


Record of officer decision

Decision title	Direct award of contract to QCS Compliance Management Ltd. for delivery of QCS Quality and Care Management System.
Date of decision:	19 th April 2018
Decision maker (job title):	Director for Adults and Wellbeing
Authority for delegated decision (e.g. cabinet decision or scheme of delegation – provide reference):	Officer decision - contract value of maximum £5,000
Ward:	Countywide
If relevant, summarise cabinet member and/or ward member consultation:	This is an operational decision.
Decision made:	To directly award a contract to QCS Compliance Management Ltd. for the delivery of QCS Compliance and Care Management System for a period of 3 years at a total cost of £4,995.
Reasons for decision (if a report was produced to support the decision, refer to and attach the same):	<p>Appendix 1: QCS Management System Reasoning Summary</p>  <p>Procurement of QCS Management Reason</p> <p>Additionally, the QCS management system is recognised as an industry standard for CQC compliance and the normal costing for the system license is £1,995 per annum.</p> <p>This procured arrangement offers additional value as the license will be secured over 3 years at a total cost of £4,995 (a saving of £990).</p>
Highlight any associated risks/finance/legal/equality considerations:	<p>Currently, Herefordshire Council operate 2 in-house services with a registered manager as part of the Adult Social services. Procurement of the QCS Management system, will provide a robust system for recording CQC regulated activity for these services;</p> <p>The QCS Management system will ensure that in the event that the CQC were to carry out a spot inspection of either of these 2 services, the services would be fully compliant;</p> <p>A non-compliant outcome identified by the CQC would have serious impact in that there would be a significant number of clients who could require immediate alternative arrangements for their care and support;</p>

	<p>Additionally, in the event of a CQC inspection identifying a non-compliant service, there could be immediate detrimental effect on the overall wellbeing of clients being supported, the council's continued business through reputation, the existing integrated partnerships (e.g., with health agencies) and funding arrangements for current business (i.e., BCF);</p> <p>The 'Shared Lives' and 'Home First' services are unique in their re-abling approaches to supporting adults. Potential closure or business suspension (as a consequence of non-compliance) could result in higher dependency care arrangements and higher value care packages;</p> <p>As a commissioning authority, there is an expectation that the council provides the model of best practice for the quality delivery of care and support (reputational risk)</p>
<p>Details of any alternative options considered and rejected (together with reasons):</p>	<p>Do not award the contract. This option is not recommended as current operations are not compliant.</p> <p>Award contract to alternative provider through open tender. This option is not recommended as the time required to complete this would increase associated risks of non-compliance.</p>
<p>Details of any declarations of interest made:</p>	<p>None.</p>

Signed:

Date: **19th April 2018**

Stephen Vickers, Director of Adult Wellbeing