Record of operational decision

Decision title:	Decision to approve a contract variation to the Outsourced Financial Assessment Services Contract with Civica UK Limited to increase capacity and contract value.
Date of decision:	22/05/2026
Decision maker:	Director of Community Wellbeing and Section 151 Officer
Authority for delegated decision:	Under the Council Contract procedure Rules (1.1.1.e) states that approving variations and extensions can be under taken by the responsible diretcors.
Ward:	Countywide
Consultation:	1.8 Responsibilities of all council officers All Officers are responsible for: f) ensuring that any departure from these CPRs is agreed with the relevant Director or Service Director or the Chief Executive, in consultation with the S151 Officer and the Monitoring Officer and following the appropriate procedure

Decision made:	To approve a variation to the contract between Herefordshire Council and Civica UK Limited for outsourced financial assessment services:
	• Increase contract value from £50,000 to £140,000
	• Approve additional spend of £90,000 to purchase further capacity on an invest to save basis
	• Enable delivery of approximately:
	    o 3,000 additional assessor hours
	    o 776 additional financial assessments
	No changes are made to KPIs, contract term, or service specification beyond increased capacity.

Reasons for decision:	• The Council has a statutory duty to complete financial assessments under the Care Act 2014
	• There is ongoing demand and backlog in Adult Social Care financial assessments, requiring additional capacity
	• The current contract includes a financial cap of £50,000, which would be exceeded without formal variation
	• The variation enables:
	    o Continuation of outsourced support
	    o Increased throughput of assessments
	    o Maintenance of service delivery within statutory timescales
	    o The hourly rate and pricing structure remain unchanged, ensuring value for money

	○ Review of in house service provision and procedures. This approach avoids service disruption while longer-term capacity solutions continue to be developed.
Equality Considerations	This decision supports equitable access to financial assessment processes for adults requiring care and support by reducing delays and backlog, ensuring timely assessment of contributions in line with the Care Act 2014.
Highlight any associated risks/finance/legal/ equality considerations:	**Financial** • Increased spend to £140,000 total contract value • Risk of further demand requiring additional variation if pressures continue **Operational** • Reliance on outsourced provision to manage demand • Risk of backlog re-emerging if demand exceeds capacity **Legal** • Variation is made in accordance with Clause 31 (contract variation provisions) • Ensures compliance with statutory duties under the Care Act 2014 **Mitigation** • Continued monitoring of performance and volumes • Regular reporting and contract management arrangements in place
Details of any alternative options considered and rejected:	• **Do nothing:** Rejected due to inability to meet statutory duties and risk of increasing backlog • **Deliver entirely in-house:** Not feasible within current staffing capacity and timescales • **Re-procure services:** Not proportionate for immediate need; variation provides quicker and compliant solution
Details of any declarations of interest made:	If any officers or members involved or consulted in the decision-making have declared an interest you should include the declaration here.

Signed Hilary Hall Date 01/07/2026