

REPORT TO: Cabinet Member for Health & Social Care - 19th January 2011
Overview and Scrutiny Committee (Health and Social Care) – 25 January 2011
Cabinet - 27th January 2011

SUBJECT: Adult Social Care Department I.T Capital Programme

WARDS AFFECTED: Non Directly

REPORT OF: Charlie Barker
Strategic Director

CONTACT OFFICER: Robina Critchley
Adult Social Care Director

EXEMPT/ CONFIDENTIAL: No

PURPOSE/SUMMARY:

To present the Cabinet Member with information pertaining to the I.T Capital Programme for the Adult Social Care Department. This report proposes to use the ICT Strategy Capital in conjunction with the Adult Social Care infrastructure grant to support the implementation of a new Client Management Database.

REASON WHY DECISION REQUIRED:

The Cabinet Member has delegated powers to approve the proposed schemes and refer them to Cabinet for release.

RECOMMENDATION(S):

The Cabinet Member is recommended to

- i) approve the proposed schemes detailed in this report
- ii) refer the schemes to Cabinet for release following their deferment after Cabinet and Council on 2nd September 2010.

KEY DECISION: Yes

FORWARD PLAN: No. – Rule 15 authorised by the Chair of the Overview and Scrutiny Committee (Health and Social Care).

IMPLEMENTATION DATE: Following the expiry of the “call-in” period for the Minutes of the Cabinet Member meeting.

ALTERNATIVE OPTIONS:

None. If the schemes contained in this report are not approved the Adult Social Care Department will not be able to implement a solution for producing electronic assessments /self directed support plans and data quality will not improve. Furthermore, the Department will not achieve safe and accurate information sharing with NHS and this will not enable the development of IT literacy and informatics skills and good practise in recording and use of information on electronic care record systems across the social care workforce.

IMPLICATIONS:

Budget/Policy Framework: As contained in the report

Financial: As contained in the report

	2010 2011 £	2011/ 2012 £	2012/ 2013 £	2013/ 2014 £
<u>CAPITAL EXPENDITURE</u>				
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<u>REVENUE IMPLICATIONS</u>				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? Y/N	When?			
How will the service be funded post expiry?				

Legal: None

Risk Assessment: None

Asset Management: n/a

CONSULTATION UNDERTAKEN/VIEWS

The Head of Corporate Finance and Information Services has been consulted and has no comments on this report FD580

CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		√	
2	Creating Safe Communities	√		
3	Jobs and Prosperity		√	
4	Improving Health and Well-Being	√		
5	Environmental Sustainability	√		
6	Creating Inclusive Communities	√		
7	Improving the Quality of Council Services and Strengthening local Democracy	√		
8	Children and Young People		√	

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

Capital Programme Review (Agenda Item 8) September 2010

Adult Social Care Department IT Capital Programme.

1.

Background

- 1.1 The report to Cabinet and Council on the 2nd September 2010 (Agenda Item.8 – Capital Programme Review) was to provide Members with details of the uncommitted Capital programme to allow Cabinet to determine which uncommitted capital schemes should be approved or abandoned.
- 1.2 Three of the schemes were deferred pending a further report with no contractual commitment to be entered into. The three schemes were:
 - Adult Social Care ICT Strategy. (£194,600)
 - Adult Social Care IT Infrastructure Grant 2008/2011. (£317,052)
 - Capital Investment for Transformation of Adult Social Care. (£197,000)
- 1.3 The Adult Social Care Department require capital funding to develop an adult social care IT infrastructure. This is required for:
 - Improving information sharing between health and social services.
 - Improving the management records of vulnerable adults and streamlining the financial systems.
 - Improving the statutory obligation to safeguard vulnerable adults throughout the borough.
 - Supporting mobile and flexible working to reduce costs and improve service delivery.
 - Improving and streamlining management information to assist service planning and budget management.
- 1.4 The Local Authority in its statutory obligation to safeguard vulnerable adults across the borough requires modern and up to date IT systems to operate in an efficient and effective way and to minimise risk. Current systems do not meet these requirements and this increases risk in this area of service, particularly in relation to safeguarding.
- 1.5 The capital investment in ICT is considered an “invest to save” programme that will allow the Local Authority to comply with the requirements of the White Paper “Our Health, Our Care, Our Say.” Investment in the Adult Social Care IT infrastructure and workforce reform will enable better integration between Health and Adult Social Care, supporting an improvement to the quality and effectiveness of social care

services provided by the Local Authority and enhancing its ability to record, retrieve and share information.

- 1.6 The Adult Social Care Department ICT capital programme is directly related to the Children, Schools & Families IT (Single Child Record) Capital Programme. The costs associated with improving the ICT infrastructure will be shared across the two directorates, given the mutual dependency on systems.
- 1.7 Sefton had an unannounced inspection of contact, referral and assessment arrangements within Sefton Metropolitan Borough Council Children, Schools and Families Services on 19th and 20th October 2010. Two of the areas for development were identified as follows:
- Some caseloads within assessment teams are excessively high. This impacts on the worker's ability to complete work and delays some children receiving services in a timely way.
 - The council has a number of non-integrated electronic and paper recording systems which continue to be a barrier to management oversight and to efficient case management by staff at all levels.

The projects under consideration the Children, Schools & Families IT (Single Child Record) Capital Programme will help address both of these areas by enabling staff to work more efficiently and effectively, but this will not be accomplished without the matched investment from the proposed Adult Social Care Department ICT capital programme.

2 Project Breakdown and Benefits

- 2.1 The Adult Social Care ICT Strategy and the IT Infrastructure Grant 2008/2011 include funding for:
- Upgrade or replacement of Adult Social Care Case Management System (CMS) including associated infrastructure and services (£291k)
 - Upgrade of Business Object reporting platforms across the departments' management information systems (£20k)
 - Implementation of the Department of Health's proposal for an "Electronic Social Care Record" (£145k)
 - Implementation of a secure "N3" network connection between the Local Authority and PCT (£15k)
 - Technology to support mobile and flexible working (£40k)
- 2.2 The Local Authority currently uses the Northgate "Swift" product as a social care database. Operational user's record information on service users with supporting information on carers, and involvement from other healthcare practitioners to identify service user needs, identify risk review/reassess continued care. The functionality of the "Swift" system is limited. Feedback from operational users suggests that "Swift" is cumbersome, difficult to navigate through screens and does not retain key information within data fields, which results in frequent duplication of work. The DoH expectation is for Local Authorities to have a social care case management system (CMS) that is easily used by partnering agencies involved in the provision of health

and social care services. The required system should enable electronic assessments and the sharing of information between health and social care practitioners. The anticipated cost of upgrading or replacing the Adult Social Care Case Management System (CMS), including associated infrastructure and services is £291,000.

If the Local Authority does not commit to the upgrade of the existing social care case management system it will not be able to achieve efficiencies in administering its statutory processes in relation to safeguarding vulnerable adults.

- 2.3 Directly associated with the proposed upgrade of the existing social care case management system, the Local Authority must upgrade its IT based “Business Objects” reporting platform at a cost of £20’000. The SAP “Business Objects” toolsets enable the Local Authority to access, search, query, format and analyze data recorded in the Capita ONE product. The toolsets also enable the authoring of reports which deliver the data as information, which is stored centrally and made selectively available to communities of password-protected users.

If the Local Authority does not commit to the upgrade of the SAP “Business Objects” toolsets it will not be able to turn massive data volumes into information that increases insight, performance and empowers individuals at every level of the organisation to make informed decisions about services for vulnerable adults.

- 2.4 The Electronic Social Care Record (ESCR) brings together all relevant information for a social care user in one place, which typically includes forms, letters, emails, records of phone calls, meetings notes etc. ESCR was successfully piloted pilot in 2008/9 and the capital cost of implementing ESCR for Adult Social Care is £145,000, with a further contribution of £145,000 from Children’s Schools & Families.

Having a record in electronic format enhances the efficiency and responsiveness of the service, making managing the volume of material to be recorded easier, more secure and enabling records to be retrieved simply.

This system will help manage and reduce safeguarding risks.

This links directly to the areas for development highlighted in the unannounced inspection of contact, referral and assessment arrangements within Sefton Metropolitan Borough Council Children, Schools and Families Services, in terms of robust and efficient working. This system will help manage and reduce safeguarding risks for children in need and vulnerable adults.

- 2.5 The proposed upgrade or replacement of the Adult Social Care Case Management System (including associated infrastructure and services) will support a single assessment process, enabling NHS staff from Sefton PCT to directly input/retrieve data or alternatively facilitate the integration of adult social care and NHS case management systems to support information sharing. This sharing of information requires a secured, broadband network connection between the Local Authority and NHS Sefton. The proposed “N3” connection is essential if staffs from both organizations are to use a common system or if data is to be exchanged securely between the organizations separate IT systems. The anticipated cost of implementing the secure “N3” network is £15,000.

If the Local Authority does not commit to installing the secured “N3” network connection it will not be able to achieve efficiencies resulting from a single assessment process and information sharing.

2.6 As part of the Personalisation Agenda, there is a requirement for the joint assessment of the needs of vulnerable people (children and adults), using mobile and remote technology to support workers in the field. To deliver this outcome the Local Authority intends to:

- Provide social service practitioners with secure access to electronic case files, delivered via secure web pages, using dedicated remote devices such as tablets/PDA's or by mediated access over the telephone.
- Ensure that remote access to electronic case files is available whenever officers are working in the community, especially if this is out of normal hours.
- Ensure that electronic case files include full details of contact assessment, referrals and care management, which should include detail of payments, request and delivery dates and the nature of the care being provided.
- Ensure that the integrity and security of information is maintained.
- Work with local partners to implement IT solutions that will enable field workers to perform joint assessments.
- Adopt on or offline connections to back office systems that enable care or health workers to perform a single assessment of the needs of a vulnerable adult or child and trigger the servicing of those needs by multiple agencies.

The anticipated cost of implementing the technology to support mobile and flexible working is £40,000.

2.7 The Capital Investment for Transformation of Adult Social Care includes funding for:

- Business process remodelling/re-engineering
- Raising the skills and remodelling of the of the Adult Social Care workforce

This funding is predominately aimed at transformation and is specifically aligned to changing the way we work as an organisation and building capacity for the future.

3 Summary

3.1 The project broadly comprises three main elements as detailed above: upgrading existing systems, implementing essential new systems and workforce reform, which should result in improved efficiency and reduced risk for vulnerable adults.

3.2 In future of the local authority will be much smaller and systems such as these are the only way of improving efficiency and effectiveness and to continue to provide high quality services.

- 3.3 The Local Authority will be able to realise efficiencies through increased productivity and reduced administration from implementing an improved ICT system. The benefits realised will allow the Local Authority to transform its workforce and reduce staffing, resulting in financial savings. This will be based on an existing business case developed by the Business Transformation Team which has identified potential savings of some £200,000 from 2012/13 through implementation of a more robust case management system and the re-organisation and streamlining this will support.
- 3.4 The anticipated outcomes and potential benefits to be realised from the capital investment in ICT from the schemes are:
- Enhance the effectiveness and efficiency of the services provided to vulnerable adults.
 - Reduce the time spent tracking down relevant background information about a vulnerable adult, supporting early and potentially less costly interventions.
 - Improved information sharing in respect of a person in receipt of services from the Local Authority and Health services, giving a complete, holistic picture of interactions and interventions, and to help ensure that people receive the services they need.
 - Support informed decisions by making accurate information accessible to the right people at the right time.
 - Increased productivity and reduced administration by improving workforce practice.
 - Workforce transformation and restructuring, resulting in financial savings.

4 Recommendation(s)

- 4.1 The Cabinet Member is recommended to
- iii) approve the proposed schemes detailed in this report
 - iv) refer the schemes to Cabinet for release following their deferment after Cabinet and Council on 2nd September 2010.