Devon County Council

Phil Norrey
Chief Executive

To: The Chair and Members of the
Corporate Infrastructure and
Regulatory Services Scrutiny
Committee

County Hall
Topsham Road
Exeter
Devon
EX2 4QD

(See below)

CORPORATE INFRASTRUCTURE AND REGULATORY SERVICES SCRUTINY COMMITTEE

Tuesday, 28th November, 2017

A meeting of the Corporate Infrastructure and Regulatory Services Scrutiny Committee is to be held on the above date at 2.15 pm at Committee Suite - County Hall to consider the following matters.

P NORREY
Chief Executive

A G E N D A

11   Eclipse (Pages 1 - 4)

Report of the Chief Officer for Children's Services and the Head of Digital Transformation and Business Support.

Members are reminded that Part II Reports contain confidential information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s).
Members are also reminded of the need to dispose of such reports carefully and are therefore invited to return them to the Democratic Services Officer at the conclusion of the meeting for disposal.

Membership
Councillors A Dewhirst (Chair), P Colthorpe (Vice-Chair), M Asvachin, Y Atkinson, K Ball, R Bloxham, J Hook, J Brook, C Chugg, P Crabb, A Eastman, R Edgell, I Hall, A Saywell, M Shaw and C Slade

Declaration of Interests
Members are reminded that they must declare any interest they may have in any item to be considered at this meeting, prior to any discussion taking place on that item.

Access to Information
Any person wishing to inspect any minutes, reports or lists of background papers relating to any item on this agenda should contact Wendy Simpson 01392 384383.   Agenda and minutes of the Committee are published on the Council's Website and can also be accessed via the Modern.Gov app, available from the usual stores..

Webcasting, Recording or Reporting of Meetings and Proceedings
The proceedings of this meeting may be recorded for broadcasting live on the internet via the 'Democracy Centre' on the County Council's website. The whole of the meeting may be broadcast apart from any confidential items which may need to be considered in the absence of the press and public. For more information go to: http://www.devoncc.public-i.tv/core/   In addition, anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chair. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chair or the Democratic Services Officer in attendance so that all those present may be made aware that is happening.   Members of the public may also use Facebook and Twitter or other forms of social media to report on proceedings at this meeting. An open, publicly available Wi-Fi network (i.e. DCC) is normally available for meetings held in the Committee Suite at County Hall. For information on Wi-Fi availability at other locations, please contact the Officer identified above.

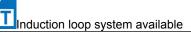| **Public Participation** |
| --- |
| Devon's residents may attend and speak at any meeting of a County Council Scrutiny Committee when it is reviewing any specific matter or examining the provision of services or facilities as listed on the agenda for that meeting.

 Scrutiny Committees set aside 15 minutes at the beginning of each meeting to allow anyone who has registered to speak on any such item. Speakers are normally allowed 3 minutes each.

 Anyone wishing to speak is requested to register in writing to the Clerk of the Committee (details above) by the deadline, outlined in the Council's Public Participation Scheme https://new.devon.gov.uk/democracy/committee-meetings/scrutiny-committees/, indicating which item they wish to speak on and giving a brief outline of the issues/ points they wish to make.

 Alternatively, any Member of the public may at any time submit their views on any matter to be considered by a Scrutiny Committee at a meeting or included in its work Programme direct to the Chair or Members of that Committee or via the Democratic Services & Scrutiny Secretariat (committee@devon.gov.uk). Members of the public may also suggest topics (see: https://new.devon.gov.uk/democracy/committee-meetings/scrutiny-committees/scrutiny-work-programme/

 All Scrutiny Committee agenda are published at least seven days before the meeting on the Council's website. |

Emergencies
In the event of the fire alarm sounding leave the building immediately by the nearest available exit, following the fire exit signs. If doors fail to unlock press the Green break glass next to the door. Do not stop to collect personal belongings, do not use the lifts, do not re-enter the building until told to do so.

Mobile Phones
Please switch off all mobile phones before entering the Committee Room or Council Chamber

If you need a copy of this Agenda and/or a Report in another format (e.g. large print, audio tape, Braille or other languages), please contact the Information Centre on 01392 380101 <u>or</u> email to: centre@devon.gov.uk <u>or</u> write to the Democratic and Scrutiny Secretariat at County Hall, Exeter, EX2 4QD.

Induction loop system available

NOTES FOR VISITORS

All visitors to County Hall, including visitors to the Committee Suite and the Coaver Club conference and meeting rooms are requested to report to Main Reception on arrival. If visitors have any specific requirements or needs they should contact County Hall reception on 01392 382504 beforehand. Further information about how to get here can be found at: https://new.devon.gov.uk/help/visiting-county-hall/. Please note that visitor car parking on campus is limited and space cannot be guaranteed. Where possible, we encourage visitors to travel to County Hall by other means.

SatNav – Postcode EX2 4QD

Walking and Cycling Facilities

County Hall is a pleasant twenty minute walk from Exeter City Centre. Exeter is also one of six National Cycle demonstration towns and has an excellent network of dedicated cycle routes – a map can be found at: https://new.devon.gov.uk/travel/cycle/. Cycle stands are outside County Hall Main Reception and Lucombe House

Access to County Hall and Public Transport Links

Bus Services K, J, T and S operate from the High Street to County Hall (Topsham Road). To return to the High Street use Services K, J, T and R. Local Services to and from Dawlish, Teignmouth, Newton Abbot, Exmouth, Plymouth and Torbay all stop in Barrack Road which is a 5 minute walk from County Hall. Park and Ride Services operate from Sowton, Marsh Barton and Honiton Road with bus services direct to the High Street.

The nearest mainline railway stations are Exeter Central (5 minutes from the High Street) and St David's and St Thomas's both of which have regular bus services to the High Street. Bus Service H (which runs from St David's Station to the High Street) continues and stops in Wonford Road (at the top of Matford Lane shown on the map) a 2/3 minute walk from County Hall, en route to the RD&E Hospital (approximately a 10 minutes walk from County Hall, through Gras Lawn on Barrack Road).
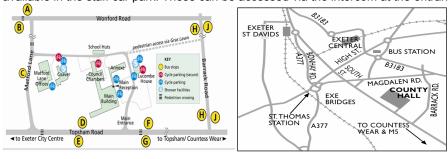
Car Sharing

Carsharing allows people to benefit from the convenience of the car, whilst alleviating the associated problems of congestion and pollution. For more information see: https://liftshare.com/uk/community/devon.

Car Parking and Security

There is a pay and display car park, exclusively for the use of visitors, entered via Topsham Road. Current charges are: Up to 30 minutes – free; 1 hour - £1.10; 2 hours - £2.20; 4 hours - £4.40; 8 hours - £7. Please note that County Hall reception staff are not able to provide change for the parking meters.

As indicated above, parking cannot be guaranteed and visitors should allow themselves enough time to find alternative parking if necessary. Public car parking can be found at the Cathedral Quay or Magdalen Road Car Parks (approx. 20 minutes walk). There are two disabled parking bays within the visitor car park. Additional disabled parking bays are available in the staff car park. These can be accessed via the intercom at the entrance barrier to the staff car park.

NB (A) (J) **Denotes bus stops**

Fire/Emergency Instructions

In the event of a fire or other emergency please note the following instructions. If you discover a fire, immediately inform the nearest member of staff and/or operate the nearest fire alarm. On hearing a fire alarm leave the building by the nearest available exit. The County Hall Stewardesses will help direct you. Do not stop to collect personal belongings and do not use the lifts. Assemble either on the cobbled car parking area adjacent to the administrative buildings or in the car park behind Bellair, as shown on the site map above. Please remain at the assembly point until you receive further instructions. Do not re-enter the building without being told to do so.

First Aid

Contact Main Reception (extension 2504) for a trained first aider.

Corporate Services Scrutiny Committee
28th November 2017

ECLIPSE CASE MANAGEMENT SYSTEM FOR CHILDREN'S SOCIAL CARE SERVICES

BRIEFING NOTE NOVEMBER 2018

Report of the Head of Digital Transformation and Business Support and Head of Commissioning, Children's Services

1.   <u>**Background – what is Eclipse and why are we implementing it?**</u>
In October 2016 Corporate Leadership Team approved the Business Case for funding a project to upgrade CareFirst 6 to Eclipse, the current system used by the Children's social care teams, as this system is not judged fit for purpose in its current form. In particular, senior managers have concerns about the extent to which it supports good practice and quality case recording, is time consuming for practitioners and managers, and does not enable an integrated view of the Council's involvement with a child. The quality, quantity, timeliness and granularity of the management information available from CareFirst is weak, which impacts the service's capacity to performance manage effectively and will be a significant risk in an Ofsted inspection.

Devon County Council (DCC) expects its services to Devon's most vulnerable children and young people to be at least "good". High quality services will improve outcomes for children and deliver very good value for money. Both Management Information and Case recording systems are integral to the success of this improvement in service performance.

OLM, the suppliers of CareFirst 6, are replacing this system with an improved solution, the "Platform for Care". This includes the "Eclipse" case management module, designed around "model office" processes based on best practice for children's social care and the processes laid out in the statutory guidance "Working Together to Protect Children". The costs of the Project are one off costs of £871k or which £123k are the system costs for Eclipse the remaining costs are for staffing costs. In order to achieve the benefits anticipated, the system configuration and transition programme must be practice led. The bulk of the implementation costs therefore related to the DCC resources needed for the implementation project.

2.   <u>**Management Information Transformation**</u>

The implementation of Eclipse has always required associated Management Information reporting improvements. Through the development of the project a number of opportunities emerged around the production and use of data. The new business processes mean that new reporting systems, Power BI and Data Warehousing, can be deployed. Power BI is a corporate tool already in place in the Council. A number of Corporate Services are currently developing this system to support their work. This Project has enabled Childrens Social Care to move to make use of this system alongside Eclipse. However securing the resources and the right capacity and skill to undertake this has only been possible in recent weeks. Expertise in Power BI is not widely available. This has a one off cost of £175k.

The opportunity here is a full re-design of all Social Care reports. This will fundamentally shift our capability in Management Information for staff. Every user will be able to access the precise information they need to truly own and understand their own Performance.

The use of a Data Warehousing approach will further join up reporting from associated systems (Social Care, Early Help, Education and Finance).

The end result will be a fully modernised Management Information function and a supporting culture that is sustainable, visible at all levels and Outcome focused.

3. **Summary of expected benefits to be delivered through Eclipse and linked Power BI systems reporting**

Through replacing CareFirst 6 with Eclipse, it is expected there will be benefits in the following areas:

- Efficiencies in Social Worker and Social Work Team Resource Officer (SWTRO) time as a result of moving to a system which is easier to use and better structured, freeing up more social worker time to spend with children and families.
- Improvements in data quality,
- Eclipse can be accessed from mobile phones and tablet devices when workers are away from the office, creating a more collaborative platform between worker and family.
- Improved monitoring and oversight of individual and team level workloads and workflow, with a system that facilitates quality assurance and auditing.
- Automated statutory reports and day to day performance information for managers through the system "dashboards".
- In the future, potential improved interoperability with other systems including the Education Capita One system.
- Opportunity to develop associated reporting systems such as Power BI to significantly improve management information capacity.
- Savings in Dictation Team time as Eclipse can be used with voice recognition software.
- In the slightly longer term, the "MyLife" product already purchased from OLM could, used alongside Eclipse, provide a much improved customer interface for prospective adoptive or foster parents, and for referrals to LADO and Early Help.

4. **Progress and current status of the Eclipse and Management Information Transformation projects**

The Eclipse project is being delivered as a managed implementation by the software suppliers OLM, but the importance of the change being practice led has informed the whole project plan and approach. The DCC project team includes a Children's Social Care Senior Manager and a Team Manager, who are working as "business change" leads for the project, ensuring that design and implementation is based upon the principles developed by the service to underpin practice. Members of Business Support staff are also seconded to the project team to provide valuable insight from workers who use the system to support the social workers.

The Eclipse "model office" processes required a system design phase. This is not an "out of the box" solution. This System design is now complete and user acceptance testing is being carried out by service representatives from all teams across Children's Social Care. This is showing a positive response to the system. A programme of work is also in progress to ensure that the data migrated from our existing CareFirst system is cleansed prior to being transferred to Eclipse. The first two trial data migrations have now been successfully completed, with a smaller number of data tidy up issues identified than originally expected, confirming that all the work already done on cleansing the data has been effective.

As we have moved to data migration and system design is complete the associated systems in Power BI can now be constructed. The associated system will need to draw through data from Eclipse. The timeframe is challenging however the systems are very sophisticated and with the right skill, resources and capacity we will be able to achieve the timescales below.

A formal training programme is being planned which will involve OLM as the Eclipse supplier working alongside the business change leads from the project team, ensuring that the technical training in use of the system is delivered alongside clear information about practice. This will be supported by "floor walkers" from the supplier and from the DCC project team in the weeks following implementation.

Full Eclipse and associated Power BI system implementation is planned for early 2018. There will be on-going review post implementation to ensure the system delivers the benefits anticipated. Further phases of work will then extend use of the system to other areas such as Early Help.

Rob Parkhouse
Head of Digital Transformation and Business Support
Fiona Fleming
Head of Commissioning, Children's Services