

Report to: Director of Children, Young People and Learning

April 2022

Award of a contract for a Recording System for Children, Young People and Learning

Report by: Assistant Director (Children First Transformation)

Electoral divisions: All

Summary

Currently the Children, Young People and Learning (CYPL) Directorate uses 11 systems and 6 suppliers to record information about children and families. This creates difficulties around ensuring professionals have sight of all information about a child, as well as significant inefficiencies through duplication. The current systems have little integration between them and some of them have not had regular investment over several years resulting in the systems not supporting new ways of working. It is imperative that the service has access to a high quality, integrated IT recording system, which supports the wider Children First improvement journey.

In August 2021 the Cabinet Member for Children, Young People and Learning approved the commencement of a procurement to find a solution which will consolidate and integrate systems used to record information about children and their families ([decision CYP01\(21/22\)](#) refers). The aim is to achieve a coherent and consolidated view of involvement with a child and their family and improve the use of data and analysis to improve service provision. The project aligns with the corporate IT strategy and will take around 18 months to implement from April 2022 involving a wide range of departments across the council. The systems consolidation programme of work has been allocated £1.8m from the service transformation fund.

Recommendations

The Director of Children, Young People and Learning is asked to approve:

- (1) The award of the contract to Access UK Limited (formerly Servelec Education Ltd) to provide a solution to consolidate and integrate systems used to record information about children and their families across Children, Young People and Learning (CYPL) as set out in section 2, of the report, to the value of £462,694 over 4 years for implementation and annual subscription costs.

Proposal

1 Background and context

- 1.1 West Sussex Children's Services is on a significant improvement journey with wide ranging transformation activities underway, following an inadequate

Ofsted inspection and appointment of a Children's Commissioner in 2019. To respond to the [Commissioner's report](#), there have been changes in the scope of the directorate which now brings all of Children's Services together; Social Care, Early Help and Learning and Skills.

- 1.2 To implement these improvement activities, it is imperative that the IT systems have the capacity and capability to manage workflows as efficiently and effectively as possible. This contract award is central to the IT improvements in CYPL as many systems are currently in use to record information about children and their families, creating difficulties around enabling professionals to have sight of all information about a child as well as significant inefficiencies through duplication.
- 1.3 CYPL currently have 11 systems where information about children is recorded, from a total of 6 different suppliers. The decision has been made to retain Mosaic – the system currently used for social care recording and for several areas of recording to move to Mosaic.
- 1.4 It is not possible to move all recording to Mosaic (as it has been specifically built for Children's Social Care), however the new solution will have built in functionality that enables it to 'talk to Mosaic' in an effective way - with the intention of creating a single view of the child or family where possible.
- 1.5 The Cabinet Member for Children and Young People approved the commencement of the procurement for the CYPL Recording Solution in August up to the value of £1.1m ([CYP01\(21/22\)](#)). As part of the decision the Cabinet Member delegated authority to the then Executive Director Children, Young People and Learning to award the contract or contracts at the end of the procurement process.
- 1.6 Following this decision potential suppliers were notified of the opportunity to tender via Lot 5 b of the Crown Commercial Services (CCS) Digital Marketplace. Data and Applications Solutions (RM3821).
- 1.7 In evaluating tender submissions received, cost was not the only consideration. The underlying principle of the evaluation methodology was to select the most economically advantageous tender (M.E.A.T) in relation to the County Council's requirements.
- 1.8 The evaluation team was made up of representatives from across the Council, including IT, procurement, data and performance and service areas. Tenders were evaluated against price and quality selection and award criteria, including social value.

2 Proposal Details

- 2.1 Following completion of the evaluation process it was determined that the most economically advantageous tender was provided by Access UK Limited (formerly Servelec Education Ltd). The contract will commence in April 2022 for an initial period of 2 years with an option to extend by up to 2 years.
- 2.2 The purpose of the procurement was for suppliers to come forward with proposals to consolidate and integrate systems used to record information about children. Access UK Limited's offer utilises the already installed Mosaic and Synergy solutions with the further additional integrations tools to support the single view of a child across all services.

- 2.3 The proposal will support reducing the systems and suppliers used in Children, Young People and Learning (CYPL) Directorate to only 3 integrated systems and 1 supplier. This solution also gives the Council the option to grow additional functionality in the future and reduce officer time spent on supplier and contract management and purchase to pay requirements through reduction of invoices.
- 2.4 The scoping and design phase for delivering the new solution will commence in April 2022, with a phased implementation running to November 2023.

3 Alternative options.

- 3.1 Alternative options were considered as part of Decision Report [CYP01\(21/22\)](#).

4 Consultation, engagement, and advice

- 4.1 Internal services including data and performance teams, the practice system team, and Children's Social Care and Education and Skills operational teams have provided their expertise in developing the requirements for the procurement and evaluation.
- 4.2 Representatives from Procurement, Finance and Legal Services were also involved in developing and agreeing the procurement documentation.

5 Finance

5.1 Revenue Consequences

- 5.2 This proposal is part of the systems consolidation programme of work which has been allocated £1.8m from the service transformation fund. Access UK Ltd's implementation costs for the Recording System are forecast to be £132,750 over the next two years.
- 5.3 The annual subscription costs of the Recording System (4*£82,486) will initially be paid from the service transformation budget in 2022/23 and 2023/24 but will then be met from the existing IT revenue budget, once the subscription costs of the existing systems have ceased. It is anticipated that subscription costs incurred in 2024/25 and 2025/26 will be broadly in line with the current software licencing.
- 5.4 The effect of the proposal:

a) How the proposal represents good value:

Procuring via the CCS Framework ensured that the best value solution was procured due to the balance of pre-agreed terms and conditions and pre-approved suppliers, this approach significantly reduces resources for both buyer and supplier. The evaluation criteria was structured to ensure that the contract is awarded for the solution that meets the business requirements and delivers best value for money.

b) Future savings/efficiencies being delivered

Future savings and efficiencies will arise from the following;

- Reduced duplication and therefore administration time

- Reduced administration through a more efficient system being easier and less time-consuming to use
- Time saved through having to review data on fewer systems
- Reduced costs of system licences, system support and data management.
- Reduced supplier management costs through consolidated purchase orders and invoice processing.

c) Human Resources, IT and Assets Impact

WSCC IT Services have been fully involved in this proposal from its initiation and support the outcomes and the technical direction described in this report. The project aligns with the corporate IT strategy and has been agreed by the Business Design Authority, part of the County Council's internal governance process which tests against the key IT principles. Delivery of this proposal represents a significant IT Project and will require a number of specialist dedicated staff resources for the duration (estimated at 18 months).

6 Risk implications and mitigations

Risk	Mitigating Action (in place or planned)
High demands on CYPL and corporate services to support this work alongside other transformation priorities.	Project plans in place with good advance notice. Allocated project management resource in place to support transition. Sufficient funding allocated to cover the associated costs of change including business input (data cleansing, design, test), IT resource, contingency for integrations and training costs.
Significant data migration will be required which risks interruptions to the service for users	Data migration planned in advance. Alternative processes put in place and clearly communicated to users. Any down time scheduled for weekends where possible. Sufficient funding allocated to support the migration.
Failure to implement the integrated recording solution would significantly impact on delivery of the wider Children First Improvement Programme	Project Management resource allocated to drive forward the implementation and interface with Access UK Ltd. The project is embedded within wider Children First governance.
Implementation costs are higher than estimated and exceed the cost envelope.	Costs will be built into contract terms and conditions. Contingency has also been included for integrations work involving Council staff. If necessary, decisions could be made on the functionality of the solution procured to ensure that it remains within cost envelope.

7 Policy alignment and compliance

7.1 Legal Implications

All Crown Commercial Services Framework Agreements are compliant with the procurement regulations (PCR15) and the Council Standing Orders on Procurement and Contracts. Servelec Education Ltd was acquired on 01

September 2021 by Access UK Limited with all business transferred by 01 March 2022. This transfer has been confirmed with Crown Commercial Services and the Council has carried out commercial due-diligence on Access UK Limited before recommending the award.

General Data Protection Regulation (GDPR) processes, GDPR Article 5 Principles and compliance have been adhered to throughout with such data risks being managed. A Data Sharing Agreement may also be necessary with regards to the migration of personal information. A suitable Data Controller will be nominated.

7.2 Equality duty and Human Rights assessment

The County Council has an overriding duty to safeguard the Human Rights of children in need, and this has been recognised in the Children First agenda. The Council is mindful of Article 8 of the European Convention on Human Rights – The Right to Respect for Family and Private Life - and has taken relevant factors into consideration in preparing this contract. The processing of personal and special category data is subject to the Council's Data Protection Act policies and procedures in relation to discharging the Council's and its partners' legal responsibilities.

7.3 Climate change

As part of the response to the opportunity, Access UK Ltd have been asked to describe their policy or approach to sustainability, this will be monitored as part of the Contract Management process.

7.4 Crime and Disorder

There are positive implications for Sections 17, 37 and 39 of the Crime and Disorder Act 1998 in the prevention and reduction of crime and anti-social behaviour, and in reducing offending and re-offending by young people, all of which are supported by the Service being able to use a high quality, integrated IT recording solution.

7.5 Public Health

Not applicable.

7.6 Social Value

The Children First agenda and improved recording solution will directly support delivery of the Our Council Plan priority to 'keep people safe from vulnerable situations'. Enhancing the protection of young lives and support for family life will continue to build resilience and social capital and contribute towards stronger and more effective communities. The implementation of the service improvements will also respect sustainability principles in accordance with the County Council's strategic policies.

As part of the response to the opportunity, providers were asked to describe their approach to social value. This will be monitored as part of the Contract Management process.

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Background papers - None