

Report to	Cabinet
Date of meeting	30 th July 2024
Lead Member / Officer	Lead Member for Corporate Strategy, Policy and Equalities, Lead Member for Health and Social Care, and Deputy Leader and Lead Member for Education, Children and Families / Corporate Director: Social Services and Education
Head of Service	Heads of Adult Social Care and Homelessness; Children's Services; and Corporate Support: Performance, Digital and Assets
Report author	Corporate Director: Social Services and Education and ICT Business Partners
Title	Replacement of the Social Care Information Management System

1. What is the report about?

- 1.1. The contract for Denbighshire's incumbent Social Care information management system PARIS is reaching its conclusion and we have an opportunity to work with the national procurement programme, Connecting Care, to identify its successor.
- 1.2. This report presents the Business Case for entering into the national procurement phase of the project but does not commit Denbighshire to awarding a contract to a supplier at the end of the procurement.

2. What is the reason for making this report?

- 2.1. To seek approval of the Business Case and participation in the national Connecting Care programme.

3. What are the Recommendations?

That Cabinet:

- 3.1. approves the Business Case attached as Appendix 1 and Appendix 2 (Part 2) to this report.
- 3.2. gives retrospective ratification to:
 - 3.2.1 Denbighshire's participation in the national Connecting Care programme as set out in paragraph 4.2, and
 - 3.2.2 Denbighshire commencing the procurement phase on a non-binding basis as set out in paragraph 4.4
- 3.3. requires officers to bring a further report at the conclusion of the procurement process to consider contract award. It is anticipated that this will be Dec / Jan.

4. Report details

- 4.1. WCCIS was a national programme to enable integrated health and social care service delivery in Wales via a single digital solution, CareDirector. Denbighshire remained with its current IT system PARIS and did not transition to CareDirector. CareDirector was implemented in 16 LAs in Wales. CareDirector is facing end of life of the software and hardware components, and withdrawal of the software supplier from the market.
- 4.2. Connecting Care is the new national procurement programme for a social care and health shared care record system. Connecting Care will replace WCCIS as the overall programme and CareDirector will be replaced with commercial off the shelf systems for individual components (social care, mental health etc.), supported by a centrally managed shared care record, and data and digital standards. Although DCC is not a CareDirector site, we have the opportunity to join the new Connecting Care programme.
- 4.3. Whilst PARIS has not formally moved out of the market area, they are no longer marketing the system as a social care information management solution. The original contract for the solution was signed during 2004/5 and we have exhausted our extension options within that contract. We have already accepted the risk of challenge and extended the contract on two occasions to secure additional time to fully consider our long-term options.

- 4.4. The Connecting Care procurement approach involves a single tendering authority, Rhondda Cynon Taff, a single set of tender documentation, agreed national requirements, the use of the Crown Commercial Framework, and regional lots within the tender. The approach aims to maximise the market response (where capacity is low) and enable all councils to benefit from scale pricing discounts.
- 4.5. For the CareDirector sites the need to procure a social care system is critical due to the software becoming unsupported in January 2026. This has led to an urgency to commence the Connecting Care procurement process.
- 4.6. On Monday 24 June, the Connecting Care SRO Advisory Group issued a deadline for each LA to confirm by Wednesday 26 June whether they wished to be part of the Rhondda Cynon Taf (RCT) led collaborative tender exercise or not. In confirming that the LA wished to be part of the RCT-led collaborative exercise, they were agreeing to:
- 4.6.1 the Expression of Interest (EOI) to all suppliers on the framework be issued on Friday 28 June. The EOI indicates that the RCT cluster, and any other cluster that has confirmed their participation is intending to participate in the tender.
 - 4.6.2 the Invitation To Tender (ITT) pack be issued by RCT w/c Monday 15 July.
- 4.7. As this meant DCC was required to take a decision to commence the procurement process before Cabinet on 30 July, the Corporate Director Social Services & Education, obtained the support of the Lead Member for Corporate Strategy, Policy and Equalities, and the Lead Member for Health and Social Care, to take an urgent decision as permitted under the constitution. The Corporate Director Social Services & Education confirmed DCC's agreement to be part of the collaborative tender exercise on 26 June hence why the recommendations in paragraphs 3.2.1 and 3.2.2 are requesting retrospective ratification.

5. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want?

- 5.1. The replacement of the Social Care Information Management System will contribute to the following themes within the Corporate Plan:
- A healthier and happier, caring Denbighshire
 - A learning and growing Denbighshire

- A fairer, safe and more equal Denbighshire

6. What will it cost and how will it affect other services?

- 6.1. Costs are included in the Business Case in Appendix 2 – Part 2.
- 6.2. Denbighshire will report back to Cabinet at a later date with full details on costings, funding and the impact of this project on the organisation.

7. What are the main conclusions of the Well-being Impact Assessment?

- 7.1. The replacement of the Social Care Information Management System does not require a Well-being Impact Assessment because it is replacing one system with another. However, following implementation of the new system it is envisaged that Local Authorities will work together to explore future opportunities to develop the system to enable direct interaction with citizens. Should this be the case then DCC would work with the national Connecting Care Programme to develop a Wales-wide Well-being Impact Assessment.

8. What consultations have been carried out with Scrutiny and others?

- 8.1. The Business Case will be presented to the Capital Scrutiny Group.
- 8.2. DCC is a member of the WLGA Connecting Care Local Government SRO Advisory Group whose aim is to provide expertise, guidance, and decision making to ensure the voice of local government is represented appropriately, and its requirements are met, in the implementation of the national Connecting Care Programme.

9. Chief Finance Officer Statement

- 9.1. There is no direct financial impact to this report, however any eventual award of contract will require a substantial investment and is a decision about prioritisation at a time of financial challenges. All efforts should be made to obtain the best position for any potential procurement. Any decision to award a contract from entering the proposed procurement process would be subject to a separate Cabinet decision at a point when the actual costs can be considered.

10. What risks are there and is there anything we can do to reduce them?

10.1. There is a detailed risk register contained within the Business Case in Appendix 1.

11. Power to make the decision

11.1. s111 Local Government Act 1972

11.2. s151 Local Government Act 1972

11.3. Rule 2.7.2 Contract Procedure Rules