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MEETING:	HEALTH & SOCIAL CARE OVERVIEW & SCRUTINY COMMITTEE
MEETING DATE:	12 September 2013

TITLE OF REPORT:	Frameworki development plan for Children's Wellbeing Directorate
REPORT BY:	Interim Head of Improvement

1. Classification

Open.

2. Key Decision

This is not an executive decision.

3. Wards Affected

County-wide.

4. Purpose

The purpose of this report is to inform members of the development plan for Frameworki, the electronic record keeping system for Children's Wellbeing Services.

5. Recommendation

THAT: The report be noted.

6. Alternative Options

This report is for information.

7. Reasons for Recommendations

To ensure that members are familiar with the developments related to Frameworki.

8. Key Considerations

8.1 Frameworki was first implemented as an electronic record system in 2008. At this point a governance structure was put in place to manage its development and staffing arrangements were made to support this. In January 2013, these arrangements were reviewed and more robust arrangements have since been put in place within the financial resources available. The system however, requires continual development.

Governance

8.2 The Frameworki Strategic Board is chaired by the Assistant Director for Commissioning, Children's Wellbeing Directorate. This Board oversees the arrangements for delivery and development of Frameworki. This Board feeds into the Council's Information Management and Technology Board. The Frameworki Strategic Board is supported by two operational

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groups, one for Adults Services and one for Children's Services. The children's Wellbeing operational group is chaired by the Head of Improvement in Children's Wellbeing Directorate who oversees the progress of developmental plans and enables the agreement of priorities within these plans.

8.3   Frameworki has been in a process of continuous development and the processes it supports are wide ranging. These are broadly described as all children's social care records, including (but not exclusively) contacts and referrals; assessments; care plans; child protection plans; looked after children plans; formal review documentation; child protection documentation; care leavers documentation; adoption and fostering records and documentation; and all performance reports related to these activities.

8.4   Since January, 2013, and taking on board the recommendations from Ofsted of the inspection of local authority arrangements for the protection of children, the following developments have taken place:

- . Amended Child Protection Conference reporting to allow more detailed and increased accuracy of reporting;
- Implementation of changes required for performance reporting, for example:
  - o   inclusion in Children's Assessment episodes of a new section to record Child and Parent Factors of Need/Concern;
  - o   inclusion within the Child Protection Plan of the required timescale of Child Protection Visits;
  - o   applying an upgrade into the system to allow the status of Care Leavers to be recorded from their sixteenth birthday (previously this had only been recorded on the 19th birthday);
- Design, testing, training and implementation of a combined Contact and Referral process for the new Multi-Agency Safeguarding Hub (MASH);
- Design, testing, training and implementation of a new element of the system to support work in the Early Help Service;
- System development of the new 'Corius' reporting tool which will provide service managers and senior managers with a range of reports to effectively manage the service.

8.5   The new 'Corius' reporting tool was purchased from Frameworki in order to meet the need of Children's Wellbeing Directorate to manage their services more closely and effectively. Management oversight and decision making on cases was an issue raised during the Ofsted inspection of children's services. In response to this issue, managers have requested more detailed management information which will enable them to determine when timescales are about to become overdue, and to prompt social workers to act and intervene with families in a timely way. The Corius reporting system has been made available in August 2013, following development work with the service managers and Corelogic, the provider of Frameworki to make sure that what was put in place was meeting the service needs. Managers are now learning how to use the system to support more robust oversight of their services.

8.6   Areas still awaiting development are as follows:

- Missing Children including return interviews;
- Chronologies;
- CAFs (Common Assessment Framework forms – due to the complexity of the workflow required this was kept separate to the Early Help Service workflow);
- Single Assessment – in line with the new Working Together Guidance, the single assessment will replace the former Initial Assessments and Core Assessments;
- Fostering – a new workflow and record keeping system for this service;
- Review of Looked After Children workflow particularly in relation to placement

changes, respite, permanency planning and Short Breaks Care.

8.7 Each of these areas of work have a project plan and are due for completion over various stages during September, October and November 2013.

Service experience

8.8 Social workers and their managers are involved in the design and testing of developments related to Frameworki and are trained in the use of the system. However, due to recent turnover of staff, particularly agency staff, it has been a challenge to ensure that all staff are both inducted and supported to understand and work most effectively and efficiently with new developments in the system.

8.9 It has also been determined that current provision and resources for training and supporting staff in usage of Frameworki is inadequate. Therefore proposals are currently being developed for resources to be made available for these needs.

8.10 Additionally a key challenge for the service has been to ensure that accurate information is entered into the system and that the system is then able to generate good quality reports on key areas of performance. This has been a developing area over the last year and whilst performance reporting has greatly improved, further work is now underway to develop a resource to specifically support the service in ensuring accurate data is input into the system.

Support

8.11 Frameworki is supported in a number of ways. Firstly by ICT (Hoople) staff who implement new designs related to various aspects of electronic records and amend current designs. Secondly, by business design staff based in the improvement Service. There are currently two staff, one for adults services and one for children's services, responsible for working with services to design workflows in accordance with business needs. These are then translated into electronic records, using the Frameworki facilities, by ICT colleagues.

8.12 The third main element of support relates to implementation and training. The current resource of 0.6 member of staff, does not meet the need for ongoing training and support. Reconfiguration of current resources in the Improvement service and across the Childrens Wellbeing Directorate is being considered as a method to address this.

Associated work

8.13 There is a range of other associated work on-going related to Frameworki. This includes a review of user access to the system and of access controls. This will ensure more robust controls over which staff have and continue to have access to the system.

8.14 In addition to this there has been work to make the process of setting up 'new starters', that is new staff users of the system, to be more robust together with tightening up the process involved in restricting case files within the system where appropriate.

Next stages

8.15 An upgraded version of Frameworki has recently become available on the market. Work is ongoing to determine whether investment should be made in this product. The longer term needs of the Children's Wellbeing Directorate related to electronic record keep are currently under consideration by the Strategic Board.

8.16 Core Logic, the Frameworki providers, have additionally provided some complimentary additions to the Corius product, which include a programme to support the running of the Troubled Families programme and for two programmes in adult services. These programmes are currently being introduced.

8.17 This report has focussed on Frameworki and its usage in the Children's Wellbeing Directorate only. Adult's services are currently going through a process of change and transformation, following which an assessment of the future needs of electronic record keeping systems will be undertaken. In the meantime however, the current configuration and support for Frameworki is not aligned with the Adult Social Care transformation

programme. Delivery of Adult Services improvements in quality, financial management and safeguarding are dependent upon a fit for purpose infrastructure. Whilst progress is being made, this poses a current risk to the maintenance of robust systems.

Summary

8.18 In summary, for Children's Wellbeing Directorate, Frameworki is an electronic record keeping system which is one of the market leaders of its type in the UK. As with any system, this has required development since its inception. However, the system has been significantly improved over the last year and whilst there are still some issues to overcome due to the ever changing environment of social care services, the system – as with any electronic system - will need ongoing support and development for the foreseeable future in line with statutory and policy developments and change.

9. Community Impact

9.1 The improvements planned will lead to a positive impact on the most vulnerable children and families in Herefordshire and the quality of the working environment for staff.

10. Equality and Human Rights

10.1 By the nature of its work Children's social care services, in the exercise of their functions, have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct prohibited by or under this Act;

- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

11. Financial Implications

11.1 Resources are currently being reconfigured in Children's Wellbeing Directorate to ensure that there is sufficient support at team level for quality assurance data input and for training and support. The ongoing cost of the Corius reporting package is £15,800 per annum from 2014/15.

12. Legal Implications

12.1 There are no specific legal implications to this report.

13. Risk Management

13.1 Risks related to Frameworki are recorded on a risk register reported to the Information Management and Technology Board.

14. Consultees

14.1 Not applicable.

15. Appendices

15.1 None.

16. Background Papers

16.1 None Identified.