

COUNCIL 30th November 2022

Cabinet 10th October 2022

52 SOCIAL CARE CASE MANAGEMENT SYSTEMS TRANSFORMATION

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Councillor Dacre, Cabinet Member with responsibility for Resources, presented a written report of the Directors, Adult Services and Wellbeing and Children and Young People's Services that presented the rationale for systems replacement.

The Adult Services and Wellbeing and the Children and Young People's Service social care client case management systems (case systems) were critical to the administration, supervision, and governance of individuals' social care journeys. They provided the mechanism to record all relevant data about individuals, their interaction with the Council, and the recording of information for statutory reporting, monitoring, and financial management functions. The current in-house case systems were no longer fit for purpose and required complete redevelopment or replacement.

The report outlined background information, options considered, consultation, and financial, legal, human resources and organisational development, environmental, health, economic, equality and diversity implications.

Councillor Courtney, Cabinet Member with responsibility for Towns, Engagement and Public Health, advised that the recording system was in danger of becoming a weak point in services and it was not acceptable.

Councillor Leigh MBE attended the meeting and addressed Cabinet. He commented on forward assumptions for similar situations and predicting the life of software.

***RESOLVED that:**

(a) the procurement of externally hosted case management, financial and portal systems and a permanent support team as detailed in paragraph 5.7 of the report, at a cost range as detailed in paragraph 6.3, and incorporation of the revenue funding detailed in paragraph 6.9 of the report to allow for the upper quartile cost be approved;

(b) it be recommended to Council that the amount detailed in paragraph 6.10 of the report be incorporated into the Council's Capital programme to allow the scheme to be implemented and funded by prudential borrowing up to a maximum of the same amount;

(c) the revenue funding required to deliver the scheme detailed in paragraph 6.9 of the report be considered as part of the Budget Process 2023/24; and

(d) delegated authority be given to the Director, Adult Services and Wellbeing and the Director, Children and Young People's Service, in consultation with the Head of Legal and Democratic Services, the Head of Finance, the Cabinet Member with responsibility for Adult Services and Wellbeing and the Cabinet Member with responsibility for Children and Young People's Service, to approve the contract award.

(Part 52 (b) only)