



Author/Lead Officer of Report: Nicola Rust

Tel: 07753904620

Report of: Jayne Ludlum/Laraine Manley

Report to: Cllr Julie Dore

Date of Decision: 30 January 2017

Subject: Replacement case management system for CYPF and Communities Social Care

Is this a Key Decision? If Yes, reason Key Decision:-	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
- Expenditure and/or savings over £500,000	<input checked="" type="checkbox"/>	
- Affects 2 or more Wards	<input type="checkbox"/>	
Which Cabinet Member Portfolio does this relate to? Communities and CYPF		
Which Scrutiny and Policy Development Committee does this relate to?		
Healthier Communities and Adult Social Care and Children and Young People and Family Support		
Has an Equality Impact Assessment (EIA) been undertaken?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
If YES, what EIA reference number has it been given? 1156		
Does the report contain confidential or exempt information?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-		
<i>"The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended)."</i>		

Purpose of Report:

This report has been developed from the Whole Family Case Management Project currently being undertaken and covers the approach to the delivery of Social Care for both CYPF and Communities and how this is best undertaken to ensure the optimum performance for the Council and the delivery of Services to some of the most vulnerable in our society.

The specific purpose is to achieve a delegated authority to Laura Pattman, Director of Business Strategy (interim) Communities Portfolio to approve the contract with the preferred supplier for the replacement case management system for social care.

Recommendations:

The Leader is recommended to:

1. Note and affirm the officer decision made in accordance with the Leader's Scheme of Delegations to procure a replacement case management system for children and adults social care
2. Agree that the procurement is completed within the agreed project timescales (February 2017) to ensure that a solution can be implemented prior to the existing supplier contract end date on 31/03/18
3. Delegated authority to award a contract to the preferred supplier to Laura Pattman, Director of Business Strategy (interim) for Communities

Background Papers:**Outline Business Case**

Lead Officer to complete:-		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	Finance: Liz Gough
		Legal: Sarah Bennett
		Equalities: Liz Tooke
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	EMT member who approved submission:	Jayne Ludlam
3	Cabinet Member consulted:	Cllr Cate McDonald and Cllr Jackie Drayton
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Decision Maker by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	Lead Officer Name: Nicola Rust	Job Title: Lead Project Manager
	Date: 6/12/16	

1. PROPOSAL

- 1.1 The contract for the current IT system that supports children's and adults social care expires in March 2018. The Council is using the LASA procurement framework to re-procure a solution that is fit for purpose as a commonly recurring item. The Council is not legally required to procure a system, however statutory social care frameworks set out requirements for appropriate and secure management of cases, customer data and the need for statutory reporting. Due to the number of customers who require social care intervention, the above would not be able to be achieved without replacing the current ICT solution. The implementation of the solution and migration of data from the existing solution is complex and requires at least 1 year to complete. We therefore need to ensure that a preferred supplier is identified early in 2017 and a contract award is made in Q4 2016/17.
- 1.2 The project Sponsor, Laura Pattman, took the decision to progress the procurement via the framework, in line with the recommendation of the Whole Family Case Management (WFCM) Board, as an officer decision in accordance with the Leader's Scheme of Delegations as a contract for a 'commonly re-occurring item'.
- 1.3 We understand that the Leaders Scheme of Delegation is currently being reviewed and that one of the recommendations will be that you consider a more restrictive definition of commonly re-occurring items. If the definition changes, the decision to award the contract for the case management system may no longer be able to be taken by the Sponsor as an officer decision.
- 1.4 As this is a critical system underpinning high risk services there is a need to gain certainty on the delegated authority so that the procurement can be progressed in a timely manner.

2. HOW DOES THIS DECISION CONTRIBUTE ?

- 2.1 The Case Management system currently used in both CYPF & Communities social care has been superseded by a new product brought to the market by the existing software supplier.

Communities and CYPF Portfolios both use the existing solution as their primary internally facing Case Management system for Social Care. An assessment of the future roadmap for the existing product has determined that supplier support for the product is set to diminish due to the introduction of the new product offering, which was launched in April 2016. Whilst there is no firm indication of when the product will no longer be supported, it is felt that the risk is too great to do nothing at this stage and preparations should start to plan an alternative solution. The contract

with the existing supplier is due to finish in March 2018.

Whilst the primary driver is the future of the product and the need to sustain an IT capability to support business need, the driver for change presents opportunities to improve the current capability, decrease costs and consider tackling issues with the wider Case Management landscape around social care.

The WFCM Sponsor agreed to commence the Procurement as there is significant complexity and therefore time with introducing a new solution and migrating data from the old solution before the existing contract ends. The rationale for this was that it would be seen as a commonly re-occurring item under the current Leaders Scheme of Delegation.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 There has not been external consultation as this is currently viewed as a commonly re-occurring item i.e. the re-procurement of an internal Case Management system for social care. There is no statutory requirement to consult. However, the systems users from social care and back office services have been involved in requirements gathering for the new systems and in evaluation activity for the potential suppliers.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

- 4.1 Equality of Opportunity Implications
Social care and support staff are currently required to use the existing ICT solution. We have gathered requirements from over 200 staff to determine what is needed in the new solution. Staff have also been consulted on the problems that they have with the existing solutions and this feedback has been turned into 'User Experience' requirements which staff are now supporting in the evaluation phase of the Procurement. This should mean that the systems elements of their jobs will become easier / allow for improved efficiencies in future.
Customers of social care may also benefit as there is the potential in the future to offer electronic self service to those social care customers that would prefer to use this channel.

4.2 Financial and Commercial Implications

- 4.2.1 It is anticipated that the new solution will cost between £1,600,000 and £1,900,000 over 6 years plus staff implementation costs which will be determined once the preferred supplier is appointed. This should deliver financial savings over the 6 year term based on the current ICT costs and a preferred supplier decision will be made only if it is financially viable.

4.3 Legal Implications

- 4.3.1 The LASA framework is being followed. This enables the Council to comply with legislative requirements and the requirements of Contract Standing Orders. If we do not re-procure a new solution, we will be unable to fulfil our statutory reporting duties.

4.4 Other Implications

- 4.4.1 Staff roles may change as a result of implementing a new ICT solution. Any implications will be managed using the Council's Human Resources processes, where appropriate.

5. **ALTERNATIVE OPTIONS CONSIDERED**

- 5.1 There is no 'do nothing' cost neutral decision. The existing solution would require significant investment to upgrade it for use beyond March 2018. The current solution is not appropriate for modern working methods required by social care to help them to improve outcomes for children, families and adults. Therefore, simply refreshing the existing contract is not appropriate. In addition, the existing product is unlikely to be upgraded by the supplier as they have introduced a new product.

6. **REASONS FOR RECOMMENDATIONS**

- 6.1 The reason we are re-procuring this ICT solution via LASA frameworks is because the current contract is due to expire and the existing ICT solution is no longer fit for purpose. There are three outcomes expected from implementing a re-procured ICT solution. The first is a reduced overall cost of the ICT solution including support and maintenance over the term of the contract. The second is to improve performance efficiency due to having a solution that is easier to use and that has more automation built in. The third is improved quality of data held in the system and the ability to report and identify where improvement is required. Improving quality would also improve regulatory inspection ratings
- 6.2 As this is a critical system underpinning high risk services there is a need to gain certainty on the delegated authority so that the procurement can be progressed in a timely manner.