
Report of Urgent Action: Regulation 19

- 1** Under regulation 19 of the The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 the County Council is required to receive a report from the Leader on any decisions taken under regulation 11. These are key decisions which were not in the Forward Plan and which needed to be taken with less than five clear days' notice. Such urgent decisions can only be taken with the agreement of the relevant scrutiny committee chairman or, in his or her absence, the Chairman of the County Council.
- 2** Such action is avoided wherever possible as it circumvents the normal mechanism for publication of decisions for ensuring that members have the opportunity to comment before decisions are taken.
- 3** However, on occasion this was not possible and the County Council is asked to note the following decision which has been taken by the appropriate decision-maker, in consultation with the relevant members.

Award of Contract: Support Services related to Financial Assessments

- 4** Up until August 2020, financial assessments of Adult Social Care customers were provided as part of a contract delivered by Capita Business Services. Since this date, financial assessments and re-assessments have been undertaken in-house.
- 5** During 2021/22, the service was impacted by a high level of staff vacancies and there has been a delay in the processing of assessments for new adult social care customers and the annual review for existing customers. Since the transfer of the service from Capita Business Services in August 2020, work has been underway to review, develop and deliver an improved operating model. The new operating model is required to modernise the service and support the need to fully assess all new clients, re-assess all customers at the annual review time in preparation for the anticipated Social Care Reforms (cap on care) which were, at the time, planned for October 2023.
- 6** Additional resources were required to implement the new operation model and market research at that time identified only one potential provider, Civica, who were appointed under appropriate authority via a single tender. Civica successfully undertook that phase of the work which has now concluded, and the new operating model is in the process of being implemented.
- 7** The plan is also to change processes such that, from April 2023, all financial details for every customer will be held within Mosaic – the County Council's Adult Social Care system. This is on track to be achieved and will improve the processing times for all new assessments and annual review of assessments.
- 8** However, there remains a significant backlog in the processing of existing assessments. The Cabinet Member for Finance and Property, with the agreement of the Director of Law and Assurance and the Chairman of the Performance and Finance Scrutiny Committee, has therefore approved a decision published on 7 March 2023 to award a further contract to Civica for support to administer the backlog of financial assessments for Adult Social Care customers that remains.
- 9** Notice of the decision did not feature in the County Council's Forward Plan of Key Decisions because it was not anticipated that the final cost of the contract would

exceed the £500,000 key decision threshold. An urgent decision was required because there remains a significant backlog in the number of financial assessments waiting to be processed. Additional support is required and the Council's existing support provider, the proposed contractor, has confirmed that additional capacity can be provided immediately by their ready-trained staff.

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Leader

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