

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader
2.	Date:	15 April 2013
3.	Title:	Webroster Electronic Homecare Scheduling and Rostering System - Licences and Support 2013/14
4.	Directorate:	Resources

5. Summary

The purpose of this report is to seek Member approval for exemption from contract standing orders, to allow Webroster to continue to provide the annual support and maintenance for the Electronic Homecare Scheduling and Rostering System .

The contract between RMBC and Webroster for the provision of its Electronic Homecare Scheduling and Rostering System has been in place since 2011 and it was envisaged that this would continue until at least 2015. The cost of the licence and support for 2013/14 is £9,800 and adequate budget is available to cover this. Failure to renew the contract would put the continued use of the software at risk resulting in a key service being potentially unable to operate and vulnerable customers being placed at risk.

6. Recommendations

It is recommended that:

- **the contract for support and maintenance of Webroster be exempt from the provisions of standing order 47.6.2 (requirement to invite at least 2 oral or written quotations for contracts with a value of £5000 but less than £20,000) and the contract awarded to Webroster.**

7. Proposals and Details

Staff in Neighbourhoods and Adult Services utilise the Webroster Electronic Homecare Scheduling and Rostering System within the Enabling Service with mobile phone technology to schedule customer visits to around 300 Home Enablers and provide details of care to be delivered. The system was purchased in 2011 following a robust procurement process by RBT which was intended to provide a solution until at least 2015. The system provides benefits in the following areas:

- Scheduling & Roster functionality
- up to date electronic schedules of work to Home Enablers via handheld mobile devices
- records actual care delivered compared to what was planned
- real time scheduling and lone worker safety of Home Enablers
- absence scheduling (annual leave, sickness, special leave, etc)
- provision of skill set information to enable matching of customer needs and Home Enabler skills
- reporting and management information
- integrates with Northgate Swift/AIS Case Management System, Northgate PSE Payroll System and the Homecare Charging System

A maintenance and support contract exists (renewed annually) so that Webroster can provide software licences and support to the local authority for software issues that may arise. The annual maintenance and support agreement provided by Webroster cannot be provided by a different software supplier. The cost of the licence and support for 2013/14 is £9,800 and adequate budget is available to cover this.

Failure to renew the contract would put the continued use of the software at risk resulting in a key service being potentially unable to operate and vulnerable customers being placed at risk. As such a request is made for the provision of licences and support for the Webroster Electronic Homecare Scheduling and Rostering System to be exempt from the provisions of standing order 47.6.2 (requirement to invite at least 2 oral or written quotations for contracts with a value of £5,000 but less than £20,000) and the contract be awarded to Webroster.

8. Finance

The cost of this support and maintenance contract for 2013/14 is £9,800 and is covered by the existing ICT Service budget.

9. Risks and Uncertainties

Webroster Electronic Homecare Scheduling and Rostering System is crucial in the delivery of Reablement and care to vulnerable customers.

10. Policy and Performance Agenda Implications

If support and maintenance is not renewed, the continued use of the software will be put at risk and vulnerable customers will be placed at risk.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Procurement Services and all have confirmed agreement with the proposals.

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