

# Finance and Resources Committee

10am, Thursday, 28 November 2013

## Contract Extension – ECCO Monitoring System

Item number	7.11
Report number	
Wards	ALL

### Links

Coalition pledges	<a href="#">P08</a> , <a href="#">P11</a> , <a href="#">P12</a> , <a href="#">P25</a> , <a href="#">P30</a> , <a href="#">P33</a> , <a href="#">P36</a> and <a href="#">P38</a>
Council outcomes	<a href="#">C09</a> , <a href="#">C10</a> , <a href="#">C11</a> , <a href="#">C13</a> , <a href="#">C14</a> , <a href="#">C16</a> , <a href="#">C23</a> , <a href="#">C25</a> and <a href="#">C26</a>
Single Outcome Agreement	<a href="#">S02</a> and <a href="#">S04</a>

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# Executive summary

## Contract Extension – ECCO Monitoring System

### Summary

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This report requests approval to extend the contract with the Gallery Partnership Limited (Gallery) as providers of the Edinburgh Common Client Outcomes (ECCO) monitoring system. This system is used for commissioned and internal services. Most of these are for housing support although it also covers advice and some other services. The ECCO system stores case information for service users and provides the base data for contract monitoring.

The ECCO system supports the implementation of the Homelessness Prevention Commissioning Plan (the Plan). The Plan sets out the need to prevent homelessness wherever possible, to ensure people spend as little time as possible without a home if they do become homeless and that resettlement is effective and supports people to live sustainable, independent lives. Without this system, the quality of service provision and ability to monitor performance would be seriously affected.

### Recommendations

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The Committee is asked to approve the extension of the contract with Gallery at a cost of £98,990 for the period 1 February 2012 to 31 March 2015.

### Measures of success

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The Plan will be measured by its success in reducing the number of homelessness assessments, the length of time people stay in temporary accommodation and the number of people who become homeless for a second time.

A number of individual measures of success are in place for each contract and the continued use of ECCO will allow the effective and efficient monitoring of commissioned services to undertaken.

### Financial impact

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The extension of this contract can be accommodated within the existing budget. The contract permits termination of the agreement with 90 days prior written notice. The Council is currently considering a three year savings proposal on commissioning expenditure as part of the budget consultation process which concludes in February 2014. Any savings on this contract would be included in the review of the service during 2014 and built into contracts after March 2015.

## **Equalities impact**

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An Equalities and Rights Impact Assessment was completed for the Plan. Many of the services being monitored provide services to clients who are within the protected characteristics. The continuation of monitoring of such services will advance equality of opportunity by providing services which help people to avoid the crisis of homelessness or to resettle after a crisis. This will have a positive impact on the Single Outcome Agreement objective of improving health and wellbeing.

All services will continue to be monitored to ensure there is no negative impact or discrimination to clients within the protected characteristics.

## **Sustainability impact**

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There will be no impact on sustainable Edinburgh through the extension of this contract.

## **Consultation and engagement**

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The agreement of the Plan followed extensive consultation with providers and users on the principles contained within it. A Checkpoint Group oversees communication and consultation. Further consultation will be undertaken to inform the development and future shape of services including monitoring requirements.

## **Background reading / external references**

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[Homelessness Prevention Commissioning Plan. Policy and Strategy Committee, 6 September 2011](#)

## Contract Extension – ECCO Monitoring System

### 1. Background

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- 1.1 The Council has a contract with the Gallery Partnership Limited (Gallery) for the supply of and support for the Online Data Manager (ODM) software. This provides the basis for the Edinburgh Common Client Outcomes (ECCO) monitoring system which is used by Services for Communities to monitor the contracts for commissioned accommodation, housing support and advice services.
- 1.2 The contract has expired and has previously been rolled forward on an annual basis. It requires a further extension to bring it into line with the development of new services to implement the Homelessness Prevention Commissioning Plan (the Plan). This Plan was agreed by Policy and Strategy Committee on 6 September 2011 and sets out the need to prevent homelessness wherever possible, to ensure people spend as little time as possible without a home if they do become homeless and that resettlement is effective and supports people to live sustainable, independent lives.

### 2. Main report

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- 2.1 The contract to provide the ECCO monitoring database was granted to Gallery as the result of a tender process in 2006. Gallery are sole suppliers of the system upon which ECCO was designed by the Council. The main reason for choosing this system was that the Council would have the ability to design a monitoring system to suit its needs and which could, in the main, be revised, amended and updated without incurring additional costs from the supplier.
- 2.2 ECCO allows for the sharing of information about clients, with the client's permission, between services and the Council and provides anonymised data for performance reporting. The online database is currently used by 92 homelessness services, including Council services and has 1,000 users. There are over 30,000 client records on the database, including those for 8,000 people currently receiving a service. Records are maintained for five years. It is a condition of contract that all services return monitoring information from ECCO.
- 2.3 ECCO is independent of other Council systems and is held on a secure server run by Gallery and all support is provided by them. A review of the system will be undertaken during 2014. This will aim to have the system moved onto or more integrated with a Council system which is fully supported by BT.

- 2.4 ECCO is essential for the detailed monitoring of contracted services and to allow accurate assessment of performance. There is a risk that, should the contract with Gallery be terminated, the Council would lose access to in excess of 30,000 client records held externally by Gallery. Re-instatement of the records may incur additional expenditure.
- 2.5 The current contract extension expired in January 2012. Payment continued to be made until April 2013. Payment ceased at this point and Gallery was informed that no further expenditure could be made without an extension of contract.
- 2.6 Gallery has confirmed that annual extensions will have a value of £31,260 (or £2,605 per month).
- 2.7 Additionally, the Council is currently re-commissioning and reshaping the services which the ECCO database monitors. It is expected that this will impact on the I.T. services required for future monitoring. The extension will allow a review of the database and the options for future contract monitoring prior to subsequent competitive procurement.

### **Risks**

- 2.8 The system allows for the accurate and detailed recording of work done by commissioned services and the outcomes achieved for a large number of vulnerable people. If the system was not available there would be no way to confirm that contracts were being delivered. In addition, the lack of individual case information would impact on the quality of service provision.
- 2.9 The award of a contract extension is technically open to challenge. However the likelihood of a successful challenge is regarded as small. As the system is being reviewed, it is more likely that any organisation wishing to bid would do so for a revised contract.
- 2.10 A reduced price for the system has not been negotiated, but there has been no price rise since the contract commenced in 2006. The system continues to meet the monitoring needs of the Council. Savings requirements, value for money and future service delivery will form key parts of the review during 2014.
- 2.11 Failure to renew the contract would present a risk to the ongoing procurement of housing support and homelessness services. The proposed re-commissioning of services requires a monitoring system to allow for the proposed payment by outcomes. The potential option of adjusting the current system would be lost and may incur additional costs to procure a completely new system.

### 3. Recommendations

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- 3.1 The Committee is asked to approve the extension of the contract with Gallery at a cost of £98,990 for the period 1 February 2012 to 31 March 2015.

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### Coalition pledges

P8. Make sure the city's people are well-housed, including encouraging developers to build residential communities, starting with brownfield sites

P11. Encourage the development of co-operative housing arrangements

P12. Work with health, police and third sector agencies to expand existing and effective drug and alcohol treatment programmes

P25. Introduce a "living wage" (currently set at £7.20) for Council employees, encourage its adoption by Council subsidiaries and contractors and its wider development

P30. Continue to maintain a sound financial position including long-term financial planning

P33. Strengthen Neighbourhood Partnerships and further involve local people in decisions on how Council resources are used

P36. Develop improved partnership working across the Capital and with the voluntary sector to build on the "Total Craigroyston" model

P38. Promote direct payments in health and Social Care

### Council outcomes

C09. Edinburgh residents are able to access job opportunities

C10. Improved health and reduced inequalities

C11. Preventative and personalised support in place

C13. People are supported to live at home

C14. Communities have the capacity to help support people

C16. Well-housed – People live in a good quality home that is affordable and meets their needs in a well managed

C23. Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community

C25. The Council has efficient and effective services that deliver on objectives

C26. The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives

### Single Outcome Agreement

S02. Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health

S04. Edinburgh's communities are safer and have improved physical and social fabric