contact <a href="#">Democratic Support</a> for advice)
		No	No	(If no, go to section 13a)
12a	Reason for urgency: n/a			
12b	Scrutiny Chair signature:		Date	
	Scrutiny Committee name:			
	Print Name:			
<b>Consultation</b>				
13a	Are any other Cabinet members' portfolios affected by the decision?	Yes		
				(If no go to section 14)
13b	Which other Cabinet member's portfolio is affected by the decision?	Councillor Mark Lowry – Cabinet Member for Finance Councillor Mark Coker – Cabinet Member for Strategic Planning and Infrastructure		
13c	Date Cabinet member consulted	17.03.2021		
14	Has any Cabinet member declared a conflict of interest in relation to the decision?			If yes, please discuss with the Monitoring Officer
		No		
15	Which Corporate Management Team member has been consulted?	Name	Anthony Payne	
		Job title	Strategic Director for Place	
		Date consulted	08/04/2021	
<b>Sign-off</b>				
16	Sign off codes from the relevant departments consulted:	Democratic Support (mandatory)	DS132 20/21	
		Finance (mandatory)	pl.21.22.04.	

		<b>Legal (mandatory)</b>	MS/36524						
		<b>Human Resources (if applicable)</b>							
		<b>Corporate property (if applicable)</b>							
		<b>Procurement (if applicable)</b>	SN/PS/582/ED/04 21						
<b>Appendices</b>									
<b>17</b>	<b>Ref.</b>	<b>Title of appendix</b>							
	A	Equalities Impact Assessment ( <i>not required</i> )							
	B	Contract Award Report Part I							
<b>Confidential/exempt information</b>									
<b>18a</b>	<b>Do you need to include any confidential/exempt information?</b>		<b>Yes</b>		If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in <b>18b</b> below.				
			<b>Exemption Paragraph Number</b>						
			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
<b>18b</b>	<b>Confidential/exempt briefing report title:</b>				X				
	<b>Contract Award Report Part 2</b>								
	<b>Contract Award Report Part 2: Appendix I</b>				X				
<b>Background Papers</b>									
<b>19</b>	Please list all unpublished, background papers relevant to the decision in the table below. Background papers are <u>unpublished</u> works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.								
	<b>Title of background paper(s)</b>		<b>Exemption Paragraph Number</b>						
			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
<b>Council Officer Signature</b>									
<b>20</b>	I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between								



people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.			
<b>Signature</b>		<b>Date of decision</b>	8.4.21
<b>Print Name</b>	Anthony Payne, Strategic Director for Place.		

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**PROCUREMENT GATEWAY 3 -  
CONTRACT AWARD REPORT - PART I**

20138 – Old Town Street/New George Street Public Realm



- 1. INTRODUCTION**
- 2. BACKGROUND**
- 3. PROCUREMENT PROCESS**
- 4. TENDER EVALUATION CRITERIA**
- 5. SUMMARY OF EVALUATION**
- 6. FINANCIAL IMPLICATIONS**
- 7. RECOMMENDATIONS**
- 8. APPROVAL**

## 1. INTRODUCTION

This contract award report is in relation to the procurement of the main construction contract for the Old Town Street and New George Street Public Realm works. The scope of the requirement includes: Public realm works including drainage, highway and footway surfacing, street lights, street furniture, street trees and landscaping.

Contract Duration: 12 months

## 2. BACKGROUND

Plymouth City Council is investing in a major regeneration to improve this part of the city for residents, businesses and visitors.

Key features of the project include:

- Improved public realm that promotes pedestrian priority
- New tree planting carefully arranged to allow clear sightlines to shopfronts
- High quality natural stone paving
- New modern seating and street furniture
- Improved pedestrian connection between the city centre, Drake Circus and the Barcode
- Space for new on-street retail new pavilions

## 3. PROCUREMENT PROCESS

A competitive procurement was run utilising the Hampshire Gen 4-2 Civil Engineering, Highways and Transportation Collaborative Framework under Lot 2 which is specific to the South West, with 8 appointed suppliers on this Lot.

Suppliers appointed on the framework have already been suitability pre-qualified to be able to deliver a project of this value and nature, at framework assessment level.

## 4. TENDER EVALUATION CRITERIA

### Award Criteria and Methodology

The high level weighting criteria for this procurement is as follows:

Price	60%
Quality	40%
TOTAL	100%

## 1. Tender Assessment Methodology

The assessment of tenders shall be carried out in two separate evaluations; one based upon price and the other on quality.

The tender will be evaluated on the basis of the Quality/Price ratio. Price – 60% Quality 40%.

### 1.1 Price Assessment

An evaluation of the rates and prices submitted by each tenderer will be made by the Employer. Tender totals will be ranked using the outcome of the Tender Assessment Sheet with the lowest tender total given 100 marks and all other totals will have one mark deducted for each percentage point (rounded to the nearest integer) by which the total exceeds the lowest.

### 1.2 Quality Assessment

Tenders are to provided responses and information as detailed below. Quality Statements submitted by each tenderer will be evaluation by a Quality Assessment Panel (independently from those persons assessing Price) using marks allocated using the evaluation criteria also shown below.

#### Quality Questions

The quality questions are contained in **Appendix B – Quality submission**

#### Evaluation Criteria for the Quality Questions and Social Value (Qualitative)

Evaluation Criteria	
Explanation	Mark
A fully compliant, comprehensive response which provides a highly relevant and detailed description, fully addresses all of the question and demonstrates an extensive understanding of the areas/matters to which the question refers and how the requirement/outcomes will be met in full. Overall, the response provides a high level of confidence in the Tenderer's approach.	100

The response provides a relevant and detailed description, addresses all of the question with only minor instances of missing detail and demonstrates a good understanding of the areas/matters to which the question refers and how the requirements/outcomes will be fulfilled. Overall, the response provides a good level of confidence in the Tenderer's approach.	<b>75</b>
The response provides a relevant description, demonstrates a reasonable understanding of the areas/matters to which the question refers and how the requirements/outcomes will be fulfilled but some of the question has not been covered with sufficient depth and understanding. Overall, the response provides a satisfactory level of confidence in the Tenderer's approach.	<b>50</b>
A response which provides only a partially relevant description, demonstrates little understanding of the areas/matters to which the question refers and how the requirements/outcomes will be fulfilled. The majority of the question has not been covered with sufficient depth and understanding. Overall, the response only provides a low level of confidence in the Tenderer's approach.	<b>25</b>
No or inadequate response is provided or, a response is provided which is not relevant, does not address the requirements and/or fails to provide any confidence in the Tenderer's approach. Fails to demonstrate an ability to meet the requirement/deliver the required outcomes.	<b>0</b>

### Evaluation Criteria for Social Value Commitment (Quantitative)

$$\left( \frac{\text{Tenderer's Total Social Value Commitment (£)}}{\text{Highest Total Social Value Commitment (£)}} \right) \times \text{Weighting} = \text{Weighted score}$$

### Quality Statement Categories

Question	Question Weighting (%)
Experience and Lessons Learnt	9.00
Proposed Team	3.00
Health, Safety, Quality & Environment	8.00
Climate Emergency, & Sustainability	3.00
Risk and Change Management	3.00
Programme & Logistics	9.00
Social Value Commitment (Quantitative)	2.00

Social Value Method Statement (Qualitative)	3.00
	<b>40.00</b>

**Rounding Protocol:**

All marks shall be rounded to the nearest integer

**Pass/Fail Questions**

Questions identified as PASS/FAIL will be evaluated on a pass/fail basis. Each question will clearly indicate what response constitutes as PASS and what response constitutes as FAIL. In the event of the Tenderer being awarded a 'fail' on any of the criteria, the remainder of your Tender will not be evaluated and you will be eliminated from the process. Your company will be disqualified if you do not submit these completed questions.

National Skills Academy will be assessed on a **PASS/FAIL** basis.

**Quality Statement Requirements**

The written Quality Statements submitted by a tenderer must be kept to the maximum word limits detailed at the bottom of each question. Any information that exceeds the word limits stated will be redacted from the bottom of the response up and will be excluded from the evaluation.

Where a plan or other documentary evidence is specifically requested, this should be provided in Annex format. You should clearly identify which question you are answering by using headings and sub-headings.

**5. SUMMARY OF EVALUATION**

The procurement was issued electronically to 8 suppliers via the, The Supplying The South West Portal on 4<sup>th</sup> December 2020 with a submission date of 19<sup>th</sup> February 2021.

The tender submission was independently evaluated by Council Officers and external consultants to the project, all of whom have the appropriate skills and experience, in order to ensure transparency and robustness in the process. The resulting scores are contained in the confidential paper.

Price clarifications were evaluated by the external Quantity Surveyor and managed through The Supplying The South West Portal.

In order to ensure fairness of the process the evaluation of Quality and Price were split, with Price information being held back from the Quality evaluators.

**6. FINANCIAL IMPLICATIONS**

Financial provision has been made for this contract within the project budget. Details of the contractual pricing are contained in the confidential paper – Part II.

**7. RECOMMENDATIONS**



It is recommended that a contract be awarded to the successful supplier on NEC4 Engineering & Construction – Contract Option A Terms & Conditions.



This award will be provisional and subject to no challenge being made during the Council's call in period.

## 8. APPROVAL

### Authorisation of Contract Award Report

Author (Responsible Officer / Project Lead)			
<b>Name:</b>	Tom Lowry		
<b>Job Title:</b>	Design and Delivery Coordinator		
<b>Additional Comments (Optional):</b>			
<b>Signature:</b>		<b>Date:</b>	06/04/2021
Head of Service / Service Director [Signature provides authorisation to this award report and award of Contract]			
<b>Name:</b>	Paul Barnard		
<b>Job Title:</b>	Service Director Strategic Planning and Infrastructure		
<b>Additional Comments (Optional):</b>			
<b>Signature:</b>		<b>Date:</b>	8 April 2021

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The following relates to exempt or confidential matters (Para(s) 3 of Part 1, Schedule 12A of the Local Govt Act 1972). Any breach of confidentiality could prejudice the Council/person/body concerned & might amount to a breach of the councillors /employees codes of conduct.

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