Herefordshire Council

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	27 JULY 2009
TITLE OF REPORT:	IMPLEMENTATION OF FRAMEWORKI & CAA FRAMEWORK PROGRESS REPORT
PORTFOLIO AREA:	ENVIRONMENT & STRATEGIC HOUSING

CLASSIFICATION: Open

Wards Affected

County wide

Purpose

To note the progress made in implementation of Frameworki, and to endorse the recommendations for next steps.

Key Decision

This is not a Key Decision.

Recommendation

THAT subject to any comments the Committee wish to make the Committee note the progress in implementing new systems, but also the current issues being addressed

Key Points Summary

- Progress on implementation and issues arising are laid out below

Alternative Options

1.   Information report and therefore none at this stage.

Reasons for Recommendations

2.   Not applicable

Introduction and Background

3.   Frameworki provides a single, primary source for social care information with standardised

---

Further information on the subject of this report is available from Wendy Fabbro,
Associate Director (Social Care) Integrated Commissioning Directorate on (01432) 260320

business processes and enables compliance with Government legislative requirements. It helps Herefordshire Council deliver a consistent service to some of the most vulnerable groups of service users in our community. It provides a modern, flexible solution that enhances the reputation and credibility of the Council. The previous systems were old, inconsistently used and not fully compliant with government legislative requirements. The application was built to provide a business driven workflow and was designed by the users of the system to provide a consistent way of working across the teams.

4. With the extensive suite of built-in reports it is possible for the managers to pro-actively manage their teams by monitoring the progress of work and overall workload. The finance implementation will provide a means of producing commitment accounting reports for all levels of the business and provide a view of other services being provided when approving additional purchase service requests.

5. The project aims to achieve integrated social care solution (Corelogic Frameworki) across Adult Social Care and Children's Services to provide core social care functionality. This means developing a system to record information, provide real time management and performance reports, linked to expenditure and financial forecasting. As social care progresses its Personalisation transformation, Frameworki must also remain flexible enough to provide information about Individual budgets and how the council secures quality of life outcomes for those with assessed needs.

Key Considerations

6. The Frameworki application went live on 10 November 2008 with the core social care functionality

7. Frameworki has been implemented as a service user data base, and the directorate are already planning some of the projected savings required by the Connects programme. However, savings originally suggested as achievable from enabling care managers to input their own data (rather than manually writing forms and clerks entering data onto CLIX) are not possible to deliver because team admin deliver a much wider set of tasks than data entry. Other methods of demonstrating savings have thus been identified in administration of the performance management function.

   However, there are still some issues to resolve.

8. Currently services are purchased in Frameworki with no associated costs with purchase orders created in the same way as before Frameworki was implemented. This effectively means that different arrangements have had to be put into effect to ensure that the directorate has the ability to oversee expenditure and forecast budget performance. Work is progressing on the implementation of the finance functionality in Frameworki and this will provide costs for services purchased in Frameworki and integration with the corporate finance system. However, this will not be available until April 2010

9. The project is also working on a number of other general enhancements and improvements, including enhancements around the personalisation agenda, delivery of an offline working solution and integration with the new corporate EDRMS solution. The general enhancements will be completed by December 2009 with any outstanding areas of work being transferred to the business support areas so they can progress them directly with the ICT Application Support Team.

Community Impact

10   None as a result of this report.

Financial Implications

11   The Connects programme has set a target of ASC/IC delivering £200,000 cashable savings, and CYP delivering £100,000 cashable savings. ASC/IC have worked with Deloitte to identify the potential for this contribution to the Connects programme and are currently engaged on this work. Posts can be saved from two administrative teams, vacancy control, and regularising the use of agency admin.

Legal Implications

12   None.

Risk Management

13   There remains some considerable continuing risk to the Council from the delay in implementing the commitment accounting functionality that would be delivered if Frameworki finance module was available. To counter this risk additional work has had to be commissioned to develop the reporting capability of other software, but this database was not designed for the purpose and is still in test phase. This leaves the directorate managing the budget with minimal tools.

14.   Further, the directorate has developed an excellent project to deliver efficiencies in the contracting of home care services, but this project depends on the delivery of the Frameworki finance module. Again, a 'work around' has been devised but will limit the efficiency gains to be delivered.

15.   Lastly, significant cashable and non cashable gains will be achieved once the council has delivered remote working, but this is not yet available consistently

Consultees

16.   Not applicable

Appendices

17.   None

Background Papers

•   None identified.