

TORBAY COUNCIL

Report No: SS/9/04

Title: **Contract for Social Services Care Management IT System**

To: The Executive on 30th March 2004

1. Purpose

- 1.1 To obtain approval to conclude contractual arrangements with In4tek Ltd in respect of the provision of a replacement Care Management System.

2. Relationship to Corporate Priorities

- 2.1 Building a Caring Community

3. Recommendation

- 3.1 That the completion of a contract with In4tek Ltd for the provision of their PARIS system be approved.
- 3.2 That the implementation of the PARIS system across the Adults Services and Children's Services functions of the Council be progressed.

4. Reason for Recommendation

- 4.1 To provide the Social Services Directorate with an appropriate, flexible Care Management System that will deliver both now and in the future in the challenging operating environment of social care.
- 4.2 The implementation of the PARIS system will improve information sharing across the organisation and between other partner agencies over time. This will aid the integration agenda and so improve services to our customers.
- 4.3 The improved technology has functionality allowing for user defined screens to ensure that changing needs can be met, assisting to meet many of the elements of the statutory Electronic Social Care Record, required by October 2005.
- 4.4 To meet the requirements of the raft of social care statutory returns through the provision of accurate, quality data.

5. Background

- 5.1 Members will be aware that this report covers an issue that has not appeared within the Forward Plan. This is due to the necessarily protracted procurement process that has taken place to secure the system that will best meet the needs of Torbay, together with lengthy technical discussions to develop a suitable contract to which both parties can sign. It has been necessary to bring this report to the Executive outside of the Forward Plan

arrangements as to delay at this stage would significantly impact on the planned funding arrangements for 2003/2004 that have been budgeted for and on the implementation programme.

- 5.2 The funding for this project exists in the base budget for Social Services and has been part of the 2003/2004 budget setting process. The approval for signature to this contract will include expenditure of £40,000 as an advance payment against this contract within the 2003/2004 financial year from existing committed funds.
- 5.3 The Social Services Directorate has operated with the SSID Care Management System following implementation in 1999. This system no longer meets the needs of the operating business environment and fails to capture and provide some of the information necessary for statutory returns.
- 5.3 The product suppliers developed improved technology during 2002, wanting all users to migrate to their new product SWIFT at significant cost. This was uneconomic for Torbay and SSID was retained with the acknowledgement that the system would not benefit from any further development.
- 5.4 Using a Care Management System that no longer meets the organisational needs has raised numerous operating difficulties, not least the inability of the system to provide information to fully engage with the Performance Management Agenda.
- 5.5 A robust procurement process through OJEU Tender has taken place with evaluation of the available systems in this market. This included visits to other authorities operating with competitor systems and supplier demonstrations. The PARIS product produced by In4tek Ltd is the selected system.
- 5.6 Contractual negotiations have been ongoing, with the involvement of the Council's Legal Services. Utilising a standard template pro-forma of terms and conditions has allowed direct discussion between both parties, leading to a concise contract that protects the interests of the council and is equitable to both sides.

6 Alternative Options (if any)

- 6.1 Having completed a full procurement process, the only other option would be not to proceed with the re-provision of the PARIS care Management System. To continue to operate with such an out-dated and inadequate system has high risks of failing to meet the needs of the Integration and Performance Agendas, and becoming increasingly unable to comply with statutory obligations such as the Electronic Social Care Record and changing statutory data returns. The implementation of the system is essential in the drive to achieve continuous improvements for our service users.

Jain Wood
Director of Social Services

Contact Officer: Paul Whitcomb
Extension: 01803 2208533

IMPLICATIONS, CONSULTATION AND OTHER INFORMATION

Part 1

| Does the proposal have implications for the following issues? | | |
|---|--|---------------------------|
| Legal (including Human Rights) | Contract via EU -Tender Notice OJEU Contract negotiations / consultation through Contract Officer / Legal Services | A.R. Mitchell S. Prior |
| Financial – Revenue | There is no budget implication for 2004/05. Maintenance / support costs of £28,972 for 2005/06. An estimated £80K will be spent in 2003/04 from existing revenue budget, with £250K built into base line budget for 2004/05. | J. Wheeler |
| Financial – Capital Plan | N/A | J. Wheeler |
| Human Resources (including equal opportunities) | Detailed implementation plans remain to be developed. | S. Simpson |
| Property | None | |

Part 2

| Does the proposal have implications for the following issues? | | |
|---|-----------|--|
| Sustainability | Yes or no | Yes – Reduces Paperwork |
| Crime and Disorder | Yes or no | No |
| OfSTED Post-Inspection Action Plan | Yes or no | No |
| Social Services Action Plan | Yes or no | Yes – This system will support the integration of services and the Performance Management Agenda |
| Change Management Plan | Yes or no | Yes – Supports the E-Government agenda |

Part 3
These sections must be completed by the author of the Report

| Does the proposal have implications for the following Directorates? If so, please inform the relevant Director. Please give details as appropriate | | |
|---|-----|---|
| Chief Executive/Corporate Services | No | |
| Education Services | Yes | The system will support improved information sharing and the work to improve the life chances of children looked after by improved educational attainment. Better quality information links to “Every Child Matters” and the Children’s Bill. |
| Environment Services | No | |
| Social Services | Yes | All Areas |
| Strategic Services | No | |

Part 4

| | | |
|--|----|--|
| Is the proposal contrary to or does it propose amendment to the Policy Framework or contrary to (or not wholly in accordance with) the Council’s Budget? | No | |
| 1. Details of the nature and extent of consultation with stakeholders and relevant select committees. N/A | | |
| 2. Details and outcome of consultation, as appropriate N/A | | |

Part 5

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| Is the proposal a Key Decision in relation to an Executive function? | Yes | General Exception |
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Part 6

Appendices

None

Background Papers:

Tender Documents

Tender responses from other respondents

Tender response from In4tek Ltd