

# RESOURCES SCRUTINY PANEL

12 February 2015

## PROCUREMENT OF SOCIAL CARE CASE MANAGEMENT SYSTEM

Report of the Director of Resources

STRATEGIC AIM:	<b>Creating a Brighter Future for All. Meeting the Health and Wellbeing Needs of the Community</b>
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### 1. PURPOSE OF THE REPORT

- 1.1 This report is to provide an update on the procurement of a social care case management system across Adults' and Children's Social Care

### 2. RECOMMENDATIONS

- 2.1 That Scrutiny note the procurement process and timetable outlined.

### 3 BACKGROUND

- 3.1 The council have used a computer software based case management system called RAISE for the case management of both Adults' and Children's Social Care since 2006/7. Although the same software is used, effectively we run two separate systems for adults and children. The system is the main case file record relating to a child's or adult's care from initial enquiry through care and support delivery to case closure, and supports the management of personal & sensitive information, and the production of management information and statutory data returns.
- 3.2 RAISE was criticised by Ofsted inspectors during their 2013 inspection, and again by the Peer Review Team in February 2014 as being inefficient, time consuming and not fit for purpose. Nor will the current system be able to meet the future requirements of the Care Act. Upgrades to it are costly – both financially and in terms of time the system is unusable during the working day - and are not sufficient to make it fit for purpose. It is essential that we therefore replace this software if we are to have effective and efficient services for vulnerable children and adults going forward, and given the impending possibility of another Ofsted Inspection, time is very much of the essence.

- 3.3 Approval was previously sought and given to enter into a procurement process for a replacement system. This process was started in March 2013, but was left incomplete and subsequently closed.

## **4 PROCUREMENT**

### **4.1 Requirement**

The tender requirement is for a case management system that will

- 1) operate across both Children's and Adult's Social Care, enabling simple transition of case files;
- 2) be suitable for agile working;
- 3) support access by internal staff and by external partners, limited by what they need to know about specific cases, as a secure way of sharing case information;
- 4) provide a means of other professionals referring into Social Care services, and use the referral information to populate the case file, to reduce time inputting information;
- 5) provide a first point of contact, public facing portal for people to self-refer into social care services;
- 6) link to our existing ICT systems to reduce duplication of data inputting; and
- 7) link to the Medical Information Gateway as this is developed to securely share appropriate medical information

### **4.2 Process**

In September 2014, the Government Procurement Service released a Framework Agreement which covers social care case management systems for local authorities, and we are therefore making use of this. The Framework Agreement acts as a Pre-Qualification Questionnaire (PQQ). We are running a 'mini competition' to call-off the Framework, effectively reducing the procurement time and also ensuring that the procurement is only open to bidders who have already passed a minimum standard. There are 16 potential providers on the Framework, including those who would be amongst our preferred suppliers. Although this is known as a 'mini competition', it is still a rigorous tender process. The procurement is being supported by the Welland Procurement Unit and is in line with legislative requirements and our Contract Procedure Rules.

- 4.3 The procurement exercise is being jointly led by the Head of Service - Inspection Readiness and the Head of Commissioning, with input from the Head of Service for Ageing Well and the Performance and Application Support Team Manager. Reports on progress are made to the

Transformation Board on a monthly basis, which is chaired by the Director for People and attended by the Director of Resources.

4.4 The timetable for the procurement is:

Issue tender documents	5 <sup>th</sup> January 2015
Tender return date	16 <sup>th</sup> February 2015
Evaluations of bids completed	3 <sup>rd</sup> March 2015
System demonstrations if required	w/c 9 <sup>th</sup> March 2015
Agree preferred bidder	20 <sup>th</sup> March 2015
Preferred Provider approved (Cabinet)	7 <sup>th</sup> April 2015
10 Day Notice of Award begins	13 <sup>th</sup> April 2015
10 Day Notice of Award completed	23 <sup>rd</sup> April 2015
Award contract	24 <sup>th</sup> April 2015
Start implementation & mobilisation	1 <sup>st</sup> May 2015

4.5 This will enable a go-live date of 1<sup>st</sup> November or sooner, giving six months for planning and implementation of the system. The tender requires bidders to provide a suitable implementation plan, and we have also included a requirement for the system to be tested in situ before it goes live. There is also a requirement for additional support to ensure effective running of the system within the first three months after it goes live.

4.6 Funding for the case management system is an existing cost to the council, and is therefore within the proposed budget for next financial year. It is not anticipated that the annual cost of the new system will be any higher than the current system. In order to implement a new system, however, it is envisaged that there will be set-up costs which will be additional in the first year, these relate to data migration and to adjusting the system to ensure that it specific to Rutland requirements. The cost of this will be met from within the Social Care capital funding. The exact costs will be determined as part of the tender, but will not exceed the Social Care capital money available, which is £300,000.

## 5. RISK MANAGEMENT

<b>RISK</b>	<b>IMPACT</b>	<b>COMMENTS</b>
<b>Time</b>	<b>M</b>	The timetable is set out in line with procurement guidance and the Contract Procedure Rules. The implementation time built in should be sufficient, but if necessary the go live date can be pushed back slightly to ensure a smooth transition to the new system
<b>Viability</b>	<b>M</b>	The implementation plan provided as part of tender submissions will ensure that there is sufficient expertise and capacity within the provider to implement successfully. It will also allow council officers to identify internal capacity to support.
<b>Finance</b>	<b>L</b>	This is a replacement of an existing system and therefore the budget is already in place.
<b>Profile</b>	<b>M</b>	This is an internal system. However, it is essential to our ability to deliver social care services and is key to our Ofsted rating.
<b>Equality and Diversity</b>	<b>L</b>	The system will be used by all Social Care staff. The specification includes requirements to ensure it is fully accessible.

**Background Papers**  
None.

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