

South Ayrshire Health and Social Care Partnership

REPORT

Meeting of South Ayrshire Health and Social Care Partnership	Integration Joint Board
Held on	2nd February 2017
Agenda Item	7
Title	CareFirst Implementation Update
<p>Summary:</p> <p>The purpose of this report is to update the Integration Joint Board on the implementation of CareFirst and on transitioning South Ayrshire Council Social Care teams from the current Social Work Information System (SWIS), while implementing core system recording processes mapped to new lean operational processes.</p>	
Presented by	Tim Eltringham, Director of Health & Social Care
<p>Action required:</p> <p>It is recommended that the Integration Joint Board notes the progress to date on this project.</p>	

Implications checklist – check box if applicable and include detail in report									
Financial	<input type="checkbox"/>	HR	<input type="checkbox"/>	Legal	<input type="checkbox"/>	Equalities	<input type="checkbox"/>	Sustainability	<input type="checkbox"/>
Policy	<input type="checkbox"/>	ICT	<input type="checkbox"/>						

Directions required to NHS Ayrshire & Arran, South Ayrshire Council, or both	1. No Direction Required	<input checked="" type="checkbox"/>
	2. Direction to NHS Ayrshire and Arran	<input type="checkbox"/>
	3. Direction to South Ayrshire Council	<input type="checkbox"/>
	4. Direction to NHS Ayrshire and Arran and South Ayrshire Council	<input type="checkbox"/>

**SOUTH AYRSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP
INTEGRATION JOINT BOARD
2nd February 2017
Report by Director of Health & Social Care**

CAREFIRST PROJECT UPDATE

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to update the Integration Joint Board on the implementation of CareFirst and on transitioning South Ayrshire Council Social Care teams from the current Social Work Information System (SWIS), while implementing core system recording processes mapped to new lean operational processes.

2. RECOMMENDATION

- 2.1 **It is recommended that the Integration Joint Board notes the progress to date on this project.**

3. BACKGROUND INFORMATION

- 3.1 The Health and Social Care Partnership and South Ayrshire Council have been utilising the SWIS system since it was implemented around 1995 and subsequently developed in-house from 2010. In 2013 SOCITM *Consulting* was contracted to assess and compare two main options open to the Council; develop the existing SWIS system or purchase from a dedicated supplier of Social Care systems. The resulting report, ***Social Work Information System Project, Business Case and Forward Plan***, provided options for the replacement of the existing SWIS system and to ensure that 'Social Services are sustainably supported with fit for purpose information systems'.
- 3.2 A further business case written by Tim Eltringham, Director of Health and Social Care in 2015 has instigated the move to progress the implementation of the chosen system, CareFirst.

4. REPORT

- 4.1 The Social Care and Health Service are committed to the improvement of service efficiency through the development of enhanced recording processes and data centralisation by implementing the new Social Care Management Information System, CareFirst.
- 4.2 To facilitate this project, each service area to be migrated from SWIS will be considered as a project in its' own right. In planning works in this way, services will have the best opportunity to provide the dedicated operational knowledge and expertise to support implementation by attending service specific workshops.
- 4.3 The service workshops will be led and supported by a new Social Care Service Information Systems (IS) Team, and, consultancy provided by OLM, who supply CareFirst, for the mapping of recording processes and defining specific reporting requirements.

- 4.4 This new dedicated IS Team will consist of 2 Information Systems Officers to continue the development of the system; 1 System Administrator to provide security maintenance, dedicated helpdesk and reporting function; a System Support Officer to provide initial system induction training, support the helpdesk and maintain the training and support documentation; and 2 Support Trainers. This Team will initially be funded via the capital programme funding being provided by the Council for the project.
- 4.5 A detailed project initiation document has been approved at the CareFirst Project Board and Transform South Ayrshire Board, and a detailed project plan will be finalised for the end of January 2017 highlighting the actions / timeframes required to ensure the successful delivery of the project. The plan, costs and identified risks will be monitored during the life of the project ensuring highlighted targets are met.

Key Milestone Delivery Timescales

- March 2017 – Software Delivered & Installed
 - April 2017 – Information System Team Training Provided
 - September 2017 – Criminal Justice
 - July 2018 – Children and Families
 - May 2019 – Health and Community Care
 - June 2020 – Finance Elements
- 4.6 Monitoring of the project will occur at the CareFirst Project Board, the South Ayrshire Council Transform South Ayrshire Board which monitors all Council transformational work programmes.

5. STRATEGIC CONTEXT

- 5.1 The transition to a new management information system will contribute to the following South Ayrshire HSCP Strategic Objectives:
- We will protect children and vulnerable adults from harm.
 - We will proactively integrate health and social care services and resources for adults and children.
 - We will ensure robust and comprehensive partnership arrangements are in place.
 - We will support and develop our staff and local people.
 - We will operate sound strategic and operational management systems and processes.

6. RESOURCE IMPLICATIONS

6.1 Financial Implications

- 6.1.1 All identified costs to be attributed to the CareFirst implementation budget have been received. The funding for this project has been approved and funded by South Ayrshire Council and project costs are separated into 2 groups:

1. CareFirst System – to meet the scope of this implementation¹

¹ Costs are representative of OLM discounts

2. Resourcing

Total Project Cost	£1,321,727
Project Cost	£1,201,570
Contingency @ 10% of Project Cost	£120,157

1. CareFirst System

Total Cost - Software + Services	£398,823
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2. Resourcing

Costs (Based on 2016 pay grades at the highest scale point + 28%)	
Project Management	
Project Manager (50% shared with NAHSCP – Social Services)	£23,906
Information Systems Team	
Information Systems Officers x2 (G3, L10)	£90,870
System Administrator x1 (2, L7)	£32,704
System Support x1 (G2, L5)	£25,812
	£149,386
Project Supports – Operational Teams	
Support Trainer x2 (G2, L5)	£51,625
Project Supports – for Finance	
Finance Support x1 (G3, L10)	£45,435
Support Trainer x1 (G2, L5)	£25,812
	£71,247

Per annum cost

Description	Initiation	Implementation			Total
	2016/17	2017/18	2018/19	2019/20	
System/ OLM					
Server Purchase	£53,250	-	-	-	£53,250
Payment Milestone	£267,623	£37,500	£55,700	£38,000	£398,823
Support and Maintenance	-	£40,100	-	-	£40,100
Personnel					
Project Management	£15,024	£23,906	£23,906	£23,906	£86,742
Information Systems Team	-	£149,386	£149,386	£149,386	£448,159
Project Support (Trainers)	-	£51,625	£51,625	-	£103,250
Project Support (Finance)	-	-	-	£71,247	£71,247
Total	£335,897	£302,517	£280,617	£282,540	£1,201,570

Revenue Cost

Description	Year1	Year2	Year3	Total
Support and Maintenance	£0	£40,100	£40,100	£80,200

6.2 Human Resource Implications

- 6.2.1 A new dedicated Social Care Information Systems Team will be established which will be the core development team and will be responsible for the ingathering of service recording requirements gathering, translation to system functionality and producing all the defined reporting needs. The Information Systems Team will consist of:

2 x Information Systems Officers
1 x System Administrator
1 x Systems Support Officer
2 x Support Trainers

Job evaluation has been finalised and the Service is now in a position to advertise posts with anticipated start date of April 2017. These positions will initially be temporary for the duration of the project, funded via project capital.

The existing ICT support to SWIS shall continue in their roles and transition to supporting the purely technical upkeep of CareFirst. This key support is to ensure that CareFirst users are not subjected to unnecessary downtime and that the system is performing as efficiently as possible.

6.3 Legal Implications

- 6.3.1 The formal award offer and acceptance was completed on the 7th December 2016.

7. CONSULTATION AND PARTNERSHIP WORKING

- 7.1 Service specific working groups will be established to ingather, process and report on information to ensure a successful system transition and to enable a post-implementation development work plan to be established.
- 7.2 An agreement with the North Ayrshire Health and Social Care Partnership to gain access to the available knowledge and expertise of their Information Systems Manager has enabled the project to be progressed to the implementation phase.
- 7.3 The Chair and Vice Chair of the Integration Joint Board have been consulted on the contents of this report.

8. EQUALITIES IMPLICATIONS

- 8.1 There are no equalities implications arising from the consideration of this report..

9. SUSTAINABILITY IMPLICATIONS

- 9.1 There are no sustainability implications arising from the consideration of this report.

10. CONCLUSIONS

- 10.1 Over the past twelve months, the Health and Social Care Partnership has positively progressed from initial discussions with System Supplier to now engaging in the System Design Process.
- 10.2 As stated in the outlined strategic objectives, the system will aid the support of future planning and service delivery.

REPORT AUTHOR AND PERSON TO CONTACT

Name: Theresa Mackin, Administration and Directorate Support Co-ordinator
Neil McLaughlin, Project Manager, SAHSCP (IS Manager, NAHSCP)

Phone number: 01292 612448

Email address: Theresa.mackin@south-ayrshire.gov.uk

BACKGROUND PAPERS

None.

25.01.17