

GREATER LONDON AUTHORITY

REQUEST FOR DIRECTOR DECISION – DD2192

Title: London Assembly Case Management System

Executive Summary:

The London Assembly Members receive a high volume of correspondence & casework per month. The management of this correspondence currently varies between the different party group offices. It has become evident that a more consistent, digitalised approach to the management of casework could be highly beneficial in assisting Members to have better management of their casework, the ability to produce pro-active correspondence and also maintain accurate records and statistics of interactions with their constituents.

This decision requests approval to procure and implement a Case Management System up to the value of £81,000 over a 5-year period to provide Assembly Members and their support staff with digital tools to manage casework and communications.

Decision:

That the Executive Director of Secretariat approves:

1. Expenditure of up to a maximum of £68,000 over a 5-year period (minimum 12-month term with the option to extend for a further 4 years) on a Software as a Service (SaaS) based Case Management System and related services and supplies.
2. Expenditure of up to £13,000 on the one-off project management services provided via the GLA's Technology Group.

AUTHORISING DIRECTOR

I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.
It has my approval.

Name: Ed Williams

Position: Executive Director of the Assembly Secretariat

Signature:



Date: 18.12.17

PART I – NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

- 1.1 The 25 London Assembly Members who hold the Mayor of London to account over policy, decisions, action and budget matters are routinely contacted by a wide range of constituents, stakeholders and organisations who seek their support for resolution of a range of questions, comments, complaints and requests for information. These issues or 'Cases' take a significant amount of tracking and action in order to successfully progress them to resolution and to liaise effectively with constituents.
- 1.2 Following discussion with the Assembly's party groups, the Assembly Secretariat would like to implement a new case Management solution to replace a mixture of existing localised approaches that varies by Assembly Member and/or political party. In seeking to centralise and provide a uniform approach to the management of cases, a solution is required that is intuitive, easy to use, efficient and captures all forms of information and activity on each Case within the system.
- 1.3 Approval for a Case Management System has been given previously – via DD277 in 2010. This system was not fully implemented as the WriteON system was not compatible with the required security model for Assembly Members correspondence at user testing stage.
- 1.4 Recent market testing for systems that met the requirements, are cloud based rather than requiring integration with the GLA IT estate and offered value for money led to the identification of three suitable Software as a Service solutions. These solutions met the specific security requirements, accessibility needs and were compatible with the GLA's 'digital first' agenda.
- 1.5 It is proposed to enter a contract with the most suitable Supplier on a 1 + 4-year basis. First year costs, including set up and training will be in the region of £18,200, with subsequent years expected to be c. £12,000 per annum.

2. Objectives and expected outcomes

- 2.1 Procurement of a suitable solution via an existing TfL Reseller Framework to allow swift implementation. It is anticipated that the solution should be ready for users to be trained by the start of the 2018-19 municipal year. Implementation of a suitable Case Management System will allow a consistent approach to the management of constituent communications, improve the ability for pro-active communication from Assembly Members and importantly provide a centralised tool which provides consistent tracking, reporting and analysis of data.

3 Equality comments

- 3.1 There are no implications or impact arising from this on groups with protected characteristics.

4 Other considerations

a) key risks and issues

The main risks identified to date are;

- (i) ensuring compliance with data protection requirements, particularly in relation to handling electoral roll data,
- (ii) ensuring that the system is fully functional within the GLA IT environment (given past problems with this project)

- (iii) ensuring a high level of engagement with the system on the part of staff in the Assembly's party group teams.

These risks are being managed through significant & ongoing liaison with the Information Governance and IT teams, and through the managers and 'champions' in the relevant teams.

b) links to Mayoral strategies and priorities

The efficient management of external correspondence is both a duty and a priority for the Greater London Authority (London Assembly and Mayor jointly).

c) impact assessments and consultations.

There has been consultation with

- Unit and Team Managers in Assembly and Secretariat
- Heads of Office and colleagues in Political Groups
- Technology Group
- Information Governance team

5 Financial comments

- 5.1 Approval is being sought to undertake expenditure of up to £81,000 on a more compatible case management system for the London Assembly and the project management of its implementation.
- 5.2 The expenditure will occur over 5 financial years in which the first years cost will be £18,000 for the system and £13,000 for one-off project management services. The remaining £50,000 will be split over the subsequent period.
- 5.3 The expenditure of up to £13,000 for one-off Project Management services provided via the GLA's Technology Group, to be covered by the Committee Services budget.
- 5.4 This expenditure will be met by the Assembly and Secretariat budget and split between the Labour Group and Conservative Group. The Committee Services budget will cover the contribution for the smaller political groups and all project management costs for the implementation of the system. The breakdown is as follows:

Financial Year	Labour Group Contribution	Conservative Group Contribution	Committee Services Contribution	Total £
2017/18	9,000	6,000	16,000	31,000
2018/19	6,000	4,000	2,000	12,000
2019/20	6,000	4,000	3,000	13,000
2020/21	6,000	4,000	2,000	12,000
2021/22	6,000	4,000	3,000	13,000
Total £	33,000	22,000	26,000	81,000

6 Legal comments

6.1 The foregoing sections of this report indicate that:

- 6.1.1 the decisions requested of the director concern the exercise of the GLA's incidental powers under section 34 of the Greater London Authority Act 1999, to do such things as may be considered to be facilitative of or conducive or incidental to the discharge of the GLA's principal purposes; and
- 6.1.2 in formulating the proposals in respect of which a decision is sought officers have complied with the GLA's related statutory duties to:

- (a) pay due regard to the principle that there should be equality of opportunity for all people;
- (b) consider how the proposals will promote the improvement of health of persons, health inequalities between persons and to contribute towards the achievement of sustainable development in the United Kingdom; and
- (c) consult with appropriate bodies.

6.2.1 The GLA must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010 ("the Act");
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

6.2.2 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- (a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it; and
- (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

6.2.3 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

6.2.4 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to: tackle prejudice; and promote understanding.

- 6.2.5 Compliance with the above duties may involve treating some persons more favourably than others, but that is not to be taken as permitting conduct that would otherwise be prohibited by or under the Act.
- 6.2.6 The relevant protected characteristics are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation.
- 6.2.7 A reference to conduct that is prohibited by or under the Act includes a reference to a breach of: an equality clause or rule; or a non-discrimination rule.
- 6.2.8 To this end the director should have particular regard to section 3 (above) of this report.
- 6.3 Officers must ensure that the services required are procured by Transport for London Commercial who will determine the detail of the procurement strategy to be adopted in accordance with the GLA's Contracts and Funding Code. Officers must ensure that appropriate contract documentation is put in place and executed by the successful bidder(s) and the GLA before the commencement of the services.

7. Planned delivery approach and next steps

Activity	Timeline
Procurement of contract [for externally delivered projects]	December 2017
Announcement [if applicable]	N/A
Delivery Start Date [for project proposals]	31 January 2018
Final evaluation start and finish (self/external) [delete as applicable]:	N/A
Delivery End Date [for project proposals]	27 April 2018
Project Closure: [for project proposals]	30 April 2018

Appendices and supporting papers:

- Development Options for a Constituent Relationship and Case Management Solution – Report by Andrew Bucknor, Sirius Delivery Manager

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Note: This form (Part 1) will either be published within one working day after approval or on the defer date.

Part 1 Deferral:**Is the publication of Part 1 of this approval to be deferred? YES**

If YES, for what reason:

This request for a director's decision from contains information the disclosure of which prior to the conclusion of the proposed procurement may distort genuine competition for the services required. Publication at this point would therefore, prejudice the commercial interests and ability of the GLA to secure value for money which is not in the public interest.

Until what date: 31 January 2018

Part 2 Confidentiality: Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form – NO

ORIGINATING OFFICER DECLARATION:

Drafting officer to
confirm the
following (✓)

Drafting officer:

Lisa Agyen has drafted this report in accordance with GLA procedures and confirms that:

✓

Assistant Director/Head of Service:

Ed Williams has reviewed the documentation and is satisfied for it to be referred to the Sponsoring Director for approval.

✓

Financial and Legal advice:

The Finance and Legal teams have commented on this proposal, and this decision reflects their comments.

✓

Corporate Investment Board:

This decision relates to the London Assembly and is outside the scope of CIB.

EXECUTIVE DIRECTOR, RESOURCES:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature

M. J. Allge

Date

15.12.17