

From: Matt Dunkley, Corporate Director of Children, Young People and Education

To: Cllr Susan Chandler, Cabinet Member for Integrated Children's Services

Decision No: N/A

Subject: Liquidlogic Contract Extension

Classification: Unrestricted

Past Pathway of Paper: N/A

Future Pathway of Paper: N/A

Electoral Division: All

Summary:

In 2012 KCC procured Liquidlogic to provide a case management system for children's social work services. Since the initial implementation in 2013 the scope and capacity has been developed across a range of other service areas, modules and portals.

This means that the two-year contract extension period now takes the overall contract value to over £1 million, requiring a key decision.

Recommendation(s):

The Cabinet Member for Integrated Children's Services asked to agree to a two-year extension period of the Liquidlogic contract.

Introduction

- 1.1. Liquidlogic's LCS system (named Liberi in Kent), was awarded in 2012, implemented in 2013 and went live in December 2013. This replaced the previous Capita ICS system.
- 1.2. The Liquidlogic suite has been added to extensively over the last six years and is used across all of children's social care, intensive early help, and disabled children's services. The current contract end date is March 2021.

2. System development since initial implementation

- 2.1. The Liquidlogic system has been extended significantly to create a complete system solution across Integrated Children's Services.

- 2.2. A series of workspaces have been added to Liberi to support specific areas of work that have their own key processes. These include the Legal, Missing, and Allegations workspaces. We are also reviewing whether a new workspace would be a good solution for recording within the Total Placement Service to better manage the interface for services to children in care.
- 2.3. In autumn 2015 we went live with the Early Help Module (EHM) following the creation of Early Help and Preventative Services. EHM and Liberi have a separate front end but share a database, and Linked Application Access (LAA) allowing users to move easily between different parts of the Liquidlogic suite without logging in more than once.
- 2.4. This expansion has now been developed across the Disabled Children's Service to record their work and cover their statutory requirements.
- 2.5. The previous Foster Payments System was replaced by ContrOCC, a financial system (and associated portal) which is now also fully embedded within Liberi. This was initially to enable payments to foster carers but has since been expanded to pay providers for placement costs, and there is ongoing development and expansion in this area to reduce manual payment processes and increase efficiency. We also have the Adults ContrOCC system embedded within LAS to facilitate payments within the Disabled Children's Service.
- 2.6. Following the successful implementation of EHM we developed a bespoke Troubled Families module which has been integral to our high performance on the Troubled Families programme and successfully gaining Earned Autonomy status from the MHCLG.
- 2.7. Mobile apps have been developed to work with Liberi and EHM to enable frontline workers to download key caseload information from the main system prior to family visits, enable input of key information offline, which can then be uploaded later once there is internet connectivity. These apps support flexible working for those staff that find them useful.
- 2.8. In the last year we have been working to improve the interface between our system and our partners, families and carers, through use of Liquidlogic's portals. We went live with the Delegation portal in June 2019, which replaced Virtual School Kent's ePEP system with schools. We are currently implementing the Children's Portal which will automate information flow into EHM at the Front Door when partners make Requests for Support for intensive early help and children's social work services. We are currently scoping future portal developments and building a development timeline based on service priorities.
- 2.9. SingleView is Liquidlogic's product for joining up information with other systems. We are currently testing the import and view of data from our other CYPE systems

that cover youth justice, education, tracking young people, children's centres and youth hubs.

3. Impact of system developments on contract value

3.1. When the procurement and contract award took place in March 2012 the total contract value was £800,000.

3.2. We are approaching the end of the first year of a two-year contract extension. As the extension includes the new developments within the system it takes us over the £1 million threshold.

3.3. It is essential that we maintain our case management system and recording and reporting capabilities across children's services. The current contract will end in March 2021 and we are already planning for the next contract award.

4. Equalities and Legal Implications

4.1 Equalities implications were considered as part of the original procurement and implementation process. This decision does not propose any change to current processing or recording. When tendering for the new contract in 2021 the EqIA will be updated as part of the decision-making process.

4.2 We are within the two year optional extension of the Liquidlogic contract, so this is within the remit of the contract that we have in place. When we award a new contract from April 2021, we will coordinate our plans with other strategic ICT developments in other Directorates.

5. Financial Implications

5.1 The two year contract extension is for ongoing annual software and maintenance of the existing system, to ensure it is still supported and KCC still receives the system upgrades required to meet our statutory responsibilities. These are revenue costs paid for by ICT Commissioning. There are no capital costs as the system has already been implemented.

5.2 We are seeking formal approval for the two-year contract extension as this means that the contract awarded in 2012 now exceeds the £1 million threshold.

5.3 The costs of the extension are: 2019-2020 extension = £151,194.11 and 2020-2021 extension = £155,906.72

6. Conclusion

- 6.1 The Liquidlogic suite of modules and workspaces have been expanded since 2013 to respond to the needs of children's services in Kent. The pathways and processes built into the system to support practice are well understood by the workforce, and in 2017 Ofsted endorsed that in Kent the system is well used with good data quality.
- 6.2 This positive development of the system now means that the contract extension period that we are in takes the overall contract value to above £1 million.
- 6.3 It is vital to ensure ongoing continuity and stability of the system, with appropriate support and maintenance in place, in order to continue to safeguard our most vulnerable children, and evidence our work with the children and families that we support.

Recommendation(s):

The Cabinet Member for Member for Integrated Children's Services is asked to agree to a two-year extension period of the Liquidlogic contract.

Background Documents: None

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