

From: Mr Roger Gough, Cabinet Member – Education and Health Reform

Mr Patrick Leeson – Corporate Director – Education and Young People’s Services

To: Education and Young People’s Services Cabinet Committee – 17 March 2016

Subject: Procurement of EYPS Systems

Key decision – Expenditure of > £1m for software, maintenance and hosting of new system(s) for a five year contract period.

Classification: **Unrestricted**

Past Pathway of Paper: None

Future Pathway of Paper: Cabinet Member for Decision

Summary:

There are a large number of IT systems and spreadsheets in use across the Education and Young People Services directorate. It should also be noted that all of the main EYPS systems are out of contract, which means that if KCC does nothing, it is at risk of legal challenge. The strategy is therefore to rationalise the current EYPS systems and spreadsheets into as few systems as possible. This will not only reduce ongoing support costs but will significantly improve the efficiency of staff. It should be noted that due to a number of systems out of contract – there is no ‘do nothing’ option. The alternative to this proposal is that KCC goes out to tender for a number of systems. This will be a long and time consuming process which leaves KCC open to risk of challenge for longer. Combining these requirements in a single tender is therefore also a more efficient procurement approach than tendering for them separately and will lead to a more efficient solution.

Recommendation(s):

The Education and Young People’s Services Cabinet Committee is asked to consider and endorse or make recommendations to the Cabinet Member for Education and Health Reform on the decision to award contract(s) for the EYPS Systems Refresh programme following completion of the procurement process for the provision of the EYPS business systems.

1. Introduction

- 1.1 There are a large number of IT systems and spreadsheets in use across the Education and Young People's Services directorate. This has resulted in the following issues:
- Challenges to gaining access to information about children and young people held across different systems;
 - Difficulty reporting accurate and timely information across systems;
 - Duplication of effort when recording the same information in multiple systems;
 - Poor value from having multiple contract and support arrangements;
 - Services within the directorate developing their own systems in isolation and do not look at larger scale organisational requirements, organisational efficiencies and systems alignment.
 - Professionals needing to access multiple systems to get a holistic view of need.
- 1.2 All of the main EYPS systems are out of contract, which means that if KCC does nothing, it is at risk of legal challenge. The use of core systems has been extended through use of Single Source Justification papers which is not a sustainable position.
- 1.3 By holding multiple records about children and young people which may conflict between systems, EYPS is potentially subject to a number of risks:
- data breach fines from the Information Commissioner's Officer (ICO)
 - reputational risk
 - risk during inspection processes

2. Proposal

- 2.1 Our strategy is therefore to rationalise the current EYPS systems and spreadsheets into as few systems as possible. This will not only reduce ongoing support costs but will significantly improve the efficiency of staff.
- 2.2 The ICT strategy is to have a reduction in the number of systems used within EYPS, and to have these systems externally hosted, as this is generally the most cost-effective solution.
- 2.3 We also propose to develop a technical solution to provide:
- An integrated and efficient view of needs enabling services to provide targeted support to children, young people, their families, schools and communities;
 - The ability to produce high quality operational and performance reports in a timely manner through the standardisation of record ownership, the standardisation of inconsistent common identifiers, the removal of potential for conflicting information, and improved data quality.

2.4 The following systems and spreadsheets are within scope:

System	Spreadsheets
Capita ONE	Permanent exclusions
CACI Impulse (SEN, Social Inclusion)	Penalty notices
Capita eStart	Elective home education
QES	Free for 2
Early Years Web	SEN FE Learners
Children in Entertainment / Employment	SEN Finance
Care Director Youth (<i>limited number of suppliers</i>)	SEN Early Years
IYSS (<i>limited number of suppliers</i>)	SEN SCARF
	SEN Specialist Teaching Services
	SEN CAT
	SEN Tribunals
	SEN Provision & Evaluation

2.5 The following will be out of scope:

- Early Help and Preventative Services – KCC has recently purchased Liquid Logic's Early Help Module and this was implemented in December 2015
- Troubled Families – is within scope of the Early Help module development
- Schools Admission Service – has already been procured and is being implemented

2.6 Market engagement has been taking place and will continue until the end of March 2016.

2.7 Procurement sit in the EYPS Systems Refresh Programme Board, and are informing and advising on the development of a detailed Procurement plan and paper which will be going to Procurement Board in February 2016.

2.8 Draft timescales have been developed but these are subject to a final decision around procurement options from Procurement Board. However, the procurement process is expected to take 4-6 months. Implementation and data migration following contract award would be phased by service and would happen over the following 12 months. Once all services were using the system further enhancements would be developed around singleview and data warehouse technologies to support wider system integration and reporting.

3. Financial Implications

- 3.1 Whilst the rationalisation of systems will deliver some savings, it is recognised that the project costs outweigh the financial savings. However, the non-financial benefits are significant.
- 3.2 However, many of the contracts need to be re-procured (regardless of rationalisation) and therefore the rationalisation approach offers better public value. The EYPS Systems Refresh Programme Board are therefore convinced of the value of investing in this activity.
- 3.3 Whilst financial benefits are small there is a significant opportunity to make efficiencies in staff time. An initial time saving has been calculated based on the following efficiencies:
- Completing data entry tasks using complex navigation and functionality;
 - Accessing data that is inaccurate or out of date and amending that data if necessary;
 - System downtime or access problems;
 - Working to operational processes that need to be streamlined and better supported by technology;
 - Meeting ongoing business and technical requirements leading to the need of system development work from suppliers;
 - Data management and matching for reporting from standalone systems.
- 3.4 Capital funds have already been secured for this project.
- 3.5 Like-for-like revenue costs for software and maintenance will be lower than they are now. However, given additional costs that would come for an externally hosted system, the total may end up similar, but not exceeding, current revenue expenditure. There is potential to secure some financial savings through these new contracts, whilst improving the quality of service to children, families and schools.

4. Legal implications

- 4.1 A transparent and accountable procurement process will be used to select the providers. Procurement sit on the EYPS Systems Refresh Programme Board, and a paper is going to Procurement Board in February 2016.

5. Equalities implications

- 5.1 Please refer to the EQIA initial assessment.
- 5.2 There is no change to any policy or eligibility criteria.

6. Other corporate implications

- 6.1 This procurement has implications on both EYPS and Strategic and Corporate Services in terms of any financial impact and service delivery and support.

6.2 A detailed risk register for this project is currently being developed.

7. Governance

7.1 The Corporate Director for Education and Young People's Services will be the delegated officer under the Officer Scheme of Delegation.

8. Conclusions

8.1 A procurement process is being undertaken to identify providers for EYPS business systems, to rationalise existing systems, and to ensure all systems are within contract and legally compliant. There is a potential to make some savings, and there will be efficiencies to staff time by having a reduced number of systems, joined together using singleview technology, which will allow for more frontline work with children, families and schools.

9. Recommendation(s):

The Education and Young People's Services Cabinet Committee is asked to consider and endorse or make recommendations to the Cabinet Member for Education and Health Reform on the decision to award contract(s) for the EYPS Systems Refresh programme following completion of the procurement process for the provision of the EYPS business systems.

10.1 Presentation to TAG

11. Contact details

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