

CABINET

2 SEPTEMBER 2014

GATEWAY 5 CONTRACT MANAGEMENT REPORT: INTEGRATED SOCIAL CARE SYSTEMS

Portfolio Holders: Councillor Brake, Adult Services
Councillor O'Brien, Children's Services

Report from: Barbara Peacock, Director of Children and Adults

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SUMMARY

This report reviews progress of the contract currently delivered by Corelogic Limited for Frameworki and recommends that Cabinet exercise the option to grant a 1 year extension available for this contract.

1. Budget and Policy Framework

- 1.1 This procurement was within the Council's budget and policy framework.
- 1.2 The Integrated Social Care System allows both Children and Adult Services to capture details of an individual and their family's needs. Practitioners can form a better picture of a child or adult's care and support requirements and to meet these in ways that are meaningful and impactful for the individual in their family context.
- 1.3 The needs of carers are clearer when viewed in the round, e.g. caring for children or young people and any elderly parents or relatives. Risk assessment and safeguarding practice benefit from this holistic picture and the connections between people. Transition from Children to Adult Services is also better supported by one electronic case record that includes relevant history and progresses the journey with people.
- 1.4 In terms of future proofing, with legislative changes such as the Care Act and Children & Families Act, the software provider chosen is part of the national network of key strategic providers engaged in research

and development to ensure we and other Local Authorities can implement the legislative changes successfully.

2. Background

- 2.1 This contract meets the Council's obligation to have an Electronic Social Care Record (ESCR) for every User of its Children and Adult Social Care Services.
- 2.2 An ESCR is a fully electronic record of all relevant information about a service user, including assessments, needs, correspondence, service providers, reports and care plans.
- 2.3 Medway Council's social care system allows the directorate to access data that is a vital part of their working procedures. It holds all the relevant information that is required by most teams within the Children and Adult's directorate and users in the divisions can view specific parts of the data.
- 2.4 Children's Social Care is heavily regulated and an unannounced inspection in 2011 indicated that the children's social care system at that time was an area for development. Similarly in adult's social care there were some significant limitations in the functionality of the system with payments to clients regularly disrupted by
- 2.5 As a result of this the re-provision of an effective social care electronic recording system was considered vital as the continued use of the current systems represent a significant risk to the council as a whole.
- 2.6 The council awarded a contract to Corelogic Limited for Frameworki in July 2012 using the Government Procurement Service's 'Local Government Software Application Solutions' framework. The contract was granted for an initial period of 2 years with the ability to extend for up to a further 5 years on a year by year basis.

3. Funding/Engagement from External Sources

- 3.1 Details of funding sources is contained within the **Exempt Appendix** that accompanies this report.

4. Statutory/Legal Obligations

- 4.1 Medway Council has a statutory obligation to provide social care for vulnerable Children and Adults in Medway who meet the relevant thresholds. Being able to record information about the Service User, ensuring they are safe and in receipt of appropriate services is vital. The Electronic Social Care Record provides this facility and enables the volume and nature of the work involved to be recorded. It provides data for statutory statistical returns on National Indicators to the DfE and DOH. It meets the reporting requirements of the regulator, Ofsted as required by the inspection framework.

5. Business Case

5.1 Procurement Project Outputs / Outcomes

The following procurement outcomes/outputs identified as important at Gateway 1 to the delivery of this procurement requirement and identified as justification for awarding the contract at Gateway 3, have been appraised in the table below to demonstrate how the procurement contract and corresponding supplier(s) has delivered said outcomes/outputs.

Outputs / Outcomes	How was success measured?	Who measured success of outputs/ outcomes	When was success measured?	How has contract award delivered outputs/outcomes?
1. Successful appointment of supplier to deliver required solution based on specification and business requirements identified	Successful procurement of required application that meets the needs of Children & Adults Services.	Social Care Systems Project Board, Social Care Systems Operational Group, Finance Monitoring Group and ICT.	As soon as the new system is operational it will include the monitoring and reporting requirements set out in the Implementation Plan.	<p>The evaluation carried out by members of the Social Care Systems Project Board, Social Care Systems Operational Group, Finance Monitoring Group and ICT, determined that the application met the needs of the directorate on both quality and cost.</p> <p>The application provides an integrated case management and finance solution for both Children and Adults. This includes statutory and standard performance management reports.</p>
2. Successful appointment of supplier who can deliver agreed solution	Successful procurement of required application that meets the needs of Children & Adults Services.	Social Care Systems Project Board, Social Care Systems Operational Group and Finance Monitoring Group	Monitored throughout Implementation to an agreed project plan and close working with the supplier	<p>The supplier worked closely with the implementation team to create a project plan that would enable both parties to deliver the solution within agreed timescales.</p> <p>Delay to the implementation of the ASC module was due to the quality of finance</p>

within agreed timescales		and ICT.		data in the system and the supplier provided advice and guidance on dealing with these to ensure migration was successful.
3. Successful delivery of application that meets the needs of the Children's & Adults directorate.	The system Implementation plan will include evaluation with all key stakeholders at key points of implementation to ensure that the new system is meeting the needs of the directorate	Social Care Systems Project Board, Implementation Project Group (to be set up), Social Care Systems Operational Group and Finance Monitoring Group and ICT.	Monitored throughout the process by close working relationship with the successful supplier through the life of the implementation.	The supplier worked closely with the implementation team and held numerous workshops with key stakeholders to demonstrate the system and describe how it met business needs for the directorate as a whole but for specific areas of work. During the finance configuration, the supplier spent time both face to face and by email/telephone with the implementation team supporting the configuration and data migration.

6. Risk Management

The following risk categories have been identified as having a linkage to the procurement contract at this Gateway 5 stage.

1. Risk Category: Legal	Likelihood: A	Impact: II
Outline Description: Local authorities have a statutory duty to hold electronic social care records. Without continuation of the contract the provider of the application will not be accessible to resolve issues or problems which could lead to interruptions in service.		
Plans to Mitigate: Continuation of the existing contract for the current social care records system to ensure service continuity.		

7. Contract Appraisal/Permissions Required

7.1 Contract Appraisal

7.1.1 Moving to a system based on the use of ESCRs was intended to increase operational efficiency and minimise the amount of time spent on recording unnecessary client information. It needed to support social work/care management and give professionals the time and power to be responsive and make a difference to their clients' life within the existing resource envelope. It was also intended to improve the authority's ability to report on performance and make accurate payments to social care providers.

7.1.2 With that in mind the key outcomes of the specification were:

1	A system that effectively supports the business processes defined by the Council without the need to replicate, create or store information on local drives or in paper files	This has been met
2	Effective caseload and performance management by managers without the need to create additional datasets	This has been met
3	Increased staff satisfaction with the system	The system has been well received by the majority of social care professionals.
4	Accurate and timely payment runs and elimination of the need for manual checks through effective interfacing with the corporate finance system	This has been partially met as it was agreed to phase this implementation
5	Meeting of statutory reporting requirements without additional report creation	This has been partially met. ASC went live mid-year determining that data had to be produced from the previous system. This will be resolved for the next reporting cycle.
6	Flexibility to adapt to changing requirements (e.g. Munro, health integration)	Frameworki now being used to meet requirements within other areas of the directorate not just social care. The C&A Systems Support Team are now proactively offering solution options to teams using other systems making the most of Frameworki and streamline information storage across the council to fewer systems

7	Increasing numbers of people self-serving	The portal element will allow service users to fill in self assessments online which feed directly into Frameworki records. The changes in respect of SEND has determined that the portal could be used for the Local Offer and the C&A Systems Support Team are currently gathering requirements across the directorate to determine what other divisions can use the portal to make it a far more effective solution.
8	Greater levels of automated information exchange with the systems of partner organisations	Frameworki will be produce specific information linking to the Child Protection – Information Sharing system (NHS England) allowing data regarding vulnerable children to be shared and updated automatically. A project plan is being developed to determine the way forward/timescales for this project
9	The support of new service delivery models (e.g. external partners acting on the Council's behalf having the ability to record and view information on the system)	This is happening with local SureStart Children's Centres. Work is taking place to provide access to the system for Safeguarding Nurses, Health Visitors and for Mental Health Clinicians. The technical aspect of providing access to Medway council's network is being investigated by ICT.
10	Value for money in the short and long term.	Collation of data is now more effective than before with improvements in reporting being enhanced and sharing of key information across the council and with other appropriate bodies. This procurement has represented value for money.

8. Contract Management

8.1 Contract Management

- 8.1.1 Day to day management of the system is undertaken by the Children and Adults System Support Team managed by the Social Care Systems Manager.
- 8.1.2 The on-going support and maintenance agreement with Corelogic includes access to a Customer Account Manager, who provides advice and guidance on new requirements or implementations of functionality, some on-site second line support and support for prioritisation of issues, attendance at Project Boards or general meetings.

8.1.3 Also included is the membership of Corelogic's Customer User groups, which include but are not limited to:

- Adults, Finance and Children's Strategy Groups.
- Reporting Groups
- National User Group

8.1.4 An annual environment health check is carried out once a year, where the supplier attends the customer site and conducts an assessment of the Framework environment and ensures it is "tuned" to the best possible performance in the authority's environment.

8.1.5 Monthly meetings take place between the Account Manager and Children and Adults System Support Team to review and address any issues with service delivery and contract performance.

9. Consultation

9.1 Internal (Medway) Stakeholder Consultation

9.1.1 As part of this procurement project, consultation took place with the following stakeholders in order to aid the contract management process.

Social Care Systems Board
Commissioning
Finance Monitoring Group
Performance monitoring hub
Project Manager
ICT
Systems Support.

9.2 External Stakeholder Consultation

9.2.1 No external stakeholder consultation took place to aid the contract management process.

10. Service Comments

10.1 Finance Comments

10.1.1 The procurement requirement and its associated delivery (as per the recommendations at Section 12) will be funded from existing revenue budgets once the current costs of maintaining Care Director and Raise have ceased.

10.1.2 Further detail is contained within the Exempt Appendix that accompanies this report.

10.2 Legal Comments

10.2.1 The terms of the contract which the Council entered into allow the Council to extend the contract on a year by year basis, up to a total of 5 extensions, totalling 5 years.

10.2.2 As this procurement was designated a High Risk procurement by the Monitoring Officer in consultation with Procurement Board on 3 August 2011, a Gateway 5 report to Cabinet is required and the decision to extend the contract for a further year is a decision for Cabinet under the Council's Constitution.

10.2.3 On 13 August 2014 the Deputy Monitoring Officer in consultation with Procurement Board, agreed that this procurement should be re-categorised as Medium Risk. This means that no further Gateway 5 reports will be made to Cabinet and that Cabinet approval will not be required to further extensions of the contract in accordance with its terms.

10.3 TUPE Comments

10.1 Not applicable

10.4 Procurement Comments

10.4.1 This procurement was completed through use of the Local Government Software Application Services framework within the Buying Solutions' framework agreement. The Local Government Software Application Services framework is a compliant EU framework set up by the GPS and it is accessible to public sector organisations such as Medway Council.

10.4.2 The value of the contract was above the EU procurement threshold of £172,514.

10.4.3 The current contract has expired but the Council is currently progressing under an implied contract, subject to Cabinet's approval of an extension.

10.5 ICT Comments

10.5.1 ICT work closely with the Social Care Systems Manager, and there are no specific IT issues to raise in addition to those already in the report.

11. Procurement Board

11.1 The Procurement Board considered this report on 13 August 2014 and supported the recommendation set out below.

12. Recommendation

- 12.1 That Cabinet approves the grant of an extension to the contract of one year and notes that future extensions may be granted under delegated authority in the Council's Constitution without a further report being made to Cabinet.

13. Suggested Reasons for Decision

- 13.1 The Council's need for, and obligation to provide, an adequate social care records system will remain into the long term. The current system Frameworki is operating well with no major issues of concern to report.

LEAD OFFICER CONTACT

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BACKGROUND PAPERS

The following documents have been relied upon in the preparation of this report:

Description of Document	Location	Date
Gateway 1 Procurement Commencement: Social Care Systems Acquisition	http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=8283	Report to Cabinet 6 September 2011
Gateway 3 Contract Award: Children and Adults Social Care Systems Procurement	http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=13745	Report to Cabinet 15 May 2012