



## London Borough of Hammersmith & Fulham

### CABINET

9 DECEMBER 2013

#### **AWARD OF CONTRACT FOR THE PROVISION OF THE FRAMEWORKI, SOCIAL CARE CASE MANAGEMENT SYSTEM AND FINANCE IT SYSTEM FOR CHILDREN'S SERVICES**

**Report of the Cabinet Member for Children's Services – Councillor Helen Binmore**

#### **Open report**

A separate report on the exempt Cabinet agenda provides exempt information about the financial costs and benefits of this project.

**Classification - For Decision**

**Key Decision: Yes**

**Wards Affected: All**

**Accountable Executive Director:** Andrew Christie, Executive Director for Children's Services

**Report Author:** Veronica Barella, Tri-borough Strategic Relationship Manager, Children's

**Contact Details:**  
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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.
- 1.2. Tri-borough Adult Social Care (ASC for RBKC, WCC and H&F) have procured Frameworki from Corelogic's pan-London framework agreement. With the contract for H&F Children's Services due to expire, this has given the opportunity for the Council to re-procure, through HFBP, the same service model as H&F's Adult Social Care directly from Corelogic, thereby supporting the Tri-borough service delivery model.

- 1.3. This project is an IT enabler for further savings which may arise from consolidation of processes and staff support across the Tri-borough IT support teams. These savings are not identified in this paper as they will be addressed by a separate Children's IT Support Consolidation project.
- 1.4. On 2<sup>nd</sup> September 2013 Cabinet agreed the H&F ASC award to Corelogic. The savings identified for the Adult Social Care (ASC) move to the Corelogic framework are contingent on Children's Services moving off the HFBP platform by April 2014.
- 1.5. This project will offset a substantial increase in costs to the Council and will provide a platform for a future single social care system for Tri-borough Children's services; it is a key enabler for cross borough working as part of the Social Care re-organisation.

## **2. RECOMMENDATIONS**

- 2.1. That approval be given for Hammersmith and Fulham Bridge Partnership (HFBP) to enter into a contract with the third party supplier, Corelogic, commencing March 2014 for the provision of Frameworki Electronic Social Care Case Management and Finance System, and that this contract co-terminate with Tri-borough Adult Social Care's arrangement for the same in January 2017 (the contract has a clause enabling annual extensions).
- 2.2. That approval be given for one-off costs of up to £107,616 to complete the procurement and implementation.
- 2.3. That a contribution of up to £107,616 from the Efficiency Projects reserve (Invest to Save), towards the year one, one-off project costs, be approved, with all other one off and on-going costs being met from within existing budgets.
- 2.4. That work to define the future support model proceed in parallel with this IT project.
- 2.5. To note that the Children's IT Support consolidation project is likely to deliver further savings but the level is currently unknown and not reported here.

## **3. REASONS FOR DECISION**

- 3.1. The Council needs to renew provision of a social care case management and finance IT system under a framework agreement for H&F Children's Services. Renewed provision under the new framework will realise savings.

- 3.2. This project is an IT enabler for further savings which may arise from consolidation of processes and staff support across the Tri-borough IT support teams.

#### **4. BACKGROUND**

- 4.1. Frameworki is the primary social care records system used within H&F Children's 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. Tri-borough Children's Services requires support, maintenance and management of infrastructure for Frameworki. This support includes essential day-to-day support and maintenance of the system and is critical to effective, efficient and timely delivery of children's and families social care. Currently, support for Frameworki is contracted to the Council's IT partner HFBP.
- 4.3. The current contract between HFBP and Corelogic is due to expire on 31 March 2014, but allows for further extensions if required.
- 4.4. Westminster (WCC) Children's currently have their own Frameworki system; Royal Borough of Kensington and Chelsea (RBKC) use an in-house bespoke system, KCICS.
- 4.5. The department has commissioned HFBP, under the terms of the Council's contract with HFBP, to provide a Solution Proposal for the design and migration of H&F's Children's Frameworki system to a hosted Corelogic platform, similar to that already achieved for adult social care. Children's will be migrated on the basis that required interfaces into the Agresso system will be delivered through the Managed Services Programme.

#### **5. PROPOSAL AND ISSUES**

- 5.1. Without continued provision of Frameworki, business functions critical to delivering children's social care will be unable to continue without emergency and costly contingency plans being implemented. This would lead to a higher risk to the completion of statutory assessments, the provision of services to vulnerable residents, and potential reputational damage to the Council.

#### **6. OPTIONS AND ANALYSIS**

- 6.1. Tri-borough Children's services have undertaken an internal exercise to select a single social care system. Given the different processes currently in operation in

the three boroughs a converged system would need to reflect the agreed practices. A key functionality currently being developed within Frameworki is Family-based reporting. The department will either seek to implement the new generation of the current system or go out to tender for an alternative. Consideration is also being given as to the suitability of extending the system to education case management and the production of integrated Education, Health and Care plans as required under the Children and Families Bill, expected to come into effect in 2014. In the meantime, the department has concluded that a significant advantage could be gained by re-procurement of Frameworki, thereby aligning systems and support resources with WCC.

- 6.2. Future savings should follow from being able to consolidate practitioner processes across Tri-borough.

## **7. CONSULTATION**

- 7.1. The following have been consulted – H&F Contract Management Office, H&F Business Board, Children’s Services Contracts & Commissioning Board, Children’s Family Services, Children’s Finance, HFBP, H&F Risk Management.

## **8. FINANCIAL AND RESOURCES IMPLICATIONS**

- 8.1. The Solution Proposal prepared by HFBP includes indicative costs and indicates savings over a five year period.
- 8.2. These savings will be made through the reduction of the HFBP infrastructure cost by renewing the provision of Frameworki under the same terms as offered under Corelogic’s pan-London framework agreement and utilising the Corelogic hosted solution
- 8.3. One off project costs of £107,616 are required in the first year of the project to initiate and complete transition. Efficiency Projects (Invest to Save) funds of £107,616 are required to meet one off project costs and contract transition.
- 8.4. Additional future savings are likely from the Children’s Application Support consolidation project.

## **9. TIMESCALES**

- 9.1 The recommended option will take 3 months, and will proceed according to the following timescale:

Planning and design completed; project start	December 2013
Setup infrastructure on Corelogic platform	January 2014
Redevelop interfaces for Agresso	February 2014
Cutover and final go-live	March 2014

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

- 10.1. The Tri-borough Children's 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 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 with Children's IT, HFBP and H&F as part of the project implementation.

## **11. DEPENDENCIES**

- 11.1. The support which HFBP currently provide will be absorbed into the work of the final Tri-borough Children's IT support team without an associated increase in cost. The reorganisation of this team is subject to a separate project and will be addressed in parallel to the implementation of this IT project.
- 11.2. Detailed on-going staff and application support costs will be finalised following the completion of the Children's IT re-organisation.
- 11.3. The Managed Services Programme will deliver the interfaces for Frameworki to the new hosted Corelogic solution.

## **12. EQUALITY IMPLICATIONS**

- 12.1. There are no service equalities implications as the approval does not impact the service provided to service users.
- 12.2. Implications completed by: Carly Fry, Opportunities Manager (FCS), Telephone: 020 8753 3430.

### **13. LEGAL IMPLICATIONS**

- 13.1. 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.
- 13.2. HFBP will enter into the new contract with Corelogic for the provision of Frameworki.
- 13.3. It should be noted that, whilst both Westminster and RBKC procured Frameworki under a pan-London framework agreement, HFBP, as a non-public body, is not entitled to access the same framework agreement. HFBP has therefore negotiated to contract with Corelogic on the same terms and conditions as are available under the framework but not actually under the framework. The new Corelogic contract for Adult Social Care has been negotiated under these terms.
- 13.4. Implications completed by: Cath Irvine, Senior Solicitor (Contracts), Telephone: 020 8753 2774.

### **14. RISKS**

- 14.1. The re-procurement of Frameworki with Corelogic is beneficial to the Council and provides a single platform that can then be used in the future for WCC and RBKC Children's social care systems to migrate to. HFBP, as the agent for H&F Council on IT matters together with the Children's 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.
- 14.2. Implications completed by: Michael Sloniowski, Bi-Borough Risk Manager Telephone: 020 8753 2587.

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

- 15.1. The terms of the Council's contract with H&F Bridge Partnership enable HFBP to enter into ICT-related contracts on the Council's behalf. This report aims to align children's and families social care ICT and finance systems and infrastructure with that already achieved for Tri-borough adult social care and should, through aligning systems across Tri-borough Children's Services, deliver future efficiency improvements for children, families and all three Councils. The Director for Procurement and IT Strategy supports the report's recommendations.
- 15.2. Implications. Completed by: John Francis, Principal Consultant, H&F Corporate Procurement. Telephone No: 0208 753 2582.

**16. COMMENTS OF THE HEAD OF HUMAN RESOURCES**

- 16.1 Separate projects are referred to above, in paragraphs 2.5 and 8.4, which will run in parallel with this proposed procurement, to determine the staffing requirements of future IT support. In determining staffing implications the Council will follow legislation and good practice, including TUPE should it be deemed to apply.
- 16.2 Completed by: Debbie Morris, Bi-borough Director of Human Resources. Telephone No: 020 7361 2136.

**17. COMMENTS OF THE EXECUTIVE DIRECTOR OF FINANCE AND CORPORATE GOVERNANCE**

- 17.1. 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. 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.
- 17.2. The total cost of implementation is £107,616. Of this, £107,616 can be met from the Efficiency Projects Reserve
- 17.3. Implications completed by: Dave McNamara, Tri-borough Director for Finance and Resources, Children’s. Telephone No: 020 8753 3404.

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

Contact officer(s): Veronica Barella ext. 2927

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
	None.		
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