

The Vale of Glamorgan Council

Cabinet Meeting: 28 November, 2016

Report of the Cabinet Member for Housing and Social Care and & Health

The procurement and implementation of the Welsh Community Care Information System (WCCIS)

Purpose of the Report

1. To request approval to sign a Deployment Order for implementing the all Wales Community Care Information System (CCIS) supplied by CareWorks Ltd. that has been procured by Bridgend County Borough Council under a Master Services Agreement (MSA) on behalf of all Welsh Local Authorities and NHS Organisations.
2. The contract duration for the MSA, All Wales and Local Deployment Orders is to the 31st March 2023 with an option to extend at annual intervals by up to another 4 years.

Recommendation

1. T H A T delegated authority be granted to the Director of Social Services in consultation with the Cabinet Member for Housing and Social Care and Health to:
 - sign the Deployment Order for implementing the all Wales Community Care Information System (CCIS) supplied by Care Works Ltd; and
 - enter an inter authorities agreement between the Vale of Glamorgan Council and other participating organisations in respect of data sharing upon such terms and conditions as are considered to be appropriate in consultation with the Head of Legal Services.

Reason for the Recommendation

1. The Social Services & Wellbeing (Wales) act 2014 has integrated services between health and social care at its core. The effective sharing of information is a fundamental foundation of integrated working and needs to be applied on a “once for Wales” basis.

Background

3. The Council's has used SWIFT as its social care information system since 2001. This system has been developed extensively over time to ensure that it can deliver the changeable national assessment frameworks and performance reporting requirements and is critical to the delivery of the Council's social services.
4. In its use of SWIFT the Council has worked collaboratively with other local authorities in developing the use of the system and in negotiating additional requirements with the supplier. Caerphilly County Borough Council has hosted the regional consortium for the implementation and development of SWIFT. The existing supplier contract for SWIFT is due for review in October 2017.
5. Since 2013, local authorities across Wales and NHS Wales have been working collaboratively to procure a Welsh Community Care Information System (WCCIS) that has been designed to meet the requirement of both social care and community health services. Whilst integrated services have been developed across Wales, information sharing between services has been a long standing problem that has often hindered health and social care services working closely. WCCIS is widely regarded as being the solution that would best enable information to be shared effectively between local authorities and health services.
6. The Local Authority contribution to the procurement process was initiated by the eight Wales System Consortium (WSC) Local Authorities which include Bridgend, Blaenau Gwent, Ceredigion, Gwynedd, Powys, Torfaen, Wrexham and Ynys Mon. The WSC were formed as a recognised social care system Consortium to work in partnership with the supplier to develop the DRAIG system, and due to the end of contract life, had begun to plan the procurement of a replacement for the DRAIG system in 2011.
7. It was timely that NHS Wales were also looking to procure a national system to support Community Health services. In recognising the opportunity to procure a system that supported both Social Care and Community Health services, WSC and NHS Wales agreed to commence the joint procurement of WCCIS.
8. WCCIS will deliver an integrated electronic record system for social care, community health services and mental health, across adults and children's services.
9. The WCCIS procurement process ended in 2015 and all twenty two local authorities and all health boards are able to procure WCCIS, as a replacement for their existing information system.
10. WCCIS has been endorsed by the Minister for Health and Social Care and Welsh Government have contributed an amount of £6.7 Million to fund the set up costs of WCCIS for the whole of Wales. This will cover central hardware costs and the provision of user licences. This contribution will reduce the costs for all participating local authorities.
11. The Minister announced a further £2 million through the Intermediate Care Fund to support the implementation of WCCIS.
12. Three Local Authorities will have implemented the system prior to the end of this calendar year. One Health Board will also have implemented the system. Another 12 organisations are scheduled to implement WCCIS during 2017.
13. Bridgend County Borough Council as lead authority has entered into a national deployment order on behalf of all Wales. This deployment order will deliver hardware, specially written software and an all Wales licence for CCIS Microsoft

Dynamics CRM. The CCIS system will be hosted by NHS Wales Informatics Service (NWIS) in two data centres located in Blaenavon and Newport, to provide resilience. The support infrastructure costs are scalable and covered in each Authority Party's deployment order.

14. The local Deployment Order will set out local technical requirements and needs in terms of data migration, implementation, training, testing, local project governance, service charges and Caerphilly County Borough Council responsibilities. The local Deployment Order is the vehicle for all payments incurred by the authority.
15. The Region has expressed a preference to implement WCCIS on a regional basis. Cardiff Council and Cardiff and Vale UHB are not yet in a position to sign a deployment order, but are intending to implement the system and are in favour of a regional approach.
16. The timescale for the regional implementation may be protracted due to the more complex issues faced by our partners in relation to cost implications, contract issues and also to ensure that there is continued functionality at either the same or an enhanced level through WCCIS. However, there is the reassurance that all partners recognise the strength of this system is to further support the good progress we have collectively made in relation to integration in this region.

Relevant Issues and Options

17. Welsh Government policies and strategies have consistently reflected the importance of citizens being appropriately cared for in their homes and in community settings. Consequently there has been increasing efforts by health boards and local authorities within Wales to deliver more integrated services to ensure services and support for individuals, their families and communities are effectively planned, co-ordinated and delivered. However, one of the common and key impediments to integrated working between health and social care services has been the inability of services to share information effectively and the WCCIS has been specified to ensure that its functionality overcomes such long standing issues.
18. The Association of Directors Of Social Services Cymru (ADSSC) have a clear role in helping to provide national leadership for the WCCIS project on behalf of local government. Governance for WCCIS will be at a national level and will be jointly led by Director of Social Services for Caerphilly County Borough Council for ADSSC and Chief Executive of the Powys Health Board on behalf of health boards.
19. Progress with regard to the project is overseen by an Implementation Board consisting of staff from local authorities, health boards, NWIS and Welsh Government. The Board is supported by a number of sub groups covering issues such as technical assurance, information governance and community information.
20. The Vale of Glamorgan Council project implementation plan will be produced in conjunction with CareWorks during the completion of the local Deployment Order.
21. The exact order of WCCIS implementation for all authority parties is yet to be confirmed. However, Bridgend County Borough Council, Ceredigion County Borough Council are live and Powys County Council and Health Board will become the first truly integrated implementation of the project during November. At present it is envisaged the other SWIFT authorities will implement in August/September 2017 for those who have signed the deployment order, and preparatory work is already commencing for those who are due to sign.

Resource Implications (Financial and Employment)

22. There is a requirement to procure from CareWorks, the national hardware, all Wales application licenses and resources to enable the phased implementation and support the ongoing delivery of an integrated Community Care Information Solution (CCIS) across the local authorities and NHS organisations in Wales. The upfront all Wales set up cost for this procurement is funded by an approved capital grant from Welsh Government.
23. These costs have been supplemented by the £6.7 Million Welsh Government funding contribution which has effectively subsidised the All Wales License and National hosting costs arrangements.
24. These costs are considered to be comprehensive and include:
 - annual Support and Maintenance (including 24/ 7 support).
 - supplier implementations costs that include migration of data and training days.
 - integration interfaces that enables WCCIS to be connected with other systems as required.
25. The costs of adopting WCCIS have been calculated on an authority by authority basis. The ongoing annual costs for this Council relating to WCCIS have been calculated to be £82,000 per annum for the length of the contract. This compares with a current cost of £54,251 for SWIFT per year. The additional cost will be accommodated from within the department's existing resources.
26. In recognition that the SWIFT contract expires in October 2017, funds had been allocated with the capital programme to support the implementation of a new IT system to support social care. At the time these were identified it was not known that Welsh Government would invest money in the way that has been demonstrated. Currently, there is £400k in the 2017/2018 draft capital programme for Social Care for this purpose in case there are additional costs not yet anticipated.
27. The Minister for Social Services and Public Health announced a further £1.5 million of grant funded money through the Intermediate Care fund be allocated to regional partnership boards. This is in addition to £500k that was awarded to fund technical support at a national level. Cardiff and Vale region's allocation for 2016/17 is £201,000, and work is currently underway to identify how this can be used to support the implementation of WCCIS within this region.

Sustainability and Climate Change Implications

28. There are no sustainability or climate change implications in relation to this report.

Legal Implications (to include Human Rights Implications)

29. Bridgend County Borough Council has been leading on the procurement of a national Community Care Information System that supports both health and social care. The all Wales Community Care Information System (CCIS) supplied by CareWorks Ltd. that has been procured by Bridgend County Borough Council under a Master Services Agreement (MSA) on behalf of all Welsh Local Authorities and NHS Organisations.
30. The contract duration for the MSA, All Wales and Local Deployment Orders is to the 31st March 2023 with an option to extend at annual intervals by up to another 4 years.

31. The procurement has been managed by a Joint Procurement Board consisting of representatives of NHS Wales and local authorities from the Wales System Consortium (WSC – formerly the DRAIG implementation team). The procurement process has been contributed to and supported by representatives for all health boards and local authorities.
32. There is a requirement to procure from CareWorks, the national hardware, all Wales application licenses and resources to enable the phased implementation and support the ongoing delivery of an integrated Community Care Information Solution (CCIS) across the local authorities and NHS organisations in Wales.
33. The Vale of Glamorgan's current Social Care system SWIFT needs to be replaced when the existing contract expires with Northgate in October 2017.

Crime and Disorder Implications

34. There are no crime and disorder implications as a direct result of this report.

Equal Opportunities Implications (to include Welsh Language issues)

35. The introduction of WCCIS will ensure appropriate information sharing between health and social care staff that will enhance the services received by children and adults. There are no equality consequences of this proposal.

Corporate/Service Objectives

36. The work outlined in this report addresses the following corporate objectives outlined in the Corporate Plan 2016-2020. Key objectives of the Council set out in the Corporate Plan 2016-20 and addressed by this report are:
 - Wellbeing Outcome 4: An Active and Healthy Vale
 - Objective : Work with partners to progress the integration of adult social care and community health services.
 - Objective: Explore options for single integrated ICT systems and integrated budgets across the Cardiff and Vale region for social care.

Policy Framework and Budget

37. This is a matter for Executive decision.

Consultation (including Ward Member Consultation)

38. There are no matters in this report which relate to an individual ward.

Relevant Scrutiny Committee

39. Healthy Living and Social Care

Background Papers

None.

Contact Officer

Suzanne Clifton, Interim Head of Business Management and Innovation.

Officers Consulted

Philip Evans, Director of Social Services

Carys Lord, Section 151 Officer

Responsible Officer

Philip Evans, Director of Social Services