AGENDA ITEM NO 4
REPORT NO 274/11

ANGUS COUNCIL

INFRASTRUCTURE SERVICES COMMITTEE – 19 APRIL 2011

SUBJECT: AN EMPLOYABILITY MANAGEMENT INFORMATION SYSTEM FOR ANGUS

REPORT BY THE DIRECTOR OF INFRASTRUCTURE SERVICES

ABSTRACT: This report seeks to inform the committee of the development work which has taken place on an employability management information system for Angus. It also aims to detail the tender process which has taken place to put the system in place and the action ongoing through the Angus Employability Partnership.

1. RECOMMENDATIONS

   It is recommended that the Committee:

   (i) Note the details of the tender accepted under delegated authority on behalf of the Council by the Head of Economic Development & Environmental & Consumer Protection in appointing Hanlon Software Systems to supply the Angus Employability Partnership with a management information system; and

   (ii) Acknowledge that the work done through this management information system will allow the Angus Employability Partnership to further support the people of Angus by providing a coordinated response to employability in Angus.

2. BACKGROUND

2.1 THE ANGUS EMPLOYABILITY PARTNERSHIP

   The Angus Employability Partnership, as a sub group of the Angus Economic Development Partnership, was formed in 2010 and consists of the partners identified below:

   - Scottish Government
   - Angus Council (across all six departments of the council)
   - NHS
   - Angus College
   - Angus Association of Voluntary Organisations (AAVO)
   - Skills Development Scotland
   - Job Centre Plus
   - Volunteer Centre Angus
   - Careers Scotland
   - Dundee & Angus Chamber of Commerce
   - Federation of Small Businesses

2.2 In its broadest terms the Partnership has the remit “to facilitate, support and coordinate the provision of employability services in Angus” and offers strategic direction to the delivery of employability services in the area. It also feeds into a number of outcomes contained in the Single Outcome Agreement for Angus.

2.3 One of its key priorities includes the procurement of a management information system (MIS) to track a client’s journey back into employment on behalf of the Partnership.

3. PROCUREMENT OF THE MANAGEMENT INFORMATION SYSTEM

3.1 In acquiring the management information system the department chose a two stage procedure initially going out with a pre-qualification questionnaire then choosing the 4 most economically advantageous bidders to go through to the invitation to tender. From this process Hanlon Software were selected as the contractor of choice.
3.2 Key elements and benefits of utilising the system include:

- **Organisation & Users** – For the purpose of this tender 5 users were initially selected to use the system with scope for adding more users in the future.
- **Client Support** - The system had to have capacity to support up to 1,500 cases immediately and 3,000 cases across Angus over the next 3 years. These consist of clients that are actively engaged with providers. The system also has the capacity to make clients inactive thus ensuring that the system is real time and reflects the on-flow and off-flow of clients.
- **Ongoing Support** – this was predominantly with regards to the technical requirements initially and throughout the use of the system.
- **Requirements and Specification** – this included all of the fields required by partners.
- **Reporting Requirements** – This included the ability to pull off customised and generic reports showing the results from each provider and areas of progression.
- **Technical Requirements** – Included the specification for the system in order for it to be used by all partners on their own systems.
- **Security Requirements** – Included data protection and the need for a secure and reliable network.
- **Partnership working** – utilising this system will not only enhance the quality of support provided to clients, but will ensure that employability providers work more closely together to ensure that the correct support and resource is used to target support.

4. **PROPOSALS**

4.1 As a key development for the Angus Employability Partnership (AEP) the implementation and progress of the management information system will be monitored throughout the year and progress of partners reported back through the AEP. Tracking the journey of clients in Angus will not only highlight areas of good practice but will provide a framework for continuous improvement in Angus with regards to employability.

4.2 5 agencies have been identified to utilise the system: Towards Employment Team, Volunteer Centre Angus, Angus Council Training Services, Angus Council Supported Employment Team and Community Learning and Development. Within this profile there are 26 staff identified as users of the system. As funding was secured from a mix of funding sources all costs outlined in the project brief can be met. Any additional services required from partners need to be met by the organisation requesting the service. After the first three years all ongoing costs will need to be funded by those organisations utilising the system.

5.0 **FINANCIAL IMPLICATIONS**

5.1 The Angus Employability Management Information system was put out for tender on 24th December 2010 with an estimated contract value of £40,000. The final contract value was £31,628.50 (this includes the first 3 years maintenance costs) and is split as follows:-

<table>
<thead>
<tr>
<th>Bidder Name</th>
<th>Item Description from Pricing Schedule</th>
<th>Evaluated Contract Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>HANLON SOFTWARE SOLUTIONS</td>
<td>Technical Requirements – outline the costs associated with the software</td>
<td>£8,500.00</td>
</tr>
<tr>
<td></td>
<td>26 users (includes sites licenses)</td>
<td>£11,235.00</td>
</tr>
<tr>
<td></td>
<td>Support until March 2012</td>
<td>£3,964.50</td>
</tr>
<tr>
<td></td>
<td>Support from March 2012 - 2014</td>
<td>£7,929.00</td>
</tr>
<tr>
<td><strong>TOTAL COST</strong></td>
<td></td>
<td><strong>£31,628.50</strong></td>
</tr>
</tbody>
</table>
5.2 Funding for this system is contained within existing budgets and costs will be shared as follows:-

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Towards Employment Team (formerly Fairer Scotland Funding)</td>
<td>23,700</td>
</tr>
<tr>
<td>Scottish Government</td>
<td>7,929</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>31,629</strong></td>
</tr>
</tbody>
</table>

5.3 All agencies signed up for use of the system have full access to the system under the cost parameters outlined above. Should any additional costs be identified then each organisation will be responsible for meeting these costs.

5.4 Approximately £23,700 of the total cost was met within the 2010/11 financial year with the remainder being split over 2011/12 and 2012/13. Table 1 below summarises the financial position:-

Table 1 – Summary of Financial Position

<table>
<thead>
<tr>
<th></th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>23,700</td>
<td>3,964</td>
<td>3,965</td>
<td>31,629</td>
</tr>
<tr>
<td>Funded by:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Towards Employment Team</td>
<td>(23,700)</td>
<td></td>
<td></td>
<td>(23,700)</td>
</tr>
<tr>
<td>Scottish Government Grant</td>
<td>(3,964)</td>
<td>(3,965)</td>
<td></td>
<td>(7,929)</td>
</tr>
</tbody>
</table>

6. EQUALITIES IMPLICATIONS

6.1 The issues dealt with in this report have been the subject of consideration from an equalities perspective. An equalities impact assessment is not required.

7. HUMAN RIGHTS IMPLICATIONS

7.1 There are no Human Rights implications arising from this report.

8. SINGLE OUTCOME AGREEMENT

8.1 This report contributes to two of the fifteen local outcomes contained within the single outcome agreement for Angus. The outcomes include:
- Angus residents are well equipped for employment.
- Multiple deprivation in Angus is minimised.

9. CONSULTATION

9.1 The Director of Social Work and Health, Director of Education, Head of Law & Administration and Head of Finance have been consulted in the preparation of this report.

10. CONCLUSION

10.1 The procurement of a management information system will allow Angus Council and partners to track the progress of clients, identifying good practice and gaps in services, giving an overview of the local area and being responsive and flexible to meet the areas requirements.
NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

ECDEV/DV/FC/FM
17 March 2011