

## UPDATE REPORT ON IMPLEMENTATION OF FRAMEWORKI

Report By: Head of Transformation

### Wards Affected

County-wide

### Purpose

1. To update the committee on the progress on the introduction of personalised budgets in the County.

### Financial Implications

2. No direct financial implications at this stage.

### Background

3. On 21 February 2008 Cabinet resolved that of the two options for technology to replace the current client systems used within both Adult Social Care and the Children and Young People's Directorate, the Corelogic system should be utilised.
4. The Frameworki project system went live on Monday 10th November 2008.

### National and local pilots

5. Prior to the go-live date of 10<sup>th</sup> November a 'readiness assessment' was completed with the Directors of Adult Social Care and Children's services and approval given to go forward with the implementation
6. Communications were issued to staff outlining the plan for the go-live week-end and the first week after 10<sup>th</sup> November. This included the distribution of a welcome pack to staff giving clear and simple details taking them through the start up of the system and what tasks needed to be completed during the first week. The pack also outlined the range of support available to staff.
7. During the week-end before 10<sup>th</sup> November communications were sent to all staff and managers advising them that the migration of data from CLIX to Frameworki was completed and that Frameworki would be operational on the Monday morning.
8. In the first week of Frameworki going live, onsite support was provided in the form of 'super-users' (staff previously selected from the teams who received extra training and support in order to then support their colleagues). The support was reviewed on a daily basis to ensure the available resources were used effectively. This proved particularly useful when it became clear that some teams were having difficulties and support was diverted to provide further assistance.
9. Additional support was also provided via the ICT Helpdesk (by telephone or eform) from the Applications Support Team, members of the project and specifically trained staff on the Help-desk. Daily conference calls were also held with the super-users to identify any specific problems.

10. In the second week of operation further targeted onsite support was provided, based on feedback received from teams and services during the previous week. Also updated communications to managers and super-users gave a further reminder of the various areas of 'post-live' support available and where further information could be found on Frameworki and the business procedures.
11. Within Adult Social Care and Childrens' Services, the key business policies and procedures were amended and entered onto Frameworki in time for the launch on 10<sup>th</sup> November.
12. In summary, the implementation went extremely smoothly, due the considerable planning and support put into the project, both before and following go-live.
13. There are still a small number of staff who are lacking in confidence in using the new system (staff who were not familiar with using compute technology prior to Frameworki) and follow-up training is in place for these individuals as well as workshops scheduled in which staff can work on their own case-loads.

## **RECOMMENDATION**

**THAT subject to any comments that the Committee may want to make, the report be noted.**

## **BACKGROUND PAPERS**

- None