

DERBYSHIRE COUNTY COUNCIL
CABINET MEMBER – COUNCIL SERVICES

27 February 2017

Report of the Strategic Director - Corporate Resources

CORONER SERVICE CASE MANAGEMENT SYSTEM

1. Purpose of the Report

To seek the Cabinet Member's approval to undertake a procurement exercise for a replacement case management system for the Derby and Derbyshire Coroner Service.

2. Information and Analysis

The Derby and Derbyshire Coroner Service uses an electronic case management system to administer all the processes required to record and manage all deaths reported to the Coroner. The present system provided by Advanced Legal Solutions Limited has been in place since 1 June 2010 and the current support and maintenance contract is due to expire on 28 February 2018.

At the time the system was introduced it was the only specialist software on the market for Coroners' services. However, there are a number of other products now available which offer a wider range of functions, including secure portals to enable certain third parties such as doctors, hospitals and police officers to make death referrals electronically.

The case management system is essential to the operation of the service and the improved functionality offered by the systems currently on the market will improve the efficiency of the service by, for example, enabling deaths to be reported by doctors through a secure portal thereby reducing the number of telephone referrals taken by the Coroner's officers which will enable them to spend more time on case investigations without constantly being interrupted by telephone calls.

The cost of a new system would be in the region of £40,000 to purchase which includes licensing, installation and migration of existing data, plus an annual maintenance cost of approximately £5,000 which is the same as the annual maintenance cost of the current system.

It is proposed to undertake a procurement exercise for a 5 year contract with the option to extend for a further 2 years. The total cost will therefore be in the region of £75,000 (£40,000 plus 7 x £5,000).

It is estimated that the procurement and installation of a new system will take 12 months. Officers from Transformation Services will manage the procurement of the contract and work with the Coroner Service and the new system provider to ensure that it is configured to meet the Service's requirements. It is proposed to free up one of the Coroner's existing team from some of their duties for 6 months to be able to devote time to the project and to employ a part time member of staff on a temporary 6 month contract to undertake those duties.

A further report will be submitted to the Cabinet Member following completion of the procurement exercise to seek approval to award the new contract.

3. Financial Considerations

There will be sufficient funds left in the Coroner Service budget at the end of this financial year to pay for the new system.

It is proposed to move £40,000 into an earmarked reserve at the end of this financial year to pay for the new case management system in 2017/18.

The cost of a temporary contract for six months including on costs will be up to £15,994. This can be met from the existing Coroner's budget.

4. Legal Considerations

The County Council has a statutory duty under section 24 of the Coroners and Justice Act 2009 to provide the Senior Coroner for the area with accommodation and other services that are appropriate.

5. HR Considerations

Recruitment to the temporary fixed term contract will be undertaken in accordance with the Council's HR policies.

6. Social Value Considerations

Bereaved families, other public bodies and third parties such as hospitals, doctors and the emergency services in Derby and Derbyshire will benefit from the greater efficiencies that the improved functionality of a new case management system will bring to the Coroner Service.

7. Other Considerations

In preparing this report the relevance of the following factors has been considered: prevention of crime and disorder, equality and diversity, environmental, and property considerations.

8. Key Decision

No

9. Call-in

Is it required that call-in be waived in respect of the decisions proposed in the report? No

10. Background Papers

File held by the Director of Legal Services

11. OFFICER'S RECOMMENDATIONS That the Cabinet Member:-

- 10.1 approves the procurement of a replacement case management system for the Derby and Derbyshire Coroner Service; and
- 10.2 notes that a further report will be submitted following completion of the procurement exercise.

**Judith Greenhalgh
Strategic Director – Corporate Resources**