



**London Borough of Hammersmith & Fulham**

**CABINET**

**2 SEPTEMBER 2013**

**AWARD OF CONTRACT FOR THE PROVISION OF THE FRAMEWORK, SOCIAL CARE CASE MANAGEMENT SYSTEM AND FINANCE IT SYSTEM FOR COMMUNITY CARE**

**Report of the Cabinet Member for Community Care : Councillor Marcus Ginn**

**Open report**

A separate report on the exempt Cabinet agenda provides exempt information on estimated costs and savings resulting from the project and recommends placing the contract with the preferred supplier.

**Classification - For Decision**

**Key Decision: Yes**

**Wards Affected: All**

**Accountable Executive Director:** Sue Redmond, Executive Director of Adult Social Care

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## **1. EXECUTIVE SUMMARY**

- 1.1. Frameworki is the primary social care records system used by Hammersmith & Fulham Council. The current contract between Hammersmith and Fulham Bridge Partnership (HFBP) and Corelogic for the provision of Frameworki to the Council is due to expire on 31st March 2014. Westminster (WCC) Children's and Adult Services and the Royal Borough of Kensington and Chelsea (RBKC) Adults Services have procured Frameworki from Corelogic's pan-London framework agreement and implemented a single shared version of the product. With the contract for H&F due to expire, this has given the opportunity for the Council to re-procure, through HFBP, the same service model as Westminster and RBKC directly from Corelogic, thereby supporting the Tri-borough service delivery.
- 1.2. This IT project will deliver Frameworki as an essential business application to enable Tri-borough working within Adult Social Care (ASC); it is a key enabler for cross borough working as part of the Social Care re-organisation.
- 1.3. ASC need to undertake this project now as the delivery of Frameworki will enable the convergence of Adult Social Care IT systems across Tri-borough. Frameworki convergence has already been achieved between ASC in RBKC and WCC with H&F now remaining. This will enable shared commissioning and provision, enhanced business intelligence for strategic planning and commissioning, enable efficiencies by facilitating standardised business practices across Tri-borough operations, and facilitate further integration capabilities with Health partners.
- 1.4. ASC need to upgrade to the same service model of Frameworki for the reasons given above. Children's Services have committed to moving to a hosted solution of their current version of Frameworki by April 2014, thereby creating further savings.

## **2. RECOMMENDATION**

- 2.1. That a contribution of up to £71,696 from the Efficiency Projects reserve (Invest to Save), towards the year one, one-off project costs for the provision of Frameworki, Electronic Social Care Case Management and Finance System, be approved, with all other one off and on-going costs being met from within existing budgets.

## **3. REASONS FOR DECISION**

- 3.1. As set out in the exempt report, the Council is recommended to renew provision of a social care case management and finance IT system under a framework agreement for Adult services. Renewed provision will enable Tri-borough working

and realise significant savings.

- 3.2. The savings will fund budgetary shortfalls in future years and generate significant benefits from Tri-borough working.
- 3.3. The renewed provision of frameworki in H&F enables the transition to a single IT system across Tri-borough for all Adult Case Management and Finance functions. It is an essential component to facilitate the implementation of common business processes across the boroughs, allowing for further efficiencies, including staff savings, and business transformation.
- 3.4. A single Tri-borough case management and finance IT system is essential for closer collaboration across Health and Social Care organisations to deliver joined-up services through shared commissioning and collaborative business intelligence.
- 3.5. A single system for ASC reduces on-going IT support costs through the sharing of common infrastructure and support resources. Future business requirements for the IT system will be simplified and more cost-effective through a single, unified IT implementation across the department.

#### **4. BACKGROUND**

- 4.1. Frameworki is the primary social care records system used within H&F Adult Social Care. Frameworki is provided by third-party supplier Corelogic. The business-critical system manages service user information and is the key system in recording statutory assessments, the recording and payment of service providers and service users, and a key information tool in the safeguarding of residents.
- 4.2. The department requires support, maintenance and management of infrastructure for Frameworki. This support includes essential day-to-day support and maintenance of the system that is critical to the business functions of the Adults Social Care department. Currently, support for Frameworki is contracted to the Council's IT partner HFBP. The current contract between HFBP and Corelogic is due to expire on 31 March 2014 with further extensions if required
- 4.3. Westminster (WCC) Children's and Adults Services & RBKC Adults Services have procured Corelogic's Frameworki system through Corelogic's pan-London framework agreement. With the exception of RBKC Children's services, the departments discontinued use of their current social care systems from April 2013.
- 4.4. Compared to the Westminster and Royal Borough of Kensington and Chelsea implementations of Frameworki, the implementation costs for this initiative are comparatively lower and more cost effective.

- 4.5. As Frameworki is used across all of the Adults (ASC) Service departments in Tri-borough, it is desirable for the Council to continue to use Frameworki, enabling savings through renewed contract terms and the sharing of support resources across Tri-borough. It also creates one single database for ASC enabling team consistency across the Tri-borough services.
- 4.6. H&F Adults Services have asked HFBP to provide an analysis of utilising Corelogic's pan-London framework agreement compared to continuing with the existing contract with Corelogic. A solution proposal provided by HFBP shows the Council will realise a small saving by re-procuring under the same terms as are offered by the pan-London framework agreement. This saving will then increase significantly over a five year period once children's services complete their migration.
- 4.7. The convergence of social care systems across the authorities is a key requirement to the delivery of significant savings in Adult Services. The contract award will realise significant overall benefits to the council in meeting corporate and departmental objectives.
- 4.8. The department has commissioned HFBP to provide a Solution Proposal design document, which details the project costs, timescales and approach.

## **5. PROPOSAL AND ISSUES**

- 5.1. Without continued provision of Frameworki, critical business functions in Adult Social care will be unable to continue without emergency contingency plans implemented. This would lead to a higher risk to the completion of statutory assessments, the provision of services to vulnerable residents and potential for reputational damage to the council.

## **6. OPTIONS AND ANALYSIS**

- 6.1. Alternative social care systems had been considered and evaluated by Adult Social Care across Tri-borough. However, the department concluded that a significant advantage could be gained by re-procurement of Frameworki, thereby aligning systems and support resources with RBKC and WCC.

## **7. CONSULTATION**

- 7.1. The following have been consulted – H&F Contract Management Office, H&F Business Board, ASC Contracts & Commissioning Board, Children's Services, HFBP, ASC Finance, ASC Procurement, H&F Human Resources, H&F Risk Management, and Councillor Marcus Ginn, Cabinet Member for Community Care.

## 8. FINANCIAL AND RESOURCES IMPLICATIONS

- 8.1. An indicative costs paper provided by HFBP indicates savings over a five year period.
- 8.2. These savings will increase significantly over five years when Children's services complete their migration to a hosted solution.
- 8.3. Children's services have committed to completing their migration to a hosted solution by 1 April 2014 which will coincide with the Adult services IT staffing reorganisation. These activities are key to achieving the savings associated with this initiative.
- 8.4. Savings will be made by renewing the provision of Frameworki under the same terms as offered under Corelogic's pan-London framework agreement and utilising support resources across Tri-borough.
- 8.5. One off project costs are required in the first year of the project to initiate and complete transition. Efficiency Projects (Invest to Save) funds of £71,696 are required to meet one off project costs and contract transition.
- 8.6. Timescales

This table sets out the provisional timetable that the overall Frameworki Programme is working towards for migration across Tri-borough to the new Frameworki hosted system.

Business Area	Case management system	Migrated Functionality to Frameworki	Target Date for migration
WCC Adults Services	Swift	Case Management & Finance	Completed
RBKC Adults Services	ASCC	Case Management & Finance	Completed
H&F Adults Services	Frameworki	Case Management & Finance	December 2013

## 9. CORPORATE AND DEPARTMENTAL OBJECTIVES AND BUSINESS INTELLIGENCE

- 9.1. This project is aligned with the Council's corporate IT strategy objectives, including closer collaboration across organisations to deliver joined-up services. The deliverable of a uniform social care system meets the department's

objectives of shared service commissioning and provision.

- 9.2. The project will also achieve the department's objectives of improved and simplified business intelligence and consistent processes across Tri-borough services. This will assist the departments in further improved planning and delivery of services to residents.
- 9.3. This IT Project is aligned with the department's objective of procuring a Customer Portal for Adult Social Care, which will be used to provide residents choice and control in choosing care providers.
- 9.4. Further business intelligence products, such as Multivue using one client index will continue to be used by the Council.

## **10. OUTPUTS, SERVICE LEVELS AND PROVISION**

- 10.1. The Tri-borough Adult Social Care IT support team will provide application and business support for Frameworki to their respective service areas. The team is resourced through Tri-borough staff and provides Frameworki and other ASC IT Application support across all three boroughs.
- 10.2. The new contract award will include contractually guaranteed levels of service with a service credit model in place for system faults. Service credits will be managed by HFBP. However, the details of this will be agreed when the restructured Frameworki Tri-borough support teams have been formally established in early 2014.
- 10.3. The Tri-borough Adult Social Care IT support team for Adult Social Care will remain in place during the project's post-implementation phases to ensure dedicated resources are available for further technical and business development of the system for each service area. As the major development phase of the system has ended and the project moves to a maintenance phase, an analysis of harmonising support resources across other service areas and directorates will be undertaken.

## **11. EQUALITY IMPLICATIONS**

- 11.1. There are no service equalities implications as the approval does not impact the service provided to service users.

## **12. LEGAL IMPLICATIONS**

- 12.1. The Council's IT requirements are provided by HFBP under a service contract dated 1 November 2006 (the "IT Service Contract"). Under the IT Service

Contract, HFBP contracts directly with software suppliers for the provision of IT software to the Council.

- 12.2 HFBP will enter into the new contract with Corelogic for the provision of Frameworki.
- 12.3 Further comments are provided in the exempt Cabinet report.
- 12.4 Implications completed by: Catherine Irvine, Senior Solicitor (Contracts), Telephone: 020 8753 2774.

### **13. RISKS**

- 13.1. The re-procurement of Frameworki with Corelogic is beneficial to the council and contributes to the provision of more efficient working using one system across three boroughs. HFBP, as the agent for H&F council on IT matters together with the Adult Social Care Department, will be responsible for the effective project risk management and business continuity and disaster recovery arrangements that will be required for what is considered a critical council system.
- 13.2. Implications completed by: Michael Sloniowski, Bi-Borough Risk Manager Telephone: 020 8753 2587.

### **14. COMMENTS OF THE DIRECTOR FOR PROCUREMENT AND IT STRATEGY**

- 14.1. There are no procurement related issues as the recommendations contained in this report relate to an order to be placed under the contract with the Council's strategic IT Partner.
- 14.2. Implications. Completed by: Joanna Angelides, Procurement Consultant, Telephone No: 0208 753 2586.

### **15. COMMENTS OF THE HEAD OF HUMAN RESOURCES**

- 15.1 The Council will follow legislation and good practice, should TUPE apply. Completed by: Beverley Lavall, HR Relationship Manager, Adult Social Care, Recruitment and Agency Management. Telephone No: 020 8753 6389.

### **16. COMMENTS OF THE EXECUTIVE DIRECTOR OF FINANCE AND CORPORATE GOVERNANCE**

- 16.1. The convergence of social care systems across the authorities is a key requirement to the delivery of significant staffing and senior management

savings in Adult Services.

- 16.2. The change in service design to support the contract will reduce the support provision provided directly by HFBP. Contractually there is an obligation to transfer the affected HFBP staff to the Council (see Para 10.2 for further details). The current HFBP "As Is" support staff costs and the HFBP "To Be" model has not yet been agreed, this will be dealt with under a separate re-organisation project which will be implemented in early 2014.
- 16.3. Formal reorganisation of the existing Frameworki Tri-borough support team and the transfer of affected HFBP staff will coincide with the end of this initiative.
- 16.4. The investment required to deliver this initiative will have a payback period of one year and four months.
- 16.5. The total cost of can be met from ASC Revenue budget and £71,696 from the Efficiency Projects Reserve
- 16.6. There will be an annual saving of £124,832 to the ASC budgets from year 2, which will contribute to the ASC services savings targets for 2014/15.
- 16.7 Further comments are provided in the exempt Cabinet report.
- 16.8 Implications completed by: Rachel Wigley, Tri-borough Director of Finance, Adult Social Care. Telephone No: 020 7361 2312.

**LOCAL GOVERNMENT ACT 2000**  
**LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

<b>No.</b>	<b>Description of Background Papers</b>	<b>Name/Ext of holder of file/copy</b>	<b>Department/ Location</b>
1.	WPR 58446 – Frameworki Solution Proposal (exempt)	David Stoneman, Project Manager, HFBP	HFBP, 26-28 Hammersmith Grove, W6
<b>CONTACT OFFICER: Mark Hill</b>		<b>NAME: Mark Hill EXT. 5126</b>	