

Report to:	JOINT MEETING EXECUTIVE CABINET / OVERVIEW PANEL
Date:	14 February 2024
Executive Member:	Councillor John Taylor – Executive Member for Adult Social Care, Homelessness and Inclusivity
Reporting Officer:	Stephanie Butterworth, Director of Adults Services
Subject:	CONTRACT AWARD FOR THE PROVISION OF AN E-CONTRACT PERFORMANCE SYSTEM
Report Summary:	<p>On 25 October 2023 Executive Cabinet approved the procurement of an electronic contracts performance system to support the quality assurance and monitoring of the care market. This would initially focus on accommodation and community based services, namely care at home, care homes (residential and nursing), supported living and extra care housing.</p> <p>The Provider Assessment and Market Management System was identified via the UK Government Cloud (G-Cloud). The G-Cloud Framework exists to ease procurement of cloud services by government departments and promote government-wide adoption of cloud computing.</p> <p>This report seeks approval by Executive Cabinet to award the contract as detailed in the report with a contract commencement date of 1 April 2024 to 31 March 2026 with the option to extend for one year.</p>
Recommendations:	That Executive Cabinet be recommended to directly award the contract to the Access Group to procure the Provider Assessment and Market Management System (PAMMS), as a call off contract, procured via the Government G-Cloud Framework.
Corporate Plan:	<p>The service links into the Council’s priorities :-</p> <ul style="list-style-type: none"> • Help people to live independent lifestyles supported by responsible communities. • Improve the health and wellbeing of residents • Protect the most vulnerable
Policy Implications:	None
Financial Implications: (Authorised by the statutory Section 151 Officer & Chief Finance Officer)	<p>The Directorate are requesting approval for a direct award to the Access Group for the commissioning of an Electronic Contract Performance System. The contract is for a 2-year period from 01/04/2024 – 31/03/2026, with the option to extend for one year to 31/03/2027.</p> <p>Budget has been identified from the Improved Better Care Fund (iBCF) to fund the system, totalling £0.033m per annum. This is a recurrent grant received from the Department for Levelling Up, Housing and Communities.</p> <p>As per standard procurement practice, the Directorate have included appropriate break clauses within the contract arrangements to ensure that the commissioned service can be altered or withdrawn, should it be required, to mitigate any adverse financial impact on the Council.</p>

It is essential that value for money is evaluated as part of the direct award process and that this is clearly evidenced and retained for Section 151 Officer assurance.

**Legal Implications:
(Authorised by the
Borough Solicitor)**

The governance around this direct award appears to be sufficiently robust to ensure value for money and appropriate use of public resources in the circumstances, but as the s 151 Officer says in his comments clear evidence of this must be retained for s 151 Officer assurance.

Risk Management:

There will be a continued dialogue between commissioners and the provider to ensure that best value is delivered against the contract resource with a view to working towards service developments. These will be delivered through contract performance management.

Background Information:

The background papers relating to this report can be inspected by Contacting Siobhan Gough:



Telephone: 0161 342 2414



e-mail: siobhan.gough@tameside.gov.uk

1. INTRODUCTION

- 1.1 Over the last 4 years there has been significant 'interest' in the registered care home market across Greater Manchester (including Tameside) as unfortunately, the outcomes from Care Quality Commission inspections have previously identified Greater Manchester (GM) as one of the worst performing areas in England. Since then performance has significantly increased, but following the pandemic Tameside's care homes (older people) overall ratings have reduced from 86% rated Good or Outstanding to 79% (with two providers rated Inadequate). The situation has recently improved in that there are no Inadequate rated providers in the borough; however, this was following significant input from the Council and allied health partners.
- 1.2 Tameside's current Adult Social Care contract performance process has been in place since November 2017 and has contributed to the significant improvement in CQC ratings in the borough; however, the system does not support easy reporting. The introduction of an electronic contract performance system will aid the Council and allied health professionals to improve processes and continue supporting providers to improve quality.

2. PROVISION OF E-CONTRACTS PERFORMANCE SYSTEM

- 2.1 The introduction of an electronic contract performance system will aid information sharing between providers and the Council and will allow evidence of compliance and quality to be uploaded remotely and improve efficiencies.
- 2.2 In addition, an electronic system will enable more timely and robust reporting to help identify issues sooner and assist in producing action plans for improvement to support providers in delivering quality services.
- 2.3 An electronic system will allow the Council to publish contract performance and compliance information to offer more up to date information to the public to better inform individuals when seeking services. It will also allow other commissioners insight into the quality of the services available in Tameside.

3. DETAILS OF PROPOSED CONTRACTUAL ARRANGEMENTS

- 3.1 PAMMS consists of six modules; Quality Assurance, Provider Returns, Social Care Landscape, Market Position Statement, Demand Model and Risk Profiler. Permission was obtained by Executive Cabinet on 25 October 2023 to procure the Quality Assurance (with 10 Licences) and Provider Returns modules. The provider of the system, the Access Group, has advised that the Social Care Landscape module has also been purchased by other GM authorities which currently use the PAMMS system and therefore the option to include this module in the future has been included in the contract terms.
- 3.2 The contract is a call off contract for 2 years with the option to extend for a year as directed by the terms within the G-Cloud Framework. The contract term will be from 1 April 2024 to 31 March 2026, with the option to extend for one year to 31 March 2027.
- 3.3 The annual costs are noted below, which are fixed for the contract period.

Pricing Options	Cost Per Month	Annual Cost	Notes
Quality Assurance (only) (10 Licences)	£2,306	£27,667	Includes implementation, support and hosting

Provider Returns (only)	£1,756	£21,067	Includes implementation, support and hosting
Combined Price (QA 10 Licences +PR)	£2,734	£32,814	Includes implementation, support and hosting

Additional QA licences can be purchased at £75 per licence per month.

4. PROCUREMENT APPROACH USED

- 4.1 PAMMS has previously been demonstrated to GM Heads of Commissioning, as well as being implemented by Bolton Council, Salford City Council and Oldham Council in 2019 and Stockport MBC in 2023. Tameside MBC was also considering adopting PAMMS in 2019 but the impact of the pandemic delayed this.
- 4.2 A group was established to view PAMMS and Sundown which consisted of people involved in overseeing contracts performance within the Adults Commissioning and Homes for All Team as well as colleagues from NHS GM ICB (Tameside). Overwhelmingly, those who viewed both products preferred the PAMMS system for the following reasons:
- PAMMS was very easy to navigate, and appeared easier to use than Sundown.
 - PAMMS had additional functionality should we need it (market position statement, demand model, risk profiler).
 - PAMMS is able to share information online easily.
 - Sundown required more input to achieve the reporting outcomes needed.
- 4.3 Information from STAR Procurement noted that, if a suitable system was identified on the G-Cloud Framework, the Council could either conduct a mini call-off from the framework, or if only one product matched the Council's requirements, the Council could make a direct award. The group, detailed above, undertook a detailed search of the G-Cloud Framework which identified two systems which support the social care market which were Adam & PAMMS. Both of these systems are owned by The Access Group. It should be noted that Adams functionality has now been integrated into PAMMS. Therefore it was agreed that PAMMS was the only provider with the required functionality to deliver the Council's requirements and it was agreed with STAR Procurement that a direct award could be undertaken.

5. CHECKS ON PROVIDER

- 5.1 Cyber Security Questionnaire – the provider has completed a questionnaire to demonstrate the level of security in place to receive and store information safely. In conjunction with colleagues in Central IT and Information Governance teams, a Data Protection Impact Assessment (DPIA) will be put in place to ensure any improvements needed to its cyber security are achieved within an agreed timescale prior to contract commencement.
- 5.2 STAR Procurement has undertaken checks on the provider via Company Watch, which resulted in a score of over 25 which is deemed as low risk. Therefore there is no cause for concern with the provider's financial health.

6. CONCLUSION

- 6.1 Following an in depth review of the available systems and advice from STAR Procurement,

it is recommended that Executive Cabinet approve the direct award via a call off contract from the UK Government G-Cloud Framework to the Access Group, for the procurement of the Provider Assessment and Market Management System (PAMMS) for a period of 2 years from 1 April 2024 to 31 March 2026 with the option to extend for one year.

7. RECOMMENDATIONS

7.1 As set out at the front of the report