1.	Meeting:	Cabinet Member for Safe & Attractive Neighbourhoods
2.	Date:	4th February 2013
3.	Title:	Civica Software Purchase; APP Dashboard Module
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

This report is seeking approval for exemption from Standing Orders in procuring the Civica Dashboard product to enable effective performance management of the Civica APP system.

The product is a modular add on to the APP product providing live performance management of the APP database, it is built into the APP system on installation it is the only viable, user friendly and efficient reporting tool option for the system. It has been prioritised for 2012/13 procurement due to its direct business link to both mandatory statutory services and priority work activity of the Council.

6. Recommendation

It is recommended that the Cabinet Member for Safe & Attractive Neighbourhoods:

Agrees that the proposed purchase of the APP Dashboard module from Civica (existing provider) be exempt from the provisions of Standing Order 47.6.3 (requirement to invite at least two oral or written quotations for contracts with an estimated value of £5,000 but less than £20,000)

7. Proposals and Details

<u>7.1 Background</u>

The Council has had a long standing contract with Civica for the back office software for Environmental Health applications, currently APP. Civica provide a range of software to the authority. The system is also used by services across the Council including Housing Assistance, Waste Management and Families for Change

In addition to the APP product, the Council already uses a number of Civica products including FastSuite products, Parking Management and the new Integrated Housing Management System (IHMS).

Present performance reporting arrangements within APP require a significant amount of manual data manipulation to develop and present management information.   This information is only available as and when reports are run and analysed by an officer.   This data extraction and analysis requires a significant number of steps to be carried out which can produce inconsistent results if particular steps are not carried out currently.   There is a risk of error in the resulting data or inconsistent methods of analysis.   If there are absences then this management data may not be collated and analysed due to the specific knowledge needed to run and manipulate the data.

Due to a greater focus on ensuring accountability and performance, particularly involving the Deprived Neighbourhoods agenda there needs to be more efficient and timely performance and activity reporting.

The use of the Crystal Reports software has been considered in the past however there would need to be significant resources and training to enable a suite of reports which could be provided.   However the data export and some analysis processes would still be required with this option.

<u>7.2 APP Dashboard</u>

A new product development which works as an embedded programme within APP can automatically and on a frequency determined by the service, present management data analysis without the need for manual export or manipulation. This reduced the burden of ensuring reports are run and analysed on a frequent basis allowing managers more time to deal with a growing workload.

The system also provided the ability to drill directly into the detail of the data from the overarching report.

For example a real time analysis of workload distribution to staff can be achieved with an analysis of the service requests that have been responded to within the target timescale. This data can be drilled into with a couple of click to quickly review a particular case. This provided a more real time management tool to ensure rapid and appropriate customer responses.

The management data can be customised to the user. For example, the Head of Service can be presented with a suite of high level performance reports for each

team. Team managers will review management reports relevant to their role, and team and operational staff can see performance information for their own workload.

The system and the added value for money this product will provide are considered by service management as essential. The information reports created by the product will be quickly available and enable an easy analyse on performance and resource deployment presented by the Dashboard interface.

This is the only product that will work with our existing database systems, and with it only being available from one supplier, there is no alternative option other than to purchase the product from Civica. As such an exemption is sought to Standing Order 47.6.3 (requirement to obtain at least three written quotations for contracts with an estimated value between £5k and £20k) under standing order 38 (exemptions).

8. Finance
The cost of the product and required on-site configuration of 8-10 reports by Civica is £7,725. The purchase is being funded from the existing budgets within the Neighbourhoods general fund and Housing Revenue Account.

If needed this initial core suite of reports for Housing & Neighbourhood Services can be expanded at a negotiable cost. Similarly other Council services who use Civica APP may, in the future, buy additional software licences to use the product. This option is being considered by the Families for Change service.

There are no annual support costs associated with this product.

9. Risks and Uncertainties
The usability of RMBC's current APP data reporting is used at a minimum due to the complex nature and the amount of manual analysis that is required to produce basic performance reports. If we do not purchase this new capability, performance management will continue to be problematic and there is a risk to effective performance management in the future with additional savings that may need to be realised from the revenue budgets.

10. Policy and Performance Agenda Implications
As detailed elsewhere in this report.

11. Background Papers and Consultation
Consultation with both the Head of Legal & Democratic Services and Corporate Finance

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