

KENT COUNTY COUNCIL – RECORD OF DECISION

DECISION TAKEN BY:
Cabinet Member for Adult Social Care

DECISION NO:
17/00068

For publication

Key decision

Affects more than 2 Electoral Divisions and expenditure of more than £1m

Subject: Adult Social Care Case Management ICT System

Decision: As Cabinet Member for Adult Social Care, I:

- a) **AGREE** to procure a replacement Adult Social Care Case Management ICT system; and
- b) **DELEGATE** authority to the Corporate Director of Adult Social Care and Health, or other nominated officer, to undertake the necessary actions to implement the decision

Reason(s) for decision:

- Expiry of contract of existing case management system in April 2019
- Expiry of contract for domiciliary provider payments system in October 2019
- Opportunities to achieve efficiencies and improve delivery of service to social care clients through implementation of modern workflow based social care case management system
- Requirement for system supporting open interface standards to facilitate integration with Health and support the Kent and Medway Sustainability and Transformation Plan

Financial Implications: There will be an initial capital cost of up to £6.5m to cover enterprise licences for the new software solution, implementation services (from the system supplier) and implementation project team (KCC and temporary contract resources). The expected ongoing revenue cost will be comparable to that for the current SWIFT/AIS system at approximately £0.35m for hardware and software support and maintenance but represents a significant improvement in functionality. There will be a one-off revenue pressure of approximately £0.73m in 18/19 and £0.22m in 19/20 due to the transition from the old to the new system, the need to parallel run the two systems for a short period of time and the cost of additional resources (staff and venues) to provide training to approximately 1800 staff.

Legal Implications: The procurement has been conducted as a Competitive Process with Negotiation in accordance with Kent County Council's financial regulations and 'Spending the Council's Money' guidelines.

Equality Implications: An initial Equality Impact Assessment has been undertaken. The only affected group will be staff with disabilities. Adherence to accessibility standards is a mandatory requirement of the procurement. Staff should be no worse off than currently and a new system may offer some improvements. The solution will be tested with the accessibility software used by staff as part of the implementation project.

Cabinet Committee recommendations and other consultation: The proposed decision was discussed at the Adult Social Care Cabinet Committee on 29 September 2017. Ms L Harris (Programme Manager for Adult Social Care Technology Enabled Change) was in attendance for the item.

- (1) Ms Harris introduced the report and said that the Council required a modern technology solution as the current system that was introduced in 2006 was no longer fit for purpose. The new system would provide the Council with the opportunity to make processes more efficient,

it supported integration with other systems, especially those under the STP in relation to Health, and introduced a new functionality that allowed people the ability to access their own care records and allowed more flexible ways of working.

- (2) In response to questions, Ms Harris said the following:-
- (a) Training would be provided as part of the implementation project. This would consist of both E-learning and classroom training
 - (b) the implementation programme would be delivered in two phases. The first phase would cover the replacement of the main case management system and include replacement of the Transaction Data Matching (TDM) system. The second phase would look at the integration of the case management system with other systems and enabling access to social care records for clients and/or their carers. Allowances had been made in the budget for the cost of integration. The new contract would be in operation for ten years to maximise the Council's investment, and
 - (c) the new system had already been implemented in another authority of similar size to Kent County Council and had proved to be efficient. The SWIFT contract would expire in April 2019 and the new Case Management system was expected to go live in January 2019. Suppliers had advised the Council that implementation of the system could be completed within the given timeframe. Mrs Tidmarsh added that a similar system was implemented within Specialist Children Services which had a positive impact on staff time.
- (3) RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care, to procure a new Adult Social Care Case Management ICT system and delegate authority to Corporate Director of Adult Social Care and Health, or other nominated officer, to undertake the necessary actions to implement the decision, be endorsed.

Any alternatives considered:

None available

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

NONE



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signed

10 October 2017
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date