Adult Social Care Scrutiny Commission

Date: 6th March 2014

Replacement of the Adult Social Care and Children's IT Application

Lead Director: Tracie Rees

City Mayor

1. Summary

1.1   The purpose of this report is to provide an update to the Adult Social Care Scrutiny Commission on the implementation of the new Liquidlogic and ControCC IT Applications, which replace the existing CareFirst IT system.

1.2   The new Liquidlogic IT Applications is a case management system and ControCC is a contracts and payments system for both Adults and Children's services.

1.3   The new applications will support over 1200 members of Social Care staff.

2. Recommendations

2.1 The Adult Social Care Scrutiny Commission is asked to note the work in progress to implement the new IT system.

3. Report

Background Information

3.1   Leicester City Council (LCC) is in the process of replacing the CareFirst IT Application, following a procurement exercise in 2013. The existing contract expires in December 2014 and work is in progress to implement the new systems by the end of April 2014.

3.2   The implementation of the new system is overseen by a Programme Board, which consist of senior officers from Adult Social Care and Children's services and progress is reported to the Council's Programme Monitoring Office.

3.3   A seven year framework contract was awarded to Liquidlogic on 1st February 2013 following a formal tendering exercise to replace CareFirst to meet the needs of Adults and Children's Social Care. The system includes a payments function called ControCC (from Oxford Computing Consultants), also to be implemented as part of the contract in April 2014.

<u>Benefits</u>

3.4   The benefits of the new Liquidlogic application will help future proof the organisation enabled through the advances of more modern intuitive technology which is both user friendly and can flex to support new initiatives and legislation, including the new Care Bill and integration agenda with Health. Benefits include:

- Safeguarding Clients and Service Users through more modern and user friendly technology enabling our social care teams to spend more of their valuable time where it's needed by reducing time spent at the computer.

- Meaningful Information through better reporting capability informing social care practice, managing resources and commissioning services.

- Improved Communication providing a more seamless service as we work more closely with other services such as Health.

<u>Governance Arrangements</u>

3.5   The project is being delivered by a Steering Group comprising of representation from; Adults and Children's services, Liquidlogic, ICT, Transformation, IT Application Support, and the Programme Management Team. The Steering Group reports to the Programme Board and an operational go-live team will ensure readiness for go-live.

3.6   The project so far has been delivered on time and to budget, including the successful implementation of the Electronic Rostering and Monitoring System, which supports the delivery of the Reablement Service.

3.7   There are a number of important challenges, which are being addressed:
Data migration
The Application Support Team has achieved 95% data quality through extensive work on this process work is in progress to complete the remaining 5% prior to go-live.

Financial payments
The payments system (ControCC) is still to be fully tested and some issues remain around 'fairer charging' and 'payment protection' which still require development by the supplier and LCC. Work continues with the supplier to ensure the issues are resolved prior to go-live.

Testing
The implementation of Liquidlogic includes four rounds of tests. This process enables LCC to localise the 'set-up' of the system ensuring it works as the Social Work Teams have configured the settings. Test round 4, still needs to be completed before go-live; to ensure the system and new processes work and will be reflected in the new system.

<u>Implementation</u>

3.8   The implementation of Liquidlogic and ContrOCC at LCC is due to be completed within the next six weeks for Children's services and eleven weeks for Adult Social Care.

3.9 Work has been in progress for a number of months to communicate the changes and benefits of the new system via a Communications and Information Plan, which includes demonstrations and presentations of the new Applications. A comprehensive Training Plan has also been developed to ensure that staff are trained to use the new system. This will be supported by floor walkers, suitable training material at both go live and post live and a help desk. Staff have also been involved in developing the functionality for the new Applications to ensure they have ownership of the systems that will deliver an improved case management system.

Future enhancements

3.10 With changes associated with the Care Bill, Capital bids have been made to enhance the Liquidlogic system further, such as a client portal for Adults Social Care and eCAF for early intervention (Children's) including support from the project team and supplier.

4. Financial Implications (Rohit Rughani)

4.1 The total project cost is approx. £2.8m of which £2.7m is secured and £0.1m is a bid to the Better Care Fund. This latter money would be used to improve joint working between Social Care and the NHS through better systems integration.

4.2 The table below shows the funding contributions of Adult Social Care, Children's Department and Corporate ICT. The capital funding is one-off and the revenue funding is ongoing.

Fig 1. Summary of CareFirst replacement funding contributions.

Capital Money		
1	Children's contributions	£650,000
2	Adults contributions	£650,000
3	eRMS (Adults)	£100,000
4	NHS/ASC Systems Integration	£100,000 – *to be confirmed*
5	Additional funds from Children	£238,330
6	Additional funds from Adults	£238,330
Revenue (recurring)		
7	Maintenance and Support (ICT)	£831,789

Total	**£2,808,449**

4.3   Further Capital bids have been submitted in 2014/15. If successful, these will support further developments to the system including a client portal for Adults, and various other enhancements such as eCAF for early intervention (Children's) including support from the project team and supplier. The bids total £1.27 million in 2014-15.

5   Legal Implications

5.1   Awaiting legal comments, although the procurement of the new systems was overseen by Legal Services.