

CABINET

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| Date of Meeting | Tuesday, 15 th October 2024 |
| Report Subject | Procurement of Client Information System |
| Cabinet Member | Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing |
| Report Author | Chief Officer (Social Services) |
| Type of Report | Operational |

EXECUTIVE SUMMARY

The Social Services portfolio is reliant on an electronic client information system (PARIS) which underpins social care processes and functions. The system supports care planning, service deliver, correspondence between individuals and the Council, as well as providing performance information and data exports to support the financial assessment and charging for care and support.

The PARIS product has performed well for the local authority over many years, but it is now end of life and the current provider no longer provides a social care software system, but instead has developed electronic patient record software to support health and mental health services.

The PARIS contract expiry date of the 31st March 2025, has recently been extended until the 31st March 2028 to support the transition to a new system in the next three years and is in line with the contract held by Denbighshire County Council who entered into a joint procurement process for PARIS originally.

RECOMMENDATIONS

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| 1 | To receive an update on the activity undertaken to date to procure a replacement client information system for the Social Services portfolio. |
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REPORT DETAILS

| 1.00 | BACKGROUND AND CONTEXT |
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| 1.01 | <p>The joint procurement of a replacement client information system for Flintshire Social Services and Denbighshire County Council Social Services commenced in the summer of 2022 with the issuing a PIN (Prior Information Notice) on Sell2Wales to test the market for appropriate suppliers. At that time, it was the authority's intention to undertake a joint procurement process with Denbighshire County Council, as the majority of other social services portfolios in Wales were using the WCCIS (Wales Community Care Integrated System) Care Director V5 and whilst there were concerns about the performance of WCCIS, there were no proposals to move away from it.</p> |
| 1.02 | <p>Following a successful response to the PIN, a significant piece of work was undertaken jointly with Denbighshire County Council and our joint Procurement Service to develop a detailed specification for the new system, alongside a series of demonstrations from providers where end users were able to view the potential systems.</p> |
| 1.03 | <p>The work on the specification was completed in spring 2023 with a view to going out to market through either an open tender process or the use of an existing framework and a tender award to be completed by summer 2023.</p> |
| 1.04 | <p>During the early summer of 2023 it became clear that the lifespan and functionality of the WCCIS programme and software was limited and a replacement system was required.</p> |
| 1.05 | <p>A national Connecting Care programme was tasked to support the procurement of new social care systems for Wales. It was determined that it was prudent for Flintshire and Denbighshire to pause our procurement process and join the national approach, which aligned to the position of the other four local authorities in North Wales.</p> |
| 1.06 | <p>Over the last 12 months, Welsh Government have supported an integrated health and social care procurement exercise lead by Digital Health and Care Wales (DHCW) who deliver digital services for NHS Wales. Across Wales eighteen local authorities have joined this procurement exercise. The remaining four councils did not join the WCCIS programme and have procured their own social care case management systems. They are not involved in the current procurement process. However, they must be engaged as part of other areas of the programme such as data standards and the future shared care record.</p> |
| 1.07 | <p>A Local Government Senior Responsible Officer (SRO) Advisory Group has been established to provide a proactive approach to driving the procurement process. Flintshire has supported this work by providing our detailed specification information. National agreement is being sought to formally endorse the SRO group as the governance mechanism for the social care elements of the programme. This approach would bring greater local government control over the social care element of the Connecting Care programme.</p> |

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| 1.08 | Progress in procuring new systems is progressing through clusters and Flintshire is part of the North Wales cluster. In July 2024 an Invitation To Tender (ITT) was issued on Sell2Wales and the Tender submission deadline date of 26 th August 2024. It is anticipated that the contract award will take place on the 5 th November 2024. |
| 1.09 | The cluster approach aligns national ambition for a once for Wales approach to delivering integrated care to the citizens of Wales and the need for regional and local autonomy to identify the social care system that will support local need and operational delivery. |
| 1.10 | Implementation |
| 1.11 | The procurement of a replacement system for Paris has been a priority for Social Services for a number of years and there is corporate recognition of the importance of a client information system. As a result, the Digital Strategy Board have given the replacement work a Priority 1 status in the Corporate IT workplan and currently wait to hear the outcome of the tender process and subsequent proposals for implementation. |
| 1.12 | Our Implementation Plan will utilise existing staff resources within the Business Systems Team in Social Services to lead on the implementation work. However, there will be additional inputting, testing, data migration, legacy system data storage and corporate resources required to implement such a significant system. Ultimately, the implementation plan and associated timelines will need to be balance a range of Priority 1 projects across the organisation and available capacity. |
| 1.13 | We have been in contact with colleagues from both Education & Youth Portfolio and Planning, Environment & Economy Portfolio, both of whom have recent undertaken significant system changes to draw on their experience, lessons, and approach. |

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| 2.00 | RESOURCE IMPLICATIONS |
| 2.01 | WLGA, ADSS Cymru (Association of Directors of Social Services) and each local authority are requesting information from Welsh Government on their proposals for financial support system implementation across Wales. There was an initial acknowledgement of the need for funding support but that has not yet translated into definitive information. National financial support is a critical interdependency given the local authority's financial position. |
| 2.02 | The DHCW has developed a business case for social care systems which contains significant amounts of funding and resource for DHCW. There is current active dialogue for this funding to be redeployed to support the delivery of the social care elements of the Connected Care programme. Through WLGA, local government is now producing a separate business case for the relevant elements of the programme to inform a submission to Welsh Government for funding consideration. |

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| 2.03 | Locally the anticipated costs of a replacement systems are being reviewed as part of the tender evaluation exercise. This work will inform any shortfall between a national financial offer, once known, and the actual system costs to the local authority including data migration. An updated MTFs pressures bid will be submitted with the likely implementation date commencing in the financial year 2025/26 but with more significant work and costs anticipated for the financial year 2026/27. |
| 3.00 | IMPACT ASSESSMENT AND RISK MANAGEMENT |
| 3.01 | The impact of the failure of the existing Paris system or the failure to procure a replacement system is high given the central role the system plays in storing client records, service provision and interfaces with our systems to charge for services. |
| 4.00 | CONSULTATIONS REQUIRED/CARRIED OUT |
| 4.01 | N/A |
| 5.00 | APPENDICES |
| 5.01 | None |
| 6.00 | LIST OF ACCESSIBLE BACKGROUND DOCUMENTS |
| 6.01 | N/A |
| 7.00 | CONTACT OFFICER DETAILS |
| 7.01 | Contact Officer: Jane Davies, Senior Manager Safeguarding and Commissioning Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk |
| 8.00 | GLOSSARY OF TERMS |
| 8.01 | None. |