

Haringey Council
Written Statement/Record of a decision made by an officer under delegated authority

Decision Maker	Head of Programme Management – Regeneration & Economic Development
Subject of the decision	Contract award to Hanlon Software Solutions to deliver a client management software to Haringey Works until March 2026.
Date of decision	10 th August 2023
Decision	Waive Contract Standing Order (CSO) 8.03 (requirement to obtain at least three competitive quotations) as allowed under CSO 10.01.2 D and award a contract to Hanlon Software Solutions for 3 years up to March 2026 with a total value of £49,000 for the continued provisions of the Hanlon client management system.
Reasons for the decision	<p>In accordance with CSO 10.01.2 (d ii), (that it is in the Council’s overall interest) to waive the requirement to obtain competitive quotations, it is proposed that the contract is awarded directly to Hanlon Software Solutions, to ensure continuation of a system that has been developed extensively since it was introduced in 2020.</p> <p>As considerable investment has been made into the system since its inception. This includes, the development of the system to be able to improve analysis of data, a creation of a new portal for S106 construction companies to input opportunities directly, and the creation of a new forms and reports to meet external funder’s requirements.</p> <p>At this stage, due to the recent levels of investment expended on the Hanlon Client Management system, and within the last month, for the first time having contractors entering detail directly on the system, to replace the system at this stage would not be cost effective.</p>
Details of any alternative options considered and rejected by the officer when making the decision	<p>Option 1 – Initiate full tender exercise – this would cause critical delays to service delivery due to the need to implement a new CRM system, which will direct affect local residents.</p> <p>Option 2 – do nothing – This would result in the online portal not being accessible to either residents or employers looking for staff. This would have a direct negative impact on the opportunities for local people in accessing work.</p>

Conflicts of interest – Executive decisions	N/A
Conflicts of interest – Non executive decisions	N/A
Title of any document(s), including reports, considered by the officer and relevant to the above decision or where only part of the report is relevant to the above decision, that part)	N/A
Reasons for exemption with reference to categories of exemption specified overleaf, or Reason why decision is confidential (see overleaf) Note: decisions containing exempt or confidential information falling within the categories specified overleaf are not required to be published.	N/A
Signature of Decision Maker	
Name of Decision Maker	David Lee
Does the decision need to be published? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

DECISION MAKING REPORT

Report for	David Lee, Head of Programme Management – Regeneration & Economic Development
Item number	N/A
Title	Haringey Works CRM system
Report authorised by	Helen McDonough, Head of Socioeconomic Regen
Lead Officer	Sharon Bolton, Haringey Works Delivery Manager
Ward(s) affected	All Haringey Wards
Report for Key/ Non-Key Decision	Non-Key

1. Describe the issue under consideration

- 1.1. This report seeks the approval for the Head of Programme Management Office to waive Contract Standing Order (CSO) 8.03 (requirement to obtain at least three competitive quotations) as allowed under CSO 10.01.2 D and award a contract to Hanlon Software Solutions for the delivery of a client management system.

2. Recommendations

2.1. For the Head of Programme Management Office to::

Waive Contract Standing Order (CSO) 8.03 (requirement to obtain at least three competitive quotations) as allowed under CSO 10.01.2 D and award a contract to Hanlon Software Solutions for 3 years up to March 2026 with a total value of £49,000 for the continued provisions of the Hanlon client management system;

3. Reason for decision

- 3.1. In accordance with CSO 10.01.2 (d ii), (that it is in the Council's overall interest) to waive the requirement to obtain competitive quotations, it is proposed that the contract is awarded directly to Hanlon Software Solutions, to ensure continuation of a system that has been developed extensively since it was introduced in 2020
- 3.2. As considerable investment has been made into the system since its inception. This includes, the development of the system to be able to improve analysis of data, a creation of a new portal for S106 construction companies to input opportunities directly, and the creation of a new forms and reports to meet external funder's requirements.
- 3.3. At this stage, due to the recent levels of investment expended on the Hanlon Client Management system, and within the last month, for the first time having contractors

entering detail directly on the system, to replace the system at this stage would not be cost effective.

4. Alternative Options Considered

- 4.1. Option 1 – Initiate full tender exercise – this would cause critical delays to service delivery due to the need to implement a new CRM system, which will directly affect local residents. This is especially due to the level of bespoke work undertaken to develop the system to meet our needs, e.g. the creation of new forms and reports, which would all have to be developed to meet our needs.
- 4.2. Option 2 – do nothing – This would result in the online portal not being accessible to either residents or employers looking for staff. This would have a direct negative impact on the opportunities for local people in accessing work.

5. Background Information

- 5.1. Hanlon Client is a web-based IT solution used throughout the UK to manage welfare to work, health and well-being and economic development initiatives.
 - It helps local people into local jobs.
 - It links residents, service providers and employers to everyone's mutual benefit.
 - It supports people with multiple barriers and manages referrals to specialist service provision.
 - It manages the delivery of interventions and data sharing protocols.
 - It creates a central point of contact for businesses.
 - It monitors the delivery of Section 106 agreements and community benefit obligations.
- 5.2. The Hanlon Client Management System was first procured in July/August 2000 when the previous system (Meganexus) was deemed unfit for purpose and out of contract.
- 5.3. An approval for a waiver was granted in July 2000 because:
 - the previous supplier (Meganexus) was could not deliver the anticipated upgrades client management system within a reasonable timeframe as their resources were diverted to a major government contract
 - at least two other local authorities who had procured the upgraded Meganexus system reported serious technical difficulties with it
 - the Hanlon Client Management System was highly recommended by other London local authorities as a fit for purpose welfare to work system which was cheaper than the Meganexus system. Haringey Works visited Islington Council to observe a live demonstration of the system. In consultation with Hanlon and HW staff, a set of service requirements had been established. This set was taken to Islington Council to discuss their experience with Hanlon, its feasibility and performance against the requirements. The feedback from Islington was very positive.
- 5.4. Since appointment the total aggregated costs to Hanlon is in total £71,448. £34,301.25 + VAT was for the first year's cost including all the set-up fees. In subsequent years the

system has cost £11,010 plus VAT per year. The Employment and Skills Reporting System for contractors with S106 Obligations was separately contracted at the cost of £15,128.

5.5. Hanlon Client Portal Haringey Careers Portal is a public facing web site that integrates seamlessly with the Hanlon Case Management system. The client portal is at the centre of the Haringey Works employment support:

- The portal supports engagement with local residents and communities. Resident can self-register for the service, apply for jobs and register for training courses and events.
- It enables local businesses to publicise their job opportunities and demonstrate 'reasonable endeavours' to meet their community benefit and Section 106 obligations and
- it provides a 'self-help' jobsearch and application facility for local residents.

5.6. The Hanlon portal is now well established as the digital face of Haringey Works in the community as well as with our local and regional employers.

5.7. Enhancements to the Hanlon Client Management System include:

- The development of the Haringey Temporary Recruitment Service client portal for registrations aimed at supplying temporary members of staff to the council in Health and Social Care, Administration and Manual Labour. The creation of bespoke registration systems to support the registration of residents to our two externally funded European Social Fund employment support contracts.

The development Employment and Skills reporting section, which focuses on our contractors under S106 agreements. Contractors can both advertise positions available, but also report their progress against their Employment and Skills obligations within their S106 agreements through the system.

5.8. All these customised developments have involved investment by staff in the development process in addition to subsequent training required.

5.9. The cost of the contract includes:

		Y1	Y2	Y3	Three year costs
Haringey Works - confirmed costs	Site License, User licences, Software hosting and maintenance, Web Portal	£11,010	£11,010	£11,010	£33,030
S106 construction portal - confirmed costs	Portal Development and configuration, user licenses, site licenses	£2,475	£2,625	£2,625	£7,725
Anticipated additional works	Further development costs anticipated - including creating new forms and report for SPF, enhanced analysis tools, form changes eg mandating information etc	£3,000	£3,000	£2,245	£8,245
Total					£49,000

6. Contribution to strategic outcomes

- 6.1. Haringey Works supports delivery of the Employment and Skills Recovery Action Plan priorities providing a person-centred, strengths-based approach to supporting targeted residents most impacted by Covid-19 recognising that in this changed employment landscape, we recognise the journey into work may take longer especially for those who already had barriers to getting into and remaining in work.
- 6.2. Haringey Works provides an important service, delivering against the Corporate Delivery Plan Theme 8 Place and economy, Employment and Skills by helping to deliver employment support to those furthest from the labour market - long term unemployed and those people who are economically inactive – and ensure that they are assisted to access ‘good work’ through linking to training and job opportunities with a focus on growth employment sectors.
- 6.3. The Team supports the aspirations of the Haringey Deal and will contribute to all strategies to build a better future for Haringey residents.
- 6.4. Haringey Works is pivotal to the developing Opportunities Haringey framework – in particular the Employment and Skills strand which focuses on ensuring local people have the necessary skills to access good employment and are supported to unlock their full potential whilst also meeting the needs, demands and aspirations of the local economy.

7. Statutory Officers comments

Procurement

The SSC notes the request for a waiver of Contract Standing Orders (CSO) as allowed under CSO clause 10.01.2. The SSC has no objection to the proposed waiver in accordance with CSO clause 10.01.2dii on this occasion.

8. Use of Appendices

9. Local Government (Access to Information) Act 1985

N/A