PART A - Initial Impact Assessment

Proposal Name: Commission of Social Care Case Management System

EIA ID: 2566

EIA Author: Dominic Sleath

Proposal Outline: In 2017 the Council Carried out a procurement exercise to replace its Social Care System. The Liquidlogic system was selected. The contract had a term of 5 years with the option to extend by 2 years. This option was exercised in 2022. The service will come to an end on 4th May 2024. That the 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 £2.5 million.

Proposal Type: Budget

Entered on QTier: No

QTier Ref: #

Year Of Proposal: 24/25

Lead Director for proposal: Meredith Dixon-teasdale

Service Area: TBD

EIA Start Date: 30/01/2024

Lead Equality Objective: Break the cycle and improve life chances

Equality Lead Officer: Bashir Khan

Decision Type

Committees:	Policy Committees

Portfolio

Primary Portfolio:	Adults and Childrens Social Care - TBD
EIA is cross portfolio:	Yes
EIA is joint with another organisation:	No

Overview of Impact

Overview Summery:

As this is a system replacement project, we must ensure that during requirements gathering, development, testing and training accessibility is given due consideration. As part of any procurement exercise, the preferred supplier must adhere to a range of non-functional requirements and standards relating accessibility and compatibility with assisted technology. For our own staff, it is important that any replacement software remains accessible and accommodates system

- users with specific requirements. This should be a continuation (and hopefully enhancement) of current standards. It is important that a comprehensive support package is offered to staff to ensure they can effectively use the system. The project team will listen to feedback during user acceptance testing, and seek to address user experience issues should they be raised. We shall also seek to provide additional/tailored training to users with specific system issues when required. For the public, it is also not envisaged that there would or should be significant customer facing changes. We will however, test user experience before the system go-live, to ensure the system is accessible and can be navigated by the user. The project team will also explore modifications if issues arise. The system may in the future offer portal technology for online interaction. We will ensure that other channels remain

available, such as telephone contact, so that citizens can continue to access services and do not become a victim of digital exclusion. We will look closely at user accessibility issues including the use of plain language to mitigate any barriers (ie those using assisted 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. As a final comment, we will also adopt ethical procurement standards as part of our tendering process.

Impacted characteristics:

- Care Experienced
  Carers
  Disability
  Health
  Age
  Other

Consultation and other engagement

Cumulative Impact

Does the proposal have a cumulative impact:

No

Impact areas:

Initial Sign-Off

Full impact assessment required:

No

Review Date:

30/01/2024

Action Plan & Supporting Evidence

Outline of action plan:

Action plan evidence:

Changes made as a result of action plan:

Mitigation

Significant risk after mitigation measures:

Outline of impact and risks:

Review Date

Review Date: 30/01/2024