

**Open Report on behalf of David O'Connor, Executive Director Performance and Governance**

Report to:	<b>Executive Cllr Kelly Smith, Portfolio Holder for Finance and HR</b>
Date:	<b>26 April 2013</b>
Subject:	<b>Case Management system replacement – stage 1</b>
Decision Reference:	<b>02163</b>
Key decision?	<b>No</b>

**Summary:**

The Council's current social care case management system no longer meets the Council's needs. As part of the preparations to replace it resources are required to complete the procurement exercise and to undertake process and data preparation for the implementation stage. The cost of the resource for this stage can be met by the commitment of £498,500 of unallocated ICT capital budget.

**Recommendation(s):**

That the Executive Councillor approve the allocation of £498,500 to complete the procurement for the replacement of the Council's current Social Care systems with a Corporate Case Management system and to undertake process and data preparations to minimise the post contract implementation timescale.

**Alternatives Considered:**

Not incurring the additional expenditure -

Investigations of the market and the current system has established that through a competitive procurement the Council could expect to obtain a system that is more up to date, better meets current Social Care business needs, provides greater flexibility for the on-going changing requirements of Social Care and Public Health and is less expensive to operate. Initial market testing has demonstrated that operating costs for a replacement system could be about 50% of current costs which indicates that market testing through formal procurement is worthwhile.

The current system is an out of date version and the cost of bringing the current system up to an appropriate operational level has been quoted at a cost that would seem to exceed a new system implementation; this needs to be formally tested through procurement. The Council does not have the appropriate resources to undertake this procurement and technical preparation without

incurring this additional expenditure.

**Reasons for Recommendation:**

To ensure the timely procurement and smooth implementation of a suitable system to cost effectively deliver flexible and efficient case management for the Council and enable shared working with partners.

**1. Background**

The Executive and Value for Money Scrutiny Committee have discussed the need to replace the current Social Care case management system and asked that a procurement exercise be undertaken to identify an appropriate system that will deliver flexibility, enabling working with partners, provide web access to clients, partners and providers in the most cost effective way.

Significant progress has been made in preparing the requirements specification and it is anticipated that the contract notice will be published at the beginning of May 2013. The requirements specification will need further work to prepare to issue the invitation to tender (ITT) and resource will be required to manage the procurement through evaluation to deliver a recommended contract and implementation approach to The Executive. It is anticipated that the procurement will be complete in time to make recommendations to the Executive by December 2013 (VFM Committee during November). During this period it is also planned to undertake preparatory work on business processes and data migration to reduce the delivery time of the new system; this work will need to be undertaken regardless of which system is selected and by doing this in parallel with the procurement will minimise the implementation timescale.

The resources to complete the procurement and undertake the business process and data migration preparations for the implementation stage are not funded in the currently approved budget, but can be accommodated within the unallocated capital budget.

The cost of the resource requirement to enable this prior work to be completed is £498,500.

This Report now seeks the Executive Councillors approval of the allocation of £498,500 to complete the procurement for the replacement of the Council's current Social Care systems with a Corporate Case Management system and to undertake process and data preparations to minimise the post contract implementation timescale.

The costs for the implementation project will be requested through a report to the Executive (following pre-decision scrutiny by the VFM Scrutiny Committee) following the procurement to seek approval to let a contract.

## **2. Conclusion**

The Council's current social care case management system no longer meets the Council's needs. As part of the preparations to replace it resources are required to complete the procurement exercise and to undertake process and data preparation for the implementation stage. The cost of the resource for this stage can be met by the commitment of £498,500 of unallocated ICT capital budget.

### **3. Legal Comments:**

The Council has the power to undertake the work for which the resourcing referred to in the Report is required. The decision is consistent with the Policy Framework and within the remit of the Executive Councillor.

### **4. Resource Comments:**

Funding is available within the ICT capital programme.

## **5. Consultation**

**a) Has Local Member Been Consulted? n/a**

**b) Has Executive Councillor Been Consulted? yes**

### **c) Scrutiny Comments**

The Value for Money Scrutiny Committee considered a report entitled "An Information System to support Social Care, Public Health and the changing shape of service delivery" at its meeting on 25 September 2012. The report highlighted the need for a new Social Care IT system and the process that would be undertaken to secure an appropriate system for future use.

**d) Policy Proofing Actions Required**

## **6. Background Papers**

Reports to informal Executive 18 September 2012 and to VFM Scrutiny Committee on 25 September 2012 (both papers are exempt under paragraph 3 of Schedule 12A because the report contains information relating to the business affairs of the Council and third parties which is confidential and commercially sensitive).

This report was written by Judith Hetherington Smith, who can be contacted on 01522 553603 or [judith.hetheringtonsmith@lincolnshire.gov.uk](mailto:judith.hetheringtonsmith@lincolnshire.gov.uk).