Corporate Services
Overview and Scrutiny Committee

11 February 2015

Client Information Systems Project Progress Update

Recommendation

That the Corporate Services Overview and Scrutiny Committee are asked to note and comment, if appropriate, on the progress made to date with the Client Information Systems Review.

1.0   Background

1.1   In December 2013 Council approved a business case to replace core ICT systems and databases that support Social Care and Education. Decision making for the method of procurement and value for money was delegated to Strategic Directors of the People Group and Resources Group. Full Council requested that an update be reported to Corporate Services Overview and Scrutiny Committee.

1.2   The project represents a significant collaboration between People Group and Resources and is a key enabler to the authority being able to deliver some of its strategic changes such as the Care Act, Better Care Fund and Children's and Families Act as well as demonstrating the principles of the organisation's ICT Strategy.

1.3   In addition the project aims to achieve significant efficiency benefits through process improvement and a more agile model enabling the Council to respond better to ongoing change. The improved use of data, as a result of the new infrastructure, fully supports better outcomes for customers in Warwickshire through evidence based commissioning and enabling better information sharing.

2.0   Progress to date

2.1   Since the approval of the business case the project has successfully completed the procurement of Corelogic, Mosaic (July 2014) as the authority's new Social Care system. The procurement process completed on time having consulted 10 suppliers as part of soft market testing; site visits to four other authorities (Solihull, Coventry, Hertfordshire and Derbyshire); consulting eight other Councils as reference sites. Having narrowed the supplier field to

two candidates over 60 representatives from across the business and support functions were involved in an intensive four week assessment process of the two shortlisted suppliers.

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A contract was signed on time having been agreed by the Strategic Directors of People Group and Resources Group. The final contract cost achieved was within budget.

2.2   The project is now progressing in two phases; the procurement of an Education system (having started in late October 2014 and due for completion in February 2015) and the implementation of Mosaic (the latest version of the Corelogic product) due for completion by December 2015.

While some delays have been experienced with initial system installation, the project is broadly on track and has progressed a significant amount of planning and workshop activity since the end of the social care procurement exercise. To date these have included 24 configuration workshops involving over 150 staff with a further 10 to 12 to complete. The system review board chaired by the Strategic Director of People Group agreed the Social Care system implementation:

- An implementation plan for the completion by December 2015.
- The implementation approach and governance (change control process).
- The teams and resources required to manage the implementation.
- A principle of where possible using an 'out of the box' configuration in line with the Corporate ICT Strategy.

Key areas of focus include Information Governance and ensuring critical data is migrated and managed appropriately moving forward and that the new Social Care system can meet the challenges of increased integration and data sharing internally, with customers and across partners (notably with Health). Dedicated workstreams are looking at each of these issues.

And for the Education system replacement:

- The procurement approach for an Education system which is now underway using a Competitive Dialogue process.
- To date two suppliers have expressed an interest and will be invited to a supplier demonstration session in February.

2.4   The current project budget forecasts over the two years of the project are:

Current Budget = £2.9M
Predicted Spend = £2.6M

The procurement process and a final best value exercise achieved a reduced total contract cost and demonstrating an annual revenue saving of circa £100k a year for Social Care System licensing.

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3.0   Key Risks and Mitigations

3.1   Change context: The increasing pace of change in the authority makes the establishment of a baseline position at which to migrate to a new system, difficult. The consequence is an unclear deliverable for the project and delays agreeing a system configuration with which to go live.

Mitigation: The project is aligning with key change programmes such as the Care Act and maintaining a change control process that formally aligns change between existing systems and future systems.   An end date of February 2015 has also been agreed to stop development on current systems ensuring future configuration is maintained in the new environment.

3.2   Capacity to support change: Linked to 3.1, the wider strategic change context is having some impact on resource availability to support the system change. This is being mitigated by the development of allocated project teams, forward planning and appropriate budget being made available to release or recruit staff to support the project.

3.3   The Care Act: While the initial procurement of the system included known requirements from the Care Act, the emerging guidance and detailed design work to deliver the Care Act may lead to a requirement for unforeseen functionality.

Mitigation: The system review included integration functionality, configuration agility and alignment with the ICT strategy as key requirements of the procurement. These areas of functionality should help enable us respond to unforeseen changes either through Core Logic, using another Corporate System or through development. The project team are also working closely with the Care Act delivery teams to align the two projects and are working closely with Core Logic as a supplier to influence their future development path in response to the Care Act.

4.0   Timescales associated next steps

4.1   A copy of the project plan for the project is below:
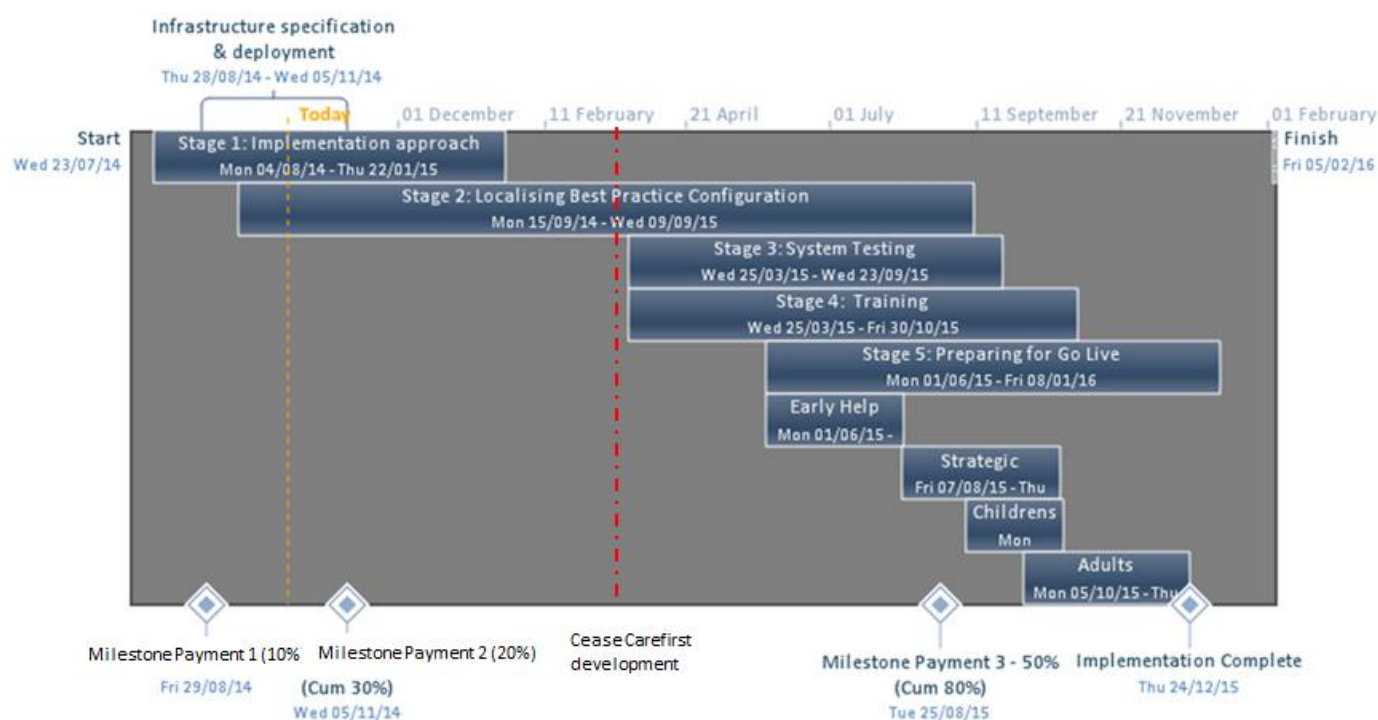
4.2   Efficiency benefits of circa £2.9 million were identified in the business case based on a 6% efficiency gain as a result of streamlined processes. These will be realised post implementation as part of existing One Organisational Plan saving lines.   A formal benefits realisation approach will be agreed with Heads of Service prior to roll out.   It is anticipated that the benefits will start to be realised as soon as the first area goes live with Mosaic in late 2015.

Savings achieved will include a £100k a year licence reduction against current CareFirst costs once CareFirst is decommissioned; a cumulative total of £400k over the initial 5 year term of the contract.

4.3   The project will report back to overview and scrutiny in September 2015.

Background Papers:

None.

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	Name	Contact Information
Report Author	Marcus Herron	marcusherron@warwickshire.gov.uk Tel: (01926) 745106
Head of Service	Marie Seaton	marieseaton@warwickshire.gov.uk Tel: (01926) 742123
	Tonino Ciufini	toninociuffini@warwickshire.gov.uk Tel: (01926) 412879
Strategic Director	John Dixon	johndixon@warwickshire.gov.uk Tel: (01926) 412665
	David Carter	davidcarter@warwickshire.gov.uk Tel: (01926) 412564
Portfolio Holder	Josie Compton	cllrcompton@warwickshire.gov.uk Tel: (01926) 402936
	Kam Kaur	cllrkaur@warwickshire.gov.uk Tel: (01926) 632679

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