

**From:** Roger Gough, Cabinet Member for Education and Health Reform  
Patrick Leeson, Corporate Director, Education and Young People's Services

**To:** Education and Young People's Services Cabinet Committee  
1<sup>st</sup> February 2017

**Subject:** EYPS Systems Refresh Programme – Briefing Note

**Classification:** Unrestricted

---

**Summary:** The EYPS Systems Refresh Programme is an important project for the rationalisation and improvement to a range of old and inefficient data systems in the Directorate, which aims to provide a more integrated and business appropriate IT platform for our work. After nearly two years of research and development, the specification has gone to market and a contract has been awarded to the successful supplier. A phased approach to programme implementation has been planned is currently being finalised to meet service needs, and will take place between now and March 2018.

**Recommendation** The Education and Young Peoples Services CC is asked to note the update and the progress achieved in taking the specification to market, awarding the contract to Servelec, and starting the implementation process

---

## 1. Background

1.1 There are a large number of IT systems and spreadsheets in use across the Education and Young People's Services directorate. This creates a risk of impacting our ability to provide a high quality service to vulnerable children and young people. Multiple systems and spreadsheets have resulted in the following issues:

- Challenges to gaining access to information about children and young people held across different systems which can impact timescales for support;
- Difficulty reporting accurate and timely information across systems which can impact effective and timely decision making;
- 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 not looking at larger scale organisational requirements, organisational efficiencies and systems alignment;
- Professionals needing to access multiple systems to get a holistic view of the child and their needs.

By holding multiple records about children and young people which may conflict between systems, EYPS is potentially subject to a number of additional risks:

- Data breach fines from the Information Commissioner's Office (ICO)
- Reputational risk (using incorrect information)
- Risk during inspection processes

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 by not having to maintain information across multiple formats.

The following current EYPS systems and spreadsheets are within scope:

System	Spreadsheets
<b>Capita ONE</b> (Attendance; Early Years; Education Performance Monitoring / Education Plan Monitoring; Exclusions; Bases; B2B Student; Pulse)	Permanent Exclusions Penalty Notices Elective Home Education Children in Entertainment / Employment Free for 2
<b>CACI Impulse</b> (SEN; Social Inclusion; Exclusions, Looked After Children (LAC), Court Referrals, Referrals; Appeals Management; Core; Children's Safeguarding (CSS); Educational Psychology; Specialist Support Service (SSS))	SEND FE Learners SEND Finance SEND Early Years SEND SCARF SEND Specialist Teaching Services SEND CAT SEND Tribunals SEND Provision & Evaluation SEND EHCP Tracker
<b>KCC webforms</b> which do not currently link to a system: Children in Entertainment / Employment Free For 2 Early Years Pupil Premium Funding for 3 to 4 Year-olds SEN School Transport Attendance / Exclusions Search for Schools	

## 2. Progress summary

- 2.1 The service specification was developed in conjunction with EYPS Heads of Service, ICT and Procurement. All stakeholders provided feedback. It was approved by the ICT Board and the Corporate Director and went out to market at the end of July 2016, with a tender deadline of 2 September 2016.
- 2.2 Market engagement showed that the suppliers of the core education systems did not have modules that meet our requirements for the specialist areas of Youth Justice and Tracking Young People's NEET status, so these items were made optional and will be reviewed at a later stage of the programme. The existing systems for these activities are currently in contract and cost less than £8K and £50K respectively per year.
- 2.3 During September 2016 evaluation of the three submitted tenders took place, followed by supplier presentations. The scoring, across both quality and price (total cost of ownership), resulted in Servelec being awarded the contract for the new Education system, called Synergy. This is the same system used by Admissions (awarded earlier in 2016) and will mean that the Admissions module will form a core part of the new integrated system.
- 2.4 Several meetings have now taken place with Servelec to jointly develop the implementation plan, taking into account critical service deadlines, and key issues such as migration, archiving and training. The first services to migrate to the new system will be SEND and Educational Psychology, in spring 2017. The next major

service planned after this is Early Years Free Entitlement for 2, 3 and 4 year olds, as a new system to administer the 30 hours offer needs to be in place for September 2017. They will be followed by other services during 2017-18, including Inclusion and Attendance, Children in Entertainment and Employment, Children Missing Education, Elective Home Education, to ensure the system is fully live by March 2018.

- 2.5 Work has been taking place to clean the data in existing systems to prepare for successful data migration to the new system. Services are planning which data items they need to migrate to the new system, and how many years of data they require in the live system, and what they will need to access from the archived systems. Business process mapping is underway for all services moving to the new system, and is almost complete for SEND. This will inform the development of 'to be' business processes that will be built into Synergy to inform how the system is configured for each service.
- 2.6 The requirement for a system to replace the existing Children Centres and Youth Hub system was made optional, to be procured at a later stage of this programme. This will avoid paying for a system in year one that will not be implemented until year two. EYPS have taken a strategic view to aim to rationalise this replacement system into the existing Early Help system, and this possibility is currently being explored in more detail. This development will support any future further integration of Education, Early Help and Specialist Children's Services.

### **3. Capital Budget and Cost of Procurement**

- 3.1 The total cost of ownership, for Servelec's implementation costs, and the software and maintenance costs for five years, is £672,652.80. This provides a significant saving as current annual costs of those systems being replaced are £262,500.
- 3.2 The implementation of the Synergy system and the replacement system for use by Children's Centres and Youth Hubs (to be procured spring 2017) is funded by an EYPS Systems Refresh capital budget of £1.8 million. Funding has been allocated across both projects and the programme is expected to come in on budget.
- 3.3 Additional revenue budget has been agreed for training staff on the new systems as this cost cannot be capitalised.

### **4. Recommendations**

- 4.1 The Education and Young People's Services CC is asked to note the update and the progress achieved in taking the specification to market, awarding the contract to Servelec, and starting the implementation process.

*Author of Report: Katherine Atkinson*

*Title of Author: Head of Information & Intelligence, Education and Young People's Services*

*Date of Report: 3 January 2017*