

**Implementation of a Case Management System (Eclipse)  
for Children's Social Care.**

**Report of the Head of Commissioning Children's Services**

**1. Introduction**

- 1.1. In 2017 the Council agreed to upgrade the current case management system for Children's Social Care. The supplier of Care First was launching a new system called Eclipse. The Council made the decision to enter into a development partnership with OLM to design and implement this new system. The alternatives to this option were fully assessed and rejected. OLM's Eclipse system offered the best functionality for front line Social Workers and the option to design in ways to support best practice.
- 1.2. A Project Team and Board oversaw this development partnership throughout 2018/2019 until go live with the new system in January 2019. Go live involved transferring all of the records in Care First to the new system. This is a very complex process and in all system transfers, errors become apparent that then need to be resolved.
- 1.3. The developmental partnership, as opposed to buying an already built and tested "off the shelf" system, afforded the ability to influence system design but also meant that continued work required to further adapt and develop the system post go-live.

**2. Implementation**

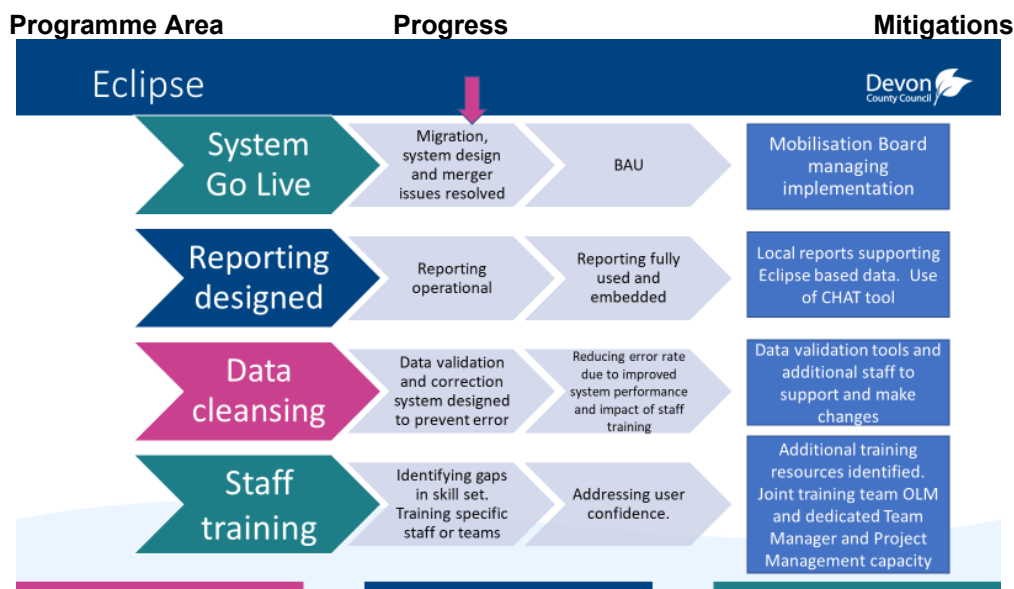
- 2.1. To support the joint working between the Council and OLM a Mobilisation Board was put in place in June 2019. This Board has managed the prioritisation of key development areas and issues that need to be resolved following data migration.
- 2.2. The Eclipse system has a fundamentally well-designed architecture and will be a very efficient and effective system. Staff are getting used to the system and the functionality it provides them. With any new system staff training is critical to success. Some staff attend training, make good use of the onsite support from champions and are quickly navigating the system with confidence. For others this is a longer process with the need for more tailored support over a longer period. The Council have put in place capacity to ensure staff continue to be supported and invested well in the initial training and support for staff when the new system was implemented. A joint team between Council staff and OLM continue to offer face to face and on-line guidance and support.
- 2.3. The partnership with OLM is critical but only one component of the programme of work needed to successfully implement Eclipse. The Mobilisation Board is also overseeing (as shown at Diagram One) the staff training and data cleansing aspects of the programme, which will in turn lead to high quality management information and reporting capability.
- 2.4. User confidence is key to ensuring data input to the system is of the highest quality. The Eclipse system has built in functionality to reduce user error. This and the training and additional systems put in place to identify errors are supporting progress.
- 2.5. High quality, reliable management information is critical to the delivery of Social Care services. The Eclipse system has within it screens that show social workers and team managers critical information such as the timeliness of plans and visits. Other

reporting extracts data from Eclipse and presents it in a way that is easy to analyse. The Council is using a system called Power BI to do this. In time this will show the whole performance of Social Care in an easy to access format. The full development of this reporting has been delayed due to the need to resolve issues arising from the migration of the data from Care First. During this time staff have been using local reporting and Eclipse screens alongside the CHAT tool (a performance tool designed in partnership with Ofsted and used during an inspection) to monitor performance.

### 3. Conclusions

- 3.1. In any complex system transition issues arise that need to be worked through with an open and partnership approach with the supplier and with a supportive relationship with the users of the system.
- 3.2. It had been hoped that we would have been in a business as usual position by September 2019. This proved overly optimistic. However, with good progress having been made in resolving complex issues during the autumn of 2019, we now expect business as usual by March 2020. There will be a review of the implementation of Eclipse in the Summer 2020 and lessons learnt are being shared across the Council.

**Diagram One: Eclipse Mobilisation Board Programme progress**



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LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

Contact for Enquiries: Fiona Fleming Head of Commissioning Childrens Services

BACKGROUND PAPER	DATE	FILE REFERENCE
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Nil