

Written statement of a key decision
Cabinet member adults, health and wellbeing

Title	Renewal of Access Group contract for Mosaic, Synergy and associated systems
Decision maker	Cabinet member adults, health and wellbeing Information about cabinet, including the names and contact details of the cabinet members, can be found here: http://councillors.herefordshire.gov.uk/mgCommitteeDetails.aspx?ID=251
Date of decision	25 September 2026
Report exemption class	Open
Reason for being a key decision	This is a key decision because it is likely to result in the council incurring expenditure which is, or the making of savings which are, significant having regard to the council's budget for the service or function concerned. A threshold of £500,000 is regarded as significant.
A notice was served in accordance with Part 3 (Key decisions) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.	
General exception or special urgency (as defined in the constitution)	No
Purpose	To seek approval to enter into a new contractual arrangement with The Access Group for the provision of Mosaic (adults and children's social care case management system), Synergy (education management system), Abacus (adult social care finance system) and Core+(youth service system including transition to a cloud-hosted Software as a Service (SaaS) , following expiry of the current contract's available extensions in September 2026.
Decision	That: a) the Cabinet Member Adults, Health and Wellbeing approves the procurement of a new five-year contract with The Access Group for the provision of Mosaic, Synergy, Abacus and Core+, via direct award under the Yorkshire Purchasing Organisation (YPO) 1095 framework (Lot 12),(Health and Social Care Software Systems for UK public sector organisations) at total cost of £3.4m, for the period 1 October 2026 to 30 September 2031;

	b) authority be delegated to the Corporate Director Community Wellbeing to finalise and execute the contract, including hosting arrangements and delivery protection provisions; and c) authority is delegated to the Corporate Director Community and Wellbeing to make all operational decisions relating to the implementation of the above recommendations.
Reason for the decision	As set out in the report. Documents relating to this decision are available at http://councillors.herefordshire.gov.uk/mgIssueHistoryHome.aspx?Id=50055629
Options considered	1. Allow the current contract to lapse without a successor arrangement. Rejected: these are business-critical statutory systems and lapse is not a viable option for service continuity. 2. Conduct a full open market re-procurement exercise. Rejected: the timescale before contract expiry does not allow for a full competitive procurement due to the short-term nature of the original contract extension, and a compliant direct-award route already exists via the YPO 1095 framework (Lot 12), which has been used to derive the current pricing. Market testing undertaken confirms that the council is securing value for money through this supplier. 3. Enter a three-year term instead of five years. Rejected: the three-year option carries a higher combined annualised cost (£686k/year) than the five-year option (£673k/year). The Access Group has also confirmed that a 3+2 structure (a three-year term with an option to extend by a further two years) is not available. In addition, Hoople's technical team have assessed that, given the complexity and interconnected nature of the systems involved, completing a further full procurement and migration exercise within three years is likely to incur significant additional spend on external resources — and even then would be unlikely to succeed. The five-year term is assessed as offering better long-term value and materially lower delivery risk. 4. Seek a further short-term bridging extension of the current contract. Rejected: legal advice obtained in April 2026 confirmed that all extensions available under the current contract are exhausted.
Declarations of interest (see ▪ below)	
Call-in expiry date (decisions are not subject to call-in where special urgency)	1 October 2026

provisions apply)	
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Councillor: Cabinet member adults, health and wellbeing (Councillor Carole Gandy)	Date 25 September 2026
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- a record of any conflict of interest declared by any executive member who is consulted by the member which relates to the decision;
- and
- in respect of any declared conflict of interest, a note of dispensation granted.