

EAST RENFREWSHIRE COUNCILCABINET6 FEBRUARY 2020Report by Deputy Chief ExecutiveEXTENDED USE OF THE SOCIAL WORK CASE MANAGEMENT SOLUTION**PURPOSE OF REPORT**

1. The purpose of the report is to inform Cabinet on the planned extension of the use of the current Social Work Case Management Solution for a suitable period to allow the appropriate procurement of a replacement solution.

RECOMMENDATIONS

2. It is recommended that Cabinet approve this request for exemption from competition under Contract Standing Order 15ii use of special circumstances to award a contract with OLM for Carefirst to the value of £180,000 to cover the period 01/04/2020 to 30/09/2021. This will provide sufficient time for the national framework to conclude and to then integrate any system changes.

BACKGROUND

3. The Social Work Case Management Solution is the key solution within HSCP which allows for the recording and management of Client Information and Case Recording within all aspects of Social Work.

4. The solution has been in place for over 10 years and the version used is coming to end of its planned life span. The vendor is looking to cease development and support of this version in the next 2 years.

5. The solution supports the delivery of critical child and adult services including the assessment and delivery of care packages to the most vulnerable citizens including home care and financial management, and adult and child protection services. It is imperative that the solution remains in place, stable and supported through any procurement and replacement activity.

6. The time is now right to review the Social Work Case Management system. This has taken into account multiple considerations including the HSCP vision, strategy and opportunities for improving service delivery, National initiatives such as the project for improved Health and Social Care solution Integration, the strategic direction of technology and the industry readiness.

REPORT

7. The replacement of a Social Work Case Management Solution is a significant undertaking. Benchmarking has been conducted with other Local Authorities indicating that the expected completion timescale for solution replacement ranges between 2-3 years. This would allow for 12 months procurement, a 12 month implementation and 12 month contingency; that is available should it be required.

8. A substantial change requires significant departmental resource, and alignment with National initiatives to ensure that there is capacity and cohesion. This will form a fundamental part of the project, and requires sufficient time to ensure that the required activity is undertaken.

9. There will be a need for parallel running of the incumbent and newly procured solutions during the project implementation phase. This extension ensures that a controlled deployment is provisioned for, minimising the risk to the Council and providing resilience to the Service.

10. There is an emerging significant demand for digital, always-on accessible solutions, with user centred design and a modern approach to service delivery. This provision is not fully available as part of the current contract, therefore the extension is required whilst replacement activity is undertaken.

FINANCE AND EFFICIENCY

11. There has been departmental scrutiny of the associated financial spend, budget allocation and fitness for purpose of the solution.

12. A two year procurement process from Scotland Excel was intended to result in the publication of a framework for Social Care solutions, with an award in early January 2020.

13. On 16 January 2020 Scotland Excel formally confirmed that the award of this framework has been rescinded and the tender process will be restarted due to the issues with the previous tender process.

14. The Council will feed into any requests from Scotland Excel for information to support the re-tender exercise and will evaluate appointed Framework suppliers once published to identify the most economically advantageous supplier for the replacement solution.

15. The replacement of the solution will ensure that our future requirements are met under contract. At present there is a financial risk associated with the need for bespoke development due to emerging limitations of the solution as service delivery methods and mechanisms develop.

CONSULTATION

16. There has been significant input and consultation with the HSCP DMT, departmental stakeholders and ICT. This has allowed us to formulate the replacement proposal and programme that achieves the optimum outcome in a suitable timescale.

17. Legal services were consulted on the planned extension to this contract to allow time for the Scotland Excel Framework to become available and subsequent implementation work to take place.

PARTNERSHIP WORKING

18. There are limited opportunities currently identified however identification of Lessons Learned from other authorities and ongoing collaboration with the Scottish Local Government Digital Office, the relevant services will continue to explore opportunities.

IMPLICATIONS OF THE PROPOSALS

19. The continued use of the current solution is required to ensure that continuation of service and resilience for the service application, whilst the next generation solution is procured.

CONCLUSIONS

20. This approval for an extension is being sought to support the planned replacement of the Social Work Case Management Solution; ensuring suitable provisions are in place to support the transitional period. Providing stability for the critical business application throughout the programme, a sufficient contingency period allowed for to ensure success, and provision for continuity of service during a period of significant technical change.

RECOMMENDATIONS

21. It is recommended that Cabinet approve this request for exemption from competition under Contract Standing Order 15ii use of special circumstances to award a contract with OLM for Carefirst to the value of £180,000 to cover the period 01/04/2020 to 30/09/2021. This will provide sufficient time for the national framework to conclude and to then integrate any system changes.

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