



London Borough of Hammersmith & Fulham

Cabinet

26 APRIL 2009

LEADER

Councillor Stephen Greenhalgh

PROPOSED COMMITMENTS AGAINST THE IT INFRASTRUCTURE GRANT AND THE ADULT SOCIAL CARE SUPPORTED CAPITAL EXPENDITURE GRANT (SCE)

**Wards
All**

**HAS A PEIA BEEN COMPLETED?
YES**

The following paper outlines how two capital grants relating to information technology and infrastructure will be committed and used in adult social care and Community Services. The two grants included in this report are the IT infrastructure grant and the Adult Social Care Supported Capital Expenditure grant (SCE). The grants will be used to fund the necessary development and support posts, routine upgrades of the existing systems and for specific projects relating to "Supporting Your Choice" and NHS number matching.

CONTRIBUTORS

CSD
ADLDS
DFCS

Recommendation:

That approval is given to commit the two available grants for the purposes highlighted in the report and in the summary above. The grants total £514k, and the proposed commitments are detailed in section 5.

1 INTRODUCTION

- 1.1 The following paper outlines how two capital grants relating to information technology and infrastructure will be committed and used in adult social care and Community Services. The two grants included in this report are the IT infrastructure grant and the Adult Social Care Supported Capital Expenditure grant (SCE).

2 BACKGROUND

- 2.1 In May 2007, Community Services and Children's Services Department jointly commissioned, procured and implemented a new Information system called "Frameworki" to replace the existing system ("Oassis").
- 2.2 The requirements to modernise information systems within adult social care stemmed from a national drive towards an electronic social care record and an integrated approach to capturing and using data in relation to children's social care. The existing system was little more than a tool to collect key data for statistical returns and did not assist practitioners to effectively and efficiently manage their workloads.
- 2.3 Frameworki was introduced as a casework system with a focus on how it can assist officers in their day to day work as well as capture key data for statistical returns. Hammersmith and Fulham also chose to implement the finance module of the Frameworki system.

3 NEW REQUIREMENTS

- 3.1 Since the implementation of Frameworki, national policy developments in adult social care have gathered pace, and further, significant developments for "Frameworki" are required.
- 3.2 First and foremost among these is the move towards personalisation and individual budgets. The "Supporting Your Choice" programme within the Community Services is the vehicle by which the whole process will be delivered. The programme covers a wholesale, but phased change in the way people are assessed for services, how their care is determined, how it is delivered, and who delivers it.
- 3.3 With this fundamental change in approach to assessing and providing care, the Department's systems will need to have a commensurate level of change to ensure that they remain "fit for purpose".
- 3.4 Nationally, there is also a requirement from the Care Quality Commission to demonstrate the effectiveness and impact of social care interventions. This is a move to demonstrating outcomes rather than counting "outputs". This is a fundamental shift in the performance culture both locally and nationally and the system needs to routinely capture outcome related data which is currently not recorded or captured anywhere.

- 3.5 Secondly, since Frameworki was originally implemented, the requirements in relation to Safeguarding Vulnerable Adults have been developed and consolidated, both at a local level but also at a national level with new reporting requirements. As with personalisation, the system needs to remain “fit for purpose” and needs to be updated to ensure that the workflow is as effective and efficient for operational staff and avoids putting vulnerable people at risk, as well as meets the reporting needs of the Department of Health.
- 3.6 With the integration of the Council and Hammersmith and Fulham NHS, we have the chance to rethink the way services are offered and delivered. As services are more closely integrated, systems will need to be moved closer or integrated to support them. Health colleagues the Learning Disability service have already requested the use of Frameworki and the system needs to be built and configured to ensure they have the best possible use of the system. As integration gathers pace, further developmental work will need to be carried out with Frameworki to ensure that it matches the need and purpose of integrated services.

4 IT INFRASTRUCTURE AND ADULT SOCIAL CARE SUPPORTED CAPITAL EXPENDITURE GRANT

- 4.1 The two grants are available for three years from 2008-09 to 2010-2011. The values of the grants are outlined in Table 1 below.

Year	IT infrastructure (£000s)	Adult Social Care SCE (£000s)	Total available
2008-09	61	107	168
2009-10	64	107	171
2010-11	68	107	175
Total	193	321	514

In total, the grants value £514k over a three year period.

5 PROPOSED COMMITMENTS

- 5.1 Frameworki requires significant development if it is to remain “fit for purpose” in a fast moving national and local adult social care and health setting.
- 5.2 There are three main commitments against the Grants outlined above, which will be committed for a term of three years. These are : routine and ongoing upgrades of the Frameworki base system, use of internal, technical and development resources, and specific exercises in relation to the Common Assessment Framework and linking systems with health databases and the development of necessary IT systems and services to complement the development of the universal offer and signposting services under “Supporting Your Choice”.

5.3 Routine upgrades of the Frameworki system

5.3.1 Corelogic, the company that developed Frameworki, routinely upgrades its base system to update processes, improve efficiency, introduce new functionality and solve known bugs and issues. Annually, there are 4 upgrades per year. Whilst the upgrades are provided free by Corelogic, the Department is required to pay the Bridge Partnership to implement, test and support the upgrades.

5.4 Internal Development resources

5.4.1. The Department does not currently have sufficient skills and expertise to configure and design the system and required workflow to ensure that Frameworki is appropriate, effective and can meet the demands of fast paced changes in the adult social care arena.

5.4.2 With this in mind, the Department recruited two Developer and Support posts to provide this level of expertise and work based support for the new requirements. The period of change is particularly challenging for adult social care with a phased change in the way care is assessed and delivered. This essentially means that the Department will operate a twin track approach for the medium term, and Frameworki will need to be flexible enough to incorporate the existing processes as well as new process simultaneously.

5.4.3 These posts consult key operational staff; design the technical specification of workflow requirements and build the new system elements ready for the wider roll-out of the key developments outlined in section 3 above. The posts liaise closely with colleagues in Corelogic and the Bridge Partnership, but are the main Departmental source of technical skill and developmental capacity in relation to the Frameworki system.

5.4.4 These posts are graded at a PO5 level to ensure appropriately skilled people are recruited to these key posts (c£45k pa) to ensure that we have the appropriate systems to support the major developments within the Department.

5.4.5 The Department is seeking retrospective agreement in relation to the funding of these core posts.

5.5 Scoping Exercise in relation to the Development of the Common Assessment Framework and NHS number matching; and development of services and systems for the implementation of “Supporting Your Choice”.

5.5.1 As the Council has integrated with Hammersmith and Fulham NHS, we have the opportunity to creatively rethink the way services are commissioned and provided to local vulnerable people.

- 5.5.2 Much of this work will focus on the integration of adult social care services and those provided in the health service. At present, there is no routine linking of data between the adult social care (or the Council as a whole) and health services which makes an integrated co-ordinated approach to care very difficult.
- 5.5.3 The Department of Health has issued a consultation on the development of a Common Assessment Framework (CAF) to ensure effective information sharing between health and social care agencies. This is necessary to facilitate the most effective delivery of health and wellbeing services to a local population. Whilst detailed requirements from the Department of Health are yet to be published, the Common Assessment Framework is expected to be in place from 2011 onwards.
- 5.5.4 It is expected that it will shortly be a statutory requirement for adult social care services to hold and use the NHS number on its major systems to ensure information sharing.
- 5.5.5 It is proposed we will scope out the requirements for data matching existing data to gather the NHS numbers for existing clients, and secondly to determine the most effective way of then routinely using and capturing the NHS numbers for all new clients entering and using social care services. Secondly, we will scope out the best way forward in relation to the Common Assessment Framework requirements, and ensure that relevant information is effectively shared between the key agencies involved in a person's health and wellbeing.
- 5.5.6 One of the key components of the "Supporting Your Choice" programme and the "Putting People First" agenda from the Department of Health is the development and promotion of a "universal offer".
- 5.5.7 The "Universal Offer" is a means of ensuring that every vulnerable person, whether they fund their own care or not, has the same opportunity to access information and advice. All citizens should be able to access universal services such as transport, leisure and education facilities, housing, health services and opportunities for meaningful occupation.
- 5.5.8 People need to be effectively signposted to services in the voluntary sector and in other statutory agencies with the intention of reducing demand on the more expensive social care services and improving the general health and wellbeing of the local population. The final element of the "Universal offer" is to encourage people requiring support to "do more for themselves"; that is arrange care and support for themselves or the person they are caring for.
- 5.5.9 The Department is determining how to implement the "Universal Offer" as part of the "Supporting Your Choice" programme. Whilst plans are at an early stage, it is accepted that there will be investment required to

ensure that online signposting services are developed and Frameworki further developed to accommodate a wider scope for vulnerable people's health and wellbeing covering information and advice services, services in the voluntary sector and services provided by other council departments and the health services.

Commitments over a three year period.

Year	Development Posts	System upgrades	CAF / NHS systems and "Supporting Your Choice"	Total
Year 1	90	50	30	170
Year 2	92	50	30	172
Year 3	94	50	28	172
Total	276	150	88	514

6 RISK MANAGEMENT

- 6.1 The "Supporting Your Choice" programme appears on the Departmental Risk Register. The programme is overseen by a Departmental Programme Board. The Board oversees the progress to date and manages the risks highlighted in the work plans.
- 6.2 Whilst there is not a specific risk highlighted in terms of Frameworki, the development and strategic direction of the system is overseen by a robust governance framework. The Strategy Group, chaired by the Assistant Director for adult social care oversees the overall direction of the system, the Reference Group is the forum for technical issues, and the Operational Group is where front-line staff highlight issues with the system and propose new amendments or developments.

7 COMMENTS FROM THE DIRECTOR OF FINANCE AND CORPORATE SERVICES

- 7.1 These IT capital projects will be fully grant funded from the two capital grants detailed in section 4.1 of the report.
- 7.2 The expenditure profile will be as detailed in section 5.5.9.
- 7.3 The two development posts detailed in section 5.42 were created as permanent posts and are to be reviewed after the "life" of the funding. It is anticipated we will be in a position where we do not need further development posts and the posts will be deleted. If we do have a further need then funding will need to be identified. Review of the job roles confirms that it is reasonable for these costs to be capitalised.

8 COMMENTS FROM THE ASSISTANT DIRECTOR OF LEGAL AND DEMOCRATIC SERVICES

8.1 There are no legal implications from this report.

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	Grant Allocations	Lee Fitzjohn x5799	QCP, 4 th floor, 77 Glenthorne Road
2.	Putting People First – Transforming Adult Social Care (Department of Health)	Lee Fitzjohn x5799	QCP, 4 th floor, 77 Glenthorne Road
CONTACT OFFICER:		NAME: Lee Fitzjohn EXT. x5799	