

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. Background – what is Eclipse and why are we implementing it?

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 of 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. Management Information Transformation

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.

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