



Report to Policy Committee

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Report of: *Meredith Dixon-Teasdale, Strategic Director of Children’s Services*
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Report to: *Education, Children and Families Policy Committee*

Date of Decision: *18th March 2024*

Subject: *Commission of Social Care Case Management System*

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? (2566)				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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:-				
<p><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“The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended).”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></p>				

Purpose of Report:

This report sets out the importance of the Social Care Case Management System and seeks approval to Commission a Social Care System in order to ensure service continuity.

This report also sets out the estimated costs of the system over the maximum contract period.

Recommendations:

That the Education, Children and Families Policy Committee approves the commission of a Social Care Case Management System from an external provider for a period of up to 8 years and estimated value of £3.1 million.

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: <i>Kayleigh Inman / Kay Handley</i>
		Legal: <i>Richard Marik</i>
		Equalities & Consultation: <i>Bashir Khan</i>
		Climate: <i>Dominic Sleath</i>
	<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	SLB member who approved submission:	<i>Meredith Dixon-Teasdale</i>
3	Committee Chair consulted:	<i>Cllr Dawn Dale</i>
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 Committee by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	Lead Officer Name: <i>Dominic Sleath</i>	Job Title: Head of Service, DI&ICT
	Date: 6/3/2024	

1. PROPOSAL

- 1.1 It is proposed that the Council commission a Social Care Case Management System (System) from an external provider for a period of up to 8 years and estimated value of £3.1 million.

Background

- 1.2 System C provide the current System (the Liquidlogic system). The software consists of the Adults System (LAS) and the Childrens System (LCS) along with an Early Help Module (EHM) as well as a finance system (ContrOCC). The system is hosted by the supplier in their data centres and accessed by Social Care staff in the Council.
- 1.3 The current contract for the Social Care Management System ends 4th May 2024.

Social Care System

- 1.4 The System facilitates the work of Social Care Services for Adults and Children and is used by over 3,000 Council Officers, covering 70 services.
- 1.5 The System is the Council's key Line of Business System for Social Care; it holds the records of every adult, child or young person accessing Social Care within the Council jurisdiction and deals with everything from Infant Feeding to End of Life support.
- 1.6 The System is vital for recording and reporting on the Council's statutory duties. It provides information for:
- Children in Need (CIN) census,
 - 903 Children Looked After (CLA) return,
 - Local Authority Designated Officer (LADO) annual report,
 - Short and Long Term Care (SALT) returns,
 - Client Level Data (CLD) returns,
 - Safeguarding Adults Collection (SAC),
 - Deprivation of Liberty Safeguards (DoLS) return,
 - Deferred Payment Agreement (DPA) return,
 - Adult Social Care Finance return,
 - Personal Social Services Carers Survey.
- 1.7 The System is essential for providing information to OFSTED and the Care Quality Commission, including pre- inspection data such as the Annex A.
The System enables functions such as Commissioning and Care Provision.

Commissioning of new Social Care System

- 1.8 To prepare for the end of the contract on 4th May 2024, the Council must commission a Social Care Management System to ensure service continuity - the sourcing of which will be managed by Commercial Services along with the service area input and IT on software requirements.
- 1.9 It is proposed that the new System must have similar capabilities as the current system as a minimum. However, the growth in the number of users over the years has meant that performance has suffered, therefore the system will need to have improved capacity to deal with these issues.
- 1.10 The new System will need to have the capability to meet the changing needs of the Service. The proposed commission of the new service also provides an opportunity to further develop Portal technology that enables professionals in partner organisations to access appropriate information and to enable clients to contribute to their own information.
- 1.11 It is therefore proposed that the Council commission a Social Care Management System from an external provider for a period of up to 8 years to May 2032, for an estimated value of up to £3.1m.

2. HOW DOES THIS DECISION CONTRIBUTE?

- 2.1 IT systems are now intrinsic to the efficient delivery of high-quality services.
- 2.2 The System enables the Council to meet its Statutory obligations and continue to provide high quality services in both areas of Social Care as well as enabling Commissioning of Care Services

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 The System is not used by Sheffield citizens, it is a back-office system used to manage critical functions of the Council.
If public facing Portal technology is introduced this will be one way of contacting the Council and consultation will take place.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

- 4.1.1 The Equality Act 2010 identifies the following groups as protected

characteristics: age; disability; gender reassignment; marriage and civil partnership (discrimination only); pregnancy and maternity (employment only); race; religion or belief; sex and sexual orientation.

4.1.2 The project team has drafted and will regularly update an Equality Impact Assessment (EIA), to ensure that any negative impacts are mitigated where necessary. This will include ensuring IT software is accessible for users and is compatible with any assistive technology users of the software may have. We will also look at including the use of plain language to mitigate any barriers for those using assistive technology or those where English may be a second language. It is paramount that IT changes made do not result in users being prevented from accessing services. We will also adopt ethical procurement standards as part of our tendering process.

4.1.2 The project will adhere to GDPR standards as we recognise the importance of this when retaining information about our residents of Sheffield. We also recognise this may affect some groups more than others, such as those who are known to us through safeguarding services.

4.2 Financial and Commercial Implications

4.2.1 The current contract is over the 5+2 year term and ends on 4th May 2024. All permitted extensions have been utilised therefore a new contract is required. Due to the proposed cost a new contract will be required to comply with Council Standing Orders and the Public Contract Regulations 2015.

4.2.2 The current budget for Liquid Logic, held within ICT and Digital Services is approx. £225k per year. The new contract is expected to cost approx. £100k more than this per annum, largely due to additional hosting capacity, infrastructure improvements, plus inflationary uplifts.

4.2.3 For 24/25 the additional cost will be mitigated within the ICT and Digital Services application budget by savings expected on other core ICT applications. From 25/26, the pressure will need to be considered by both Adults and Children's Directorates as part of Business Planning.

4.3 Legal Implications

4.3.1 The Council has a variety of powers and duties in relation to the care of adults and children under legislation including the Care Act 2014 and the Children Act 1989.

4.3.2 The commissioning of the services in this report will go some way to incidentally fulfilling these powers and duties.

4.3.3 The contracting arrangements proposed in this report are permitted by the Local Government (Contracts) Act 1997.

4.4 Climate Implications

- 4.4.1 The main impact on CO2 emissions arises from Data Centre processing. There are only a handful of suppliers in the market, and as such we would not expect there to be a significant difference in carbon footprint. We will review climate implications at the point of tendering with the third party.
As this will be a contract for IT software rather than service delivery the CO2 emissions will be minimal as the software will be managed remotely and periodic account meetings typically via internet and occasionally face to face.

4.4 Other Implications

- 4.4.1 None.

5. **ALTERNATIVE OPTIONS CONSIDERED**

5.1 **Do nothing.**

The Council requires a Case Management System for Social Care to deliver statutory services. Do nothing means that the current contract ends on 4th May 2024 and there will be no software provision. This is not a viable option – the council must have a system in place to execute its duties.

5.2 **Develop our own system.**

This would be a significant undertaking, requiring skills and resources that the Council does not have. Those resources would have to be retained for future updates and functional changes as statutory requirements and business needs changed.

The Council would also have to consider storage and retention of data. Security and role-based access would need to be managed.

5.3 **Further extend existing contracts.**

This is not an option as all available contract extensions have been utilised.

6. **REASONS FOR RECOMMENDATIONS**

- 6.1 This commissioning decision will enable the Council to commence Commercial activity for a new contract commencing from 5th May 2024 for a maximum duration of 8 years.

- 6.2 This commission will also ensure:

- The continuance of a software solution to manage the Council's key Line of Business System for Social Care.
- The Council meets its statutory duties.
- Back-office functions can continue.