

Meeting of:	Live Well Scrutiny Committee
Date of Meeting:	Tuesday, 27 May 2025
Relevant Scrutiny Committee:	Live Well Scrutiny Committee
Report Title:	Social Care Records System
Purpose of Report:	To update Live Well Scrutiny Committee in respect of the implementation of a replacement social care system for 'CareDirector' ("WCCIS")
Report Owner:	Director of Social Services
Responsible Officer:	Head of Resource Management and Safeguarding
Elected Member and Officer Consultation:	Relevant Officer(s) Legal Services; Operational Manager, Finance; Operational Manager, Business Intelligence & Performance; Head of Digital Services
Policy Framework:	This report is consistent with the Policy Framework and Budget
<p>Executive Summary:</p> <ul style="list-style-type: none"> • This report is to provide an update on the report that was provided to the Health Living and Social Care Scrutiny Committee in October 2024 regarding the Social Care records system. Currently we are contracted to CareDirector (more commonly known as WCCIS (The Welsh Community Care Information System)). • The previous report outlined the situation with regards progress towards replacing the system and the need to urgently complete the procurement process. • This report provides an update on the work that has been undertaken to begin the implementation of the new system following the conclusion of the procurement process. 	

Recommendations

- 1.** For Committee Members to consider the work being undertaken to implement the new Social Care system.
- 2.** For Committee Members to be aware of the challenging timescale for completion of the implementation and the potential risk in this not being achieved.
- 3.** For Committee Members to have oversight of the financial position regarding the implementation.

Reasons for Recommendations

- 1.** To ensure that Committee Members are kept up to date with the progress being made to implement a replacement social care system as requested.
- 2.** To ensure Committee Members understand the challenges in achieving the preferred timescales.
- 3.** To ensure that the Council is using its resources appropriately and maximising the opportunities to attract funding from Welsh Government.

1. Background

- 1.1** As of January 2026, the existing CareDirector system (WCCIS) will become end of life. It is therefore an essential requirement that all social care users and services are migrated from WCCIS to new technology within stringent timescales.
- 1.2** With the support of WLGA and ADSSC, an SRO Advisory group was established which includes representation from the Local Authorities intending to deliver the new systems. Some Local Authorities are not using WCCIS and do not need to procure new systems. The SROs are primarily the Directors of Social Services and the Heads of Digital from these Local Authorities. This SRO group is co-chaired by the Director of Social Services in the Vale of Glamorgan.
- 1.3** The overall Connecting Care programme struggled to keep pace with the required delivery timescales. As a result, the SRO group collectively agreed that the programme should be delivered and implemented by Local Government. Formerly Digital Health Care Wales (DHCW) had assumed this role.
- 1.4** Throughout 2023 and early 2024, we engaged with the National Connecting Care Programme (CCP), designed to procure a single solution on behalf of the 18 Local Authorities and 6 Regional Health Boards. In March 2024, a decision was made to procure on a regional / cluster basis given the impending end of life of the current solution and with the clarity that failure to do so would result in a challenge to delivering a replacement system in time.
- 1.5** In April 2024 Cabinet approved the Council entering into an agreement with the Cwm Taf Morgannwg (CTM) Cluster regarding the procurement of a replacement social care system. Local Authorities in the cluster include Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council and Bridgend County Borough Council. While separate for the implementation, the

procurement also included the North Wales cluster I.E. Conwy County Borough Council Denbighshire, Flintshire County Council, Gwynedd Council, Isle of Anglesey County Council, and Wrexham County Borough Council. Cabinet gave delegated authority to the Director of Social Services and procurement lead in the Vale of Glamorgan to negotiate and agree the final terms of the agreement with the other Councils and enter and arrange execution of that agreement.

- 1.6** The procurement process was initiated in partnership with our regional colleagues on 28th June 2024.
- 1.7** The procurement approach concluded in October 2024 and The Access Group Mosaic's system was awarded the contract. In October 2024 Cabinet approved the contract being awarded to the Access Group. On 20th December 2024 the contract was signed with the Access Group.
- 1.8** The Vale of Glamorgan continues to work closely with the Local Authorities in Cwm Taf Morgannwg to implement the new system.
- 1.9** Governance structures are in place to oversee the implementation of the new Social Care system.

2. Key Issues for Consideration

- 2.1** The Local Authority SRO group business case was sent to Welsh Government in November 2024 and approval for funding for 24/25 was confirmed on 28.3.25. For the coming financial years there continues to be uncertainty in respect of the level of finance support that will be provided from Welsh Government in respect of the Connecting Care Programme work.
- 2.2** The Local Authority SRO group has developed subgroups to consider Data Migration and the exit from CareDirector. Both areas remain uncertain and challenging but continue to benefit from the structure that Local Government has put in place. This continued uncertainty may impact implementation and timescales.
- 2.3** In addition to the SRO group, the Vale is represented at the Cluster group Regional Implementation Board by Chief Officers. This board meeting is focused on the implementation of Mosaic. Subgroups have been established to focus on key areas of the project such as data migration and collaborative working across the Vale and Cwm Taf Morganwg Cluster.
- 2.4** In addition, we have established a Vale project board that concentrates on the implementation plan at a local level. In January 2025 a Project Manager was appointed to focus on the implementation and we are currently working to appoint officers to key lead roles. Workshops are currently being undertaken that focus on mapping out the key workstreams for the project. A total of 29 workshops are planned throughout April and May.
- 2.5** Due to the delay in the business case being approved and complications in respect of the time required to complete data migration, we may need to implement mitigations should we not be able to deliver the replacement before

the end of the life of the current software. Contingencies are currently being explored, and preparations being put in place.

- 2.6** At the time of writing a finalised project plan remains in draft and timescales for project completion remain challenging. However, collaborative working with the Regional team and all available resources are being committed to reduce delivery risk.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** A new social care system is expected to be able to support the activity of the directorate into the future. The implementation process will be conducted in collaboration with partner authorities.

4. Climate Change and Nature Implications

- 4.1** There are no Climate Change and Nature Implications as a direct result of this report.

5. Resources and Legal Considerations

Financial

- 5.1** Funding of £2.67m has been allocated by Welsh Government from the Digital Priorities Investment Fund (DPIF) for 2024/ 2025 and has been allocated to regions by DHCW. This funding will be used for business as usual i.e. for the CTM cluster this will enable the existing level of support to organisations via the Cwm Taf Morgannwg Regional Team who are hosted by RCTCBC. For the Vale of Glamorgan Council, it will enable the continued support of the current system and preparation for migration to the new system.
- 5.2** Each Local Authority within the cluster benefits from being able to work together and share expertise and resources that should help to reduce costs. It remains uncertain at this time as to how any regional staffing or costs would be funded going forward as it is expected that the DPIF allocation will not be available in 25/26.
- 5.3** More recently Welsh Government have provided funding to the WLGA who are in turn distributing funding to local authorities implementing new systems under Connecting Care. Subject to being able to evidence that the funds have been utilised the Vale of Glamorgan could potentially receive £395K for 24/25. It is expected that this funding will enable us to cover the additional staffing and implementation costs that we have incurred during 24/25. The Vale of Glamorgan has submitted its costs to WLGA and is waiting for this to be considered.

Employment

- 5.4 There are no employment implications as a direct result of this report. However, during the implementation phase of the project staff will need to be recruited into specific roles either at a regional or local basis.

Legal (Including Equalities)

- 5.5 The impact is expected to be neutral in terms of equalities.

6. Background Papers

Report to Cabinet, 10th October 2024:

[https://www.valeofglamorgan.gov.uk/Documents/ Committee%20Reports/Cabinet/2024/24-10-10/Urgent-Item-Social-Care-Records-System.pdf](https://www.valeofglamorgan.gov.uk/Documents/Committee%20Reports/Cabinet/2024/24-10-10/Urgent-Item-Social-Care-Records-System.pdf)

Report to Cabinet, [25th April 2024](#) and Call in Scrutiny Minutes, [24th May 2024](#).