

Record of operational decision

Decision title:	Award of Access Group contract for Mosaic, Synergy and associated systems
Date of decision:	1 st October 2026
Decision maker:	Corporate Director Community Wellbeing
Authority for delegated decision:	Chief Executive scheme of delegation (updated 16 July 2026): CW-08 - Commissioning, quality assurance and contract management relating to all ages. A Cabinet Member decision was taken on 25 September 2026 to confirm the Renewal of Access Group contract for Mosaic, Synergy and associated systems. Full details of the decision made can be seen at the following link: http://councillors.herefordshire.gov.uk/documents/s50135854/Renewal%20of%20Access%20Group%20contract%20for%20Mosaic%20Synergy%20and%20associated%20systems%20main%20report.pdf
Ward:	Countywide
Consultation:	Consultation has taken place with the relevant Corporate Directors and the interim Chief Digital and Information Officer. A political group consultation took place on 9 September 2026.
Decision made:	To finalise and execute a 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, including hosting arrangements and delivery protection provisions. Corporate Director Community Wellbeing to make all operational decisions relating to the implementation of the contract awarded.
Reasons for decision:	Reasons for the decision made can be seen at the following link: http://councillors.herefordshire.gov.uk/documents/s50135854/Renewal%20of%20Access%20Group%20contract%20for%20Mosaic%20Synergy%20and%20associated%20systems%20main%20report.pdf The council's contract with The Access Group for Mosaic, Synergy, Abacus and Core+ expires in September 2026. The on-premise hosting by Hoople of the systems currently used by the council is no longer available and will not be supported by the Access Group beyond January 2028 and therefore the Council needs to procure a new system that will be remotely hosted and supported by the Access Group. Maintaining an effective case management system, with associated supporting systems, is vital for both adults and children's services. The Access Group is one of the two main

	providers of case management systems in the market. A market testing exercise has been undertaken which demonstrated that whilst quality scores were equal, the Access Group was £400k cheaper than the other system. Aside from the costs, an assessment of the cost of change has been undertaken using benchmarks from other authorities. This demonstrates that for one service alone, the cost of change is likely to be around £2m; with both children's and adult services involved in the existing systems, any cost of change is likely to be in the region of £4m to £5m. This is largely due to the fact that the systems store and record data on the council's most vulnerable children and adults and therefore, the risk of moving the data between systems and securing continuity of service delivery is significant.
Equality Considerations	The Public Sector Equality Duty requires the Council to consider how it can positively contribute to the advancement of equality and good relations and demonstrate that it is paying 'due regard' in our decision making in the design of policies and in the delivery of services. The mandatory equality impact screening checklist has been completed for this project/decision/activity and it has been found to have no impact for equality.
Highlight any associated risks/finance/legal/equality considerations:	Legal implications, resource implications, risk management and equality considerations are all covered in the Cabinet member decision, located here: http://councillors.herefordshire.gov.uk/documents/s50135854/Renewal%20of%20Access%20Group%20contract%20for%20Mosaic%20Synergy%20and%20associated%20systems%20main%20report.pdf
Details of any alternative options considered and rejected:	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. 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. 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. 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.
Details of any declarations of interest made:	None

Signed... Date: 1st October 2026