

Legal and Regulatory Services /
Gwasanaethau Cyfreithiol a Rheoleiddiol
Direct line / Deialu uniongyrchol:
Ask for / Gofynnwch am: Andrew Rees

Our ref / Ein cyf:
Your ref / Eich cyf:

Date / Dyddiad: 26 November 2015

Dear Councillor,

PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

A meeting of the Partnerships and Governance Overview and Scrutiny Committee will be held in Committee Rooms 2/3, Civic Offices Angel Street Bridgend CF31 4WB on **Wednesday, 2 December 2015 at 2.00 pm.**

AGENDA

1. Apologies for Absence
To receive for apologies for absence (to include reasons, where appropriate) from Members / Officers.
2. Declarations of Interest
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members Code of Conduct adopted by Council from 1 September 2008 (including Whipping Declarations)
3. Approval of Minutes 3 - 6
To receive for approval, the minutes of the meeting of the Partnerships and Governance Overview and Scrutiny Committee of 29 October 2015.
4. Forward Work Programme Update 7 - 10
5. The Welsh Community Care Information System (WCCIS) 11 - 20
Invitees:
Cllr P White - Cabinet Member Adult Social Care Health and Wellbeing
Cllr H J Townsend - Cabinet Member, Childrens Social Services and Equalities
Cllr M Gregory – Cabinet Member Resources
Ness Young – Corporate Director – Resources and Section 151 Officer
Susan Cooper Corporate Director – Social Services & Wellbeing
6. Corporate Commissioning Project 21 - 26
Invitees:

Councillor C E Smith - Cabinet Member - Regeneration and Economic Development
Andrew Jolley - Assistant Chief Executive Legal & Regulatory Services
Ness Young – Corporate Director – Resources and Section 151 Officer

7. Urgent Items

To consider any items of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully

P A Jolley

Assistant Chief Executive Legal and Regulatory Services

Distribution:

Councillors:

N Clarke
E Dodd
L Ellis
EM Hughes

Councillors

M Jones
JR McCarthy
HE Morgan
AD Owen

Councillors

M Thomas
RL Thomas
KJ Watts
C Westwood

Agenda Item 3

PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE - THURSDAY, 29 OCTOBER 2015

MINUTES OF A MEETING OF THE PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE HELD IN COMMITTEE ROOMS 2/3, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON THURSDAY, 29 OCTOBER 2015 AT 2.00 PM

Present

Councillor N Clarke – Chairperson

E Dodd	EM Hughes	M Jones	JR McCarthy
HE Morgan	AD Owen	M Thomas	RL Thomas
KJ Watts	C Westwood		

Officers:

Kym Barker – Scrutiny Officer

Sarah Daniel – Democratic Services Officer – Committees

Jo Deans – Democratic Services Officer (temporary) - Committees

Invitees:

Sue Cooper – Corporate Director – Social Services & Wellbeing

Sara Harvey – Regional Director – Western Bay

Caroline Dyer – Regional Manager – Youth Offenders

Val Jones – Regional Manager – Adoption

17. APOLOGIES FOR ABSENCE

None

18. DECLARATIONS OF INTEREST

Councillor E M Hughes declared a personal interest in item 5

19. APPROVAL OF MINUTES

RESOLVED: That the minutes of a meeting held on the 16 September 2015 were approved as a true and accurate record of the meeting

20. FORWARD WORK PROGRAMME UPDATE

The Scrutiny Officer presented a report to the Committee on the items that were due to be considered at the Committees meeting due to be held on 2 December 2015 and sought confirmation of the information required for the subsequent scheduled meeting of 14 January 2016

Further Information requested

- The Committee requested clarification regarding the reference to a recommendation made by CYP OVSC in relation to the Community Care Information Solution (CCIS) item scheduled for P&G OVSC on 2 December.

Corporate Parenting

- Changes to the way that the Corporate Parenting Champion reports to Overview and Scrutiny Committees have been approved in the recognition that they can

greatly support the Committee by advising them of the ongoing work of the Cabinet Committee and particularly any decisions or changes which they should be aware of as Corporate Parents as part of the day to day business of the Committee rather than via a biannual report.

RESOLVED: That Committee:

- Noted the topics due to be considered at the meeting of the Committee for 2 December 2015
- Determined the invitees to be invited to attend, any specific information it would like the invitees to provide and any research that it would like the Overview and Scrutiny Unit to undertake in relation to its meeting for 14 January 2016
- Revisited and considered the list of future potential items for the Committees Forward Work Programme and re-prioritised as the Committees felt appropriate
- Nominated Councillor A D Owen to join the Chair on the Joint Research and Evaluation Panel for Sickness Absence

21. WESTERN BAY UPDATE

The Corporate Director – Social Services and Wellbeing provided an update to Committee on the Western Bay Health and Social Care Programme. During 2014-15, Western Bay established a Partnership Forum which provided a strategic overview of the programme. The membership consisted of the three Leaders of the three local authorities, portfolio holders, the Chairman of the ABMU Health board and non-executive members and the Chief Executives of the Health Board and the Local Authority.

A member asked how Western Bay was currently scrutinised and what panels scrutinised them. The Corporate Director – Social Services and Wellbeing informed the Committee that the project was scrutinised individually at a local level by the three local authorities involved in the collaboration and that no regional arrangements were currently in place, although this was a preferred model for Bridgend. She added that Neath Port Talbot Council were not in favour of this model. Members were concerned that no arrangements were in place for regional scrutiny as they commented there may be a duplication of scrutiny or an oversight of projects within the programme. They felt that collaborative arrangements should be put in place for the effective scrutiny of the whole programme and were disappointed that this wasn't already in place.

Members asked if information on the Partnership Forum that was established during 2014-15 by the Western Bay programme was available for the Committee to view. The Committee was particularly interested in having sight of the terms of reference and minutes of meetings. The Corporate Director – Social Services and Wellbeing stated that these were not available at the time of the meeting however they could be sent onto the Committee for information, as well as the Western Bay newsletter which was produced on a regular basis which the Committee may find of interest.

Members asked how effective Western Bay was to members of the public. The Corporate Director- Wellbeing explained that there were strict Governance arrangements in place for Western Bay. She added that each of the projects had performance measures that were submitted to Welsh Assembly as an indicator of the benefits of the project and to qualify for the funding. She added that the indicators were also submitted to Cabinet.

A Member asked how resources were being shared effectively in light of the reduction in the budget. The Corporate Director – Social Services and Wellbeing stated that if vacancies arose they were first recruited for internally. She added the teams worked effectively together to ensure the services were not duplicated. She further added that there was a dip in figures for re-offending but this was a national dip and that all other projects were achieving well against their measures.

Members asked if the project was sustainable with the budget reductions. The Regional Director for Western Bay stated that the project was sustainable but the task ahead was to ensure work was completed regionally to avoid the duplication of work whilst keeping services local which was proving to be a challenge

A Member asked what differences could be seen to people receiving the services of Western Bay. The Corporate Director – Social Services and Wellbeing stated that they were in the process of building up a library of this so that people in receipt of the service can have a voice and share success stories. She added that they were also monitoring a series of case studies to enable them to better tailor their approach to care for the benefit of service users.

A Member asked what mental health issues Western Bay had so far been involved in. The Corporate Director – Social Services and Wellbeing informed the Committee that self-help guides for people that suffer with depression had been published which she would share with Members. There had also been joint working to plan crisis services, this had been successful in Bridgend and there was a plan in place to roll out to the whole programme

A Member asked if there had been failures in the project and what the weaknesses were. The Corporate Director – Social Services and Wellbeing explained that the trust and collaboration was growing but that it would take time. She added that some of the challenges they had faced were three local authorities coming together to work as one as they all had different ways of working and different ideas about how the programme would work and also trying to work regionally but keeping services local. The Regional Manager for Youth Offending service added that there were some difficulties cross managing teams as some staff were still employed by their own local authority. Officers were in agreement that amalgamating three teams, from three local authorities all using three legacy systems and three different reporting mechanisms had been very challenging

Members asked how Scrutiny could add value to the Western Bay Programme. The Corporate Director – Social Services and Wellbeing stated that she felt a regional arrangement was needed to avoid duplication of work but added that local arrangements were beneficial for the communication of the programme to service users and that the local authorities involved had differing needs.

- Members thanked the Officers for the report and commented that it was comprehensive and that it enabled them to see clearly the scope of the programme and the amount and variety of areas and activities within it.
- Members were very concerned that there is currently no scrutiny of the programme being carried out at a regional level and that the programme will not be scrutinised and monitored effectively if it is carried out at a local level via three Local Authorities, an approach which may lead to duplication or oversight regarding the scrutiny of individual projects or activities within the programme.
- Members noted the drastic reduction in budget and the need to monitor the sustainability for the programme.

- Members queried whether the Terms of Reference or meeting minutes from the Partnership Forum could be made available. The Officer agreed to provide copies to the Committee, along with copies of the newsletter.

Recommendations

- The Committee strongly recommends that scrutiny of the Western Bay Health and Social Care Programme should be undertaken at a regional level to avoid the possibility of duplication or oversight regarding the scrutiny of individual projects or activities within the programme which may occur if the scrutiny function continues to be carried out at a local level only, via three Local Authorities.
 - The Committee recommends that scrutiny of the programme is politically driven.
 - The Committee recommends that regional scrutiny is progressed with Swansea whether or not Neath Port Talbot want to participate.
 - The Committee recommends that care should be taken to ensure that the regional scrutiny function is placed within the programme at the appropriate level to enable timely and effective scrutiny of key activities and decision making.

Further Information requested

- The Committee requested the minutes, Terms of Reference and newsletter from the Partnership Forum.
- The Committee requested information regarding the specific reasons why NPT are currently unwilling to participate in a combined regional Scrutiny programme and who is responsible for the decision not to participate.

22. URGENT ITEMS

None

The meeting closed at 4.05 pm

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

WEDNESDAY, 2 DECEMBER 2015

REPORT OF THE ASSISTANT CHIEF EXECUTIVE - LEGAL & REGULATORY SERVICES

FORWARD WORK PROGRAMME UPDATE

1. Purpose of Report.

1.1 The purpose of this report is to:

- a) present the items due to be considered at the Committee's meeting to be held on 14 January 2016 and seek confirmation of the information required for the subsequent scheduled meeting to be held on 5 April 2016;
- b) present a list of further potential items for prioritisation by Committee.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 The key improvement objectives identified in the Corporate Plan 2013-2017 have been embodied in the Overview & Scrutiny Forward Work Programmes. The amended Corporate Improvement Objectives adopted by Council on 25 February 2015 formally set out the improvement objectives that the Council will seek to implement between 2013 and 2017. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

3. Background

3.1 At its meeting on 19 June 2015, the Partnerships and Governance Overview and Scrutiny Committee determined its Annual Forward Work Programme for 2015-16.

4. Current Situation / Proposal

Meetings of the Partnership and Governance Overview and Scrutiny Committee

4.1 In relation to the Committee's next scheduled meeting to be held on 14 January 2016, the table below lists the items to be considered and the invitees due to attend.

Topic	Invitees	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Directorate Budget Consultation Process	Councillor C E Smith - Cabinet Member - Regeneration and Economic Development	Presented annually - Consideration of Directorate Budget for 2016-17.	To be confirmed

(accounts for time = 2 items)	Andrew Jolley - Assistant Chief Executive		
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4.2 The table below lists the item to be considered and the invitees due to attend in respect of the subsequent meeting of the Committee to be held on 5 April 2016.

Topic	Invitees	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Public Engagement	Councillor C E Smith - Cabinet Member - Regeneration and Economic Development Andrew Jolley - Assistant Chief Executive Gary Jones - Head of Democratic Services	Progress on the development of an internal mechanism to better enable members of the public to engage in scrutiny activity.	To be confirmed

4.3 The table below lists all potential items which are put to the Committee for reprioritisation as appropriate.

Topic	Proposed Date	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Information Report - Local Service Board Scrutiny Panel Feedback	To be confirmed	The remit of the Committee includes the consideration of the performance of Bridgend's Local Service Board (LSB), in accordance with guidance and to achieve this Local Service Board Scrutiny Panel has been set up in order to scrutinise the LSB's performance. Committee are to receive feedback reports annually.	To be confirmed
Depot Rationalisation	To be confirmed	This item has been moved from the CEL FWP due to a change of focus	To be confirmed

Corporate Parenting

4.4 Corporate Parenting is the term used to describe the responsibility of a local authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a

whole is the 'corporate parent' therefore all Members have a level of responsibility for the children and young people looked after by Bridgend. ¹

4.5 In this role, it is suggested that Members consider how the services within the remit of their Committee affects children in care and care leavers, and in what way the Committee can therefore assist in these areas.

4.6 Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet-Committee and particularly any decisions or changes which they should be aware of as Corporate Parents.

5. Effect upon Policy Framework and Procedure Rules

5.1 The work of the Partnerships and Governance Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6. Equality Impact Assessment

6.1 None

7. Financial Implications

7.1 None.

8. Recommendations

The Committee is asked to:

- (i) Note the topics due to be considered at the meeting of the Committee for 14 January 2016 and confirm if it requires any additional specific information to be provided by the invitees listed or the Overview & Scrutiny Unit;
- (ii) Determine the invitees to be invited to attend, any specific information it would like the invitees to provide and any research that it would like the Overview & Scrutiny Unit to undertake in relation to its meeting for 5 April 2016;
- (iii) Revisit and consider the list of future potential items for the Committees Forward Work Programme and reprioritise as the Committees feels appropriate.

Andrew Jolley,
Assistant Chief Executive – Legal & Regulatory Services

¹ Welsh Assembly Government and Welsh Local Government Association 'If this were my child... A councillor's guide to being a good corporate parent to children in care and care leavers', June 2009

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CF31 4WB

Background Documents: None

BRIDGEND COUNTY BOROUGH COUNCIL

JOINT REPORT OF THE CORPORATE DIRECTOR OF SOCIAL SERVICES AND WELLBEING AND THE CORPORATE DIRECTOR RESOURCES

REPORT TO PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

2 DECEMBER 2015

THE WELSH COMMUNITY CARE INFORMATION SYSTEM (WCCIS)

1. Purpose of Report.

- 1.1 To provide an update to the committee on the implementation of the Community Care Information System (WCCIS) since Cabinet approved the signing of the Master Services Agreement (MSA) and Deployment Orders on 31st March 2015.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 This report links to the following Corporate Priorities:
- Working with children and families to tackle problems early;
 - Working together to help vulnerable people stay independent;
 - Working together to make the best use of our resources.

3. Background Information

- 3.1 BCBC led on the procurement of a national Community Care Information System that supports both health and social care.
- 3.2 The procurement was managed by a Joint Procurement Board consisting of representatives of NHS Wales and local authorities from the Wales System Consortium (WSC – formerly the DRAIG implementation team). The procurement process has been contributed to, and supported by representatives for all health boards and local authorities.
- 3.3 The Cabinet report of 31st March 2015, detailed the procurement process that was followed and sought approval to procure from CareWorks UK Ltd, as the successful tenderer, the national hardware, all Wales application licenses and resources to enable the phased implementation and support the ongoing delivery of an integrated Community Care Information Solution (WCCIS) across the local authorities and NHS organisations in Wales. The upfront all Wales set up cost for this procurement was funded by an approved capital grant from Welsh Government.
- 3.4 In addition to this national infrastructure, there was a requirement for Bridgend to purchase the software to replace the existing DRAIG product which is out of contract period and will cease to be supported beyond April 2016. One of the benefits of Careworks winning the contract to deliver the new information system, is that they are also the supplier of the current DRAIG system Careworks have given Bridgend assurance that they will continue to provide support until the new system is fully operational.

Strategic Case

- 3.5 Welsh Government policies and strategies have consistently reflected the importance of citizens being appropriately cared for in their own homes and in community settings. Consequently, there have been increasing efforts by health boards and local authorities within Wales to deliver more integrated services to ensure that appropriate support for individuals, their families and communities are effectively planned, co-ordinated and delivered. However, one of the common and key impediments to integrated working between health and social care services has been the inability of agencies to share information effectively and the WCCIS has been specified to ensure that its functionality overcomes such long standing issues.
- 3.6 To meet the necessary functional requirements of a solution to support the required integrated working, local authorities and NHS Wales organisations have jointly specified and selected a Community Care Information Solution (WCCIS) ensuring that the business and technical design is citizen-centred and allows professionals to access and share information. In addition, the WCCIS will enable effective joint case management and workflow management across organisational boundaries. In compiling the specification of requirements it was revealed that there is a high degree of commonality between processes in health and social care services and more than 70% of the requirements are common to both health and social care. The comprehensive functionality of the WCCIS will meet all the requirements of the services in scope. WCCIS is highly configurable and can be developed to accommodate new requirements. As part of the procurement, a comprehensive technical scope was tendered to meet the needs of both social care and health services.
- 3.7 There are currently a variety of health and social care standalone systems serving local authorities and NHS Wales Health Boards and Trusts that support social care and community health services. These include DRAIG, Civica, OLM and Northgate. The use of social care systems by local authorities is well developed and such systems are critical to meet operational and strategic business needs.
- 3.8 The procurement was structured to provide an all Wales system with a national specification to ensure value for money, enabling seamless information sharing and joint service between health and social care across all regions, better supporting community health and social services through access to single patient records.
- 3.9 WCCIS offers a number of significant benefits:
- Improve decision making – WCCIS will allow 24/7 access to records and information. Creating an information rich picture which can be reviewed at any time – supporting out of hours and other emergency services access to client data and processes
 - Improve coordination – WCCIS will enable health and social care services to work more closely and in a better coordinated way, where information is more easily shared and therefore better supports integrated working
 - Improve patient and service user safety – WCCIS will have the functionality to support a common referral process that will facilitate single point of entry across the whole system for initiating care and support referrals that will streamline and reduce complexity of current multiple referral processes.

- WCCIS will allow the use of suitable mobile devices to allow complete system access from all possible working locations.
- Reduce duplication in data capture and enable easier information sharing by the creation of a single citizen record for both health and social care.
- WCCIS will integrate with existing NHS Wales systems which will increase confidence in the identity of the patient by using the NHS Number as the unique identifier and ensuring that WCCIS integrates with other NHS Wales systems such as Master Patient Index, which is an electronic archival system that holds the data of every patient.

Procurement Process

- 3.10 The scope of the procurement included a single integrated solution for the support of social care, community health including nursing, therapies and mental health and consists of a comprehensive range of services including: hardware, software, training, testing, implementation, maintenance, project management support and other associated services.
- 3.11 The contract duration for the Master Services Agreement, All Wales and Local Deployment Orders is for 8 years with an option to extend at annual intervals by up to another 4 years.

4. Current Situation/Proposal

- 4.1 The justification for the implementation of WCCIS in Bridgend is:
- End of life of current social care system (DRAIG) product.
 - Limitations of DRAIG in order to deliver mobile working, facilitate integrated working across social care and health with Third Sector providers.
 - A more user friendly system will enhance the user experience supporting their operational needs more efficiently.
 - Information sharing, common referral and assessment process are more easily achievable.
 - The WCCIS is based on Microsoft technology and has a common user interface which is more standardised and recognisable by all users. This will reduce the need for intensive training prior to implementation.
 - The WCCIS solution is relatively cost neutral for Bridgend, (noting there will be staff costs to implement the new system in BCBC) and delivers significant advantages as detailed above.

The planning process behind implementation

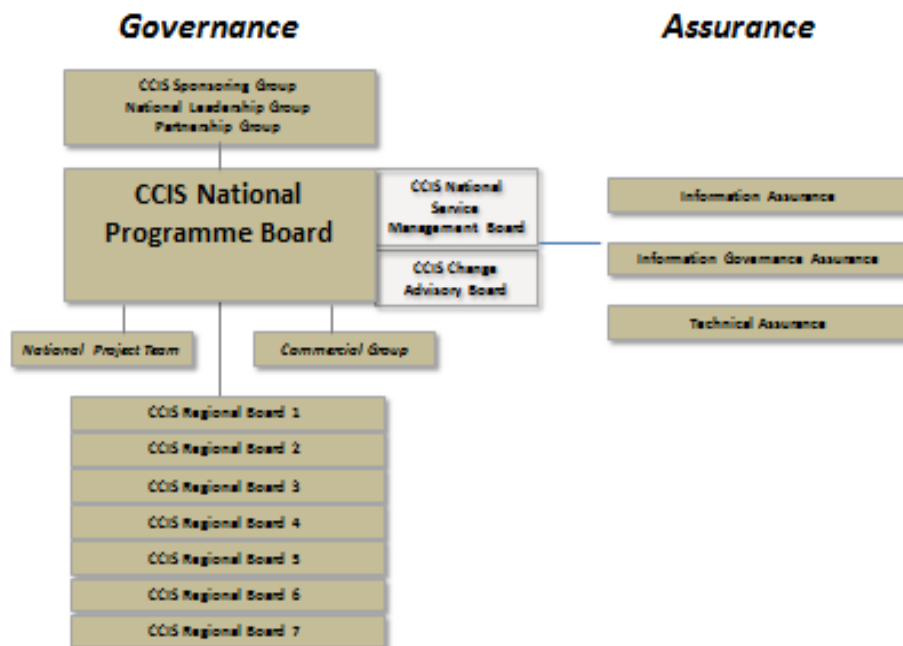
- 4.2 There is a National WCCIS Board, jointly chaired by the Director of Community Services, Caerphilly County Borough Council and the Chief Executive of Powys Teaching Health Board. This has been set up to oversee the strategic implementation of WCCIS across Wales, however, the actual implementation arrangements will be managed locally and regionally. Bridgend is represented on this Board by the Corporate Director, Social Services and Wellbeing and the Corporate Director, Resources as alternates.
- 4.3 The National WCCIS team will support local planning arrangements by providing necessary support and documents such as readiness assessment, standardisation,

and the sharing of best practice. It is important to emphasise that whilst WCCIS is an ICT system, it is the enabler that can better support the transformation of Health and Social Care service delivery, and therefore, underpin the remodelling of service improvements.

- 4.4 As part of the planning process for the implementation of WCCIS in Bridgend, it was important / essential that the Council aligned itself with the national programme. This has caused a change to the initial proposed timescale. The targeted 'Go-Live' date is now the 31st March 2016.
- 4.5 Locally in Bridgend, work has been ongoing for a number of months in preparation for the Go-Live date. This has included:
- Data cleansing and data validation
 - Re-design of document set
 - Work on business processes
 - Awareness and training on the new system
- 4.6 Training of staff within the Council will be provided on a "train the trainer" basis, held at a BCBC location. The training requirements have been clearly established as part of the Authority Requirements schedule in the local Deployment Order. It is recognised that the timescale is tight but there is a plan in place to enable training across the services and there is support in place from other local authorities and Careworks to facilitate this. In accordance with the project plan, training is planned to take place during March 2016.
- 4.7 All changes are in line with, and in preparation for, the Social Services and Wellbeing (Wales) Act 2014.

Monitoring arrangements

- 4.8 The national programme structure for the implementation of WCCIS is:



4.9 Underneath this, Bridgend has a Project Board chaired by the Corporate Director, Social Services and Wellbeing. This Board comprises senior management representation from across the council. Reporting into the Board, is a Project Team, comprising practitioners across the service areas, chaired by an Association of Directors of Social Services (ADSS) representative whose focus is to support the national Board and implementation of the new system WCCIS.

4.10 The Bridgend Project Board developed a Project Initiation Document which identified the scope as:

- Migration of DRAIG to WCCIS including;
 - Adult Social care
 - Safeguarding and Family Support
 - Early Intervention and Prevention
 - Finance
 - Supporting People
 - Education (Additional Learning Needs)
 - CRT Teams including ABMU staff who are already using DRAIG
- System and workflow configuration to include health and social care
- Review of Business process to include health and social care
- Review of Document set across all services
- Business Process design
- Questions engine/form design
- System reporting
- System integration (Regional/local requirements)
- System testing
- System training
- System support

- Interface to EDRM system
- Interface to EMPI (Extended Master Patient Index)

- 4.11 Local highlight reports are regularly prepared and presented to the Board to provide an update and to ensure issues and risks are dealt with appropriately.
- 4.12 The National WCCIS Board has requested that benefits associated with WCCIS be identified and issued to all implementing organisations. A workshop was recently held that involved staff from Health and Social Care services from across Wales, to consider how WCCIS will better support the delivery of services to the benefit of service users and staff. Bridgend was represented at this workshop. Work is currently ongoing to compile a benefits report that will be presented to the National WCCIS Board for approval, following which a benefits register will be issued to all implementing organisations that will enable them to identify and monitor service improvement.
- 4.13 A critical message that came from the workshop is that the achievement of any anticipated benefits will be largely dependent on all Health and Local Authority organisations within a region implementing WCCIS and working together to ensure that the system is developed to support integrated working.

Transfer of information

- 4.14 The transfer of information held on existing systems in use (e.g. DRAIG) will be undertaken by the WCCIS supplier (Careworks) and local authority ICT resources. Because WCCIS is a national system available to be used by all Local Authorities and Health Boards across Wales, it is important that the approach to transfer such information is governed by a National Migration Strategy and process that has been developed with the company and with input from Health Boards and Local Authorities across Wales.
- 4.15 The transfer of information between services will largely depend on whether the associated services are all users of WCCIS. If they are, then the system security model (underpinned by effective Information Governance arrangements) will enable easy and effective access to information held within the system. The full benefit for service users in terms of a single citizen record and easier information sharing across health and social care will be dependent on all agencies adopting the WCCIS.

Improving shared working with partners and protecting children and young people

- 4.16 Appropriate information will be made available to the public, service users, carers and staff prior to the implementation of the system advising them of the benefits of a health and social care system across Wales including what it will mean in terms of their data and the Authority's obligations under the Data Protection Act 1998.
- 4.17 The WCCIS functionality provides a person banner which is displayed on the windows of all records related to a person/client. Along with the standard icons, it also displays the person's name, date of birth, gender, NHS number, address, key worker and team. This enables easy identification of the person the teams are currently working with. In addition to this, it displays various icons which flags

risks/concerns relating to that person/client. Attached at **Appendix 1** is more information about how the system alerts the user to the fact that there is a risk or concern relating to the person/client.

4.17 As stated in paragraph 4.13, the full benefit of this information being made available to all partner agencies will be dependent on all Health and Local Authority organisations within a region implementing WCCIS.

5. Effect upon Policy Framework and Procedure Rules.

5.1 None.

6. Equality Impact Assessment

6.1 An Equality Impact Assessment is not relevant to this report as the system covers health and social care patients/service users and there will no implications to them.

7. Financial Implications.

7.1 The current cost of the DRAIG system is £75k per annum funded via the ICT software budget. The total cost for the WCCIS will be £607,957 for the 8 year period, again to be funded via the ICT software budget.

This is profiled over the period as follows:

2015/16	£42,742
2016/17	£83,646
2017/18	£83,039
2018/19	£82,279
2019/20	£81,676
2020/21	£81,070
2021/22	£80,463
2022/23	£73,042

7.2 In addition there will be a local implementation cost for testing, data cleansing, data migration and business process redesign. This will involve significant officer time from ICT, Adult Social Care, Safeguarding and Family Support, Finance and Strategy, Partnerships and Commissioning. These resources will be made available from within existing budgets.

7.3 The funding for the infrastructure and the all Wales licence costs will be funded from Welsh Government. This amounts to £6.583 million, broken down as follows;

- £3,280,108 – All Wales Licence
- £2,200,018 – software development costs
- £1,103,556 - central hardware

7.4 BCBC will only be liable for costs incurred with its own implementation. A draft Inter Authority Agreement is being reviewed by the National Board. This document provides for an indemnity to be given by the Authority Parties that implement the WCCIS through their individual deployment orders to BCBC in respect of any costs

associated with BCBC's lead role in implementing the All Wales Infrastructure Deployment Order.

8. Recommendation.

- 8.1 The Committee is recommended to note the update on the progress of the implementation of WCCIS.

Ness Young
Corporate Director – Resources






Susan Cooper
Corporate Director – Social Services and Wellbeing




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Background Documents: None

How WCCIS can help to facilitate ie shared working with partners and protecting children and young people

The below details the icons that will flag the vulnerability of children to users of WCCIS. If the icon appears on the person banner, then providing the user of WCCIS has the necessary permissions, they will be able to drill down further into the record to read the detail relating to that case. If the user does not have the necessary permissions then they are able to contact the allocated worker to request access or find out further information. In the event of an emergency, then there is a break glass capability within the system. This allows the user to access the information immediately, this is fully audited and the allocated worker will be informed that the user has accessed the information through the break glass functionality.

Icon	Description
	<p>The <i>Known to Child Protection</i> icon is displayed if one of the following conditions is true:</p> <ul style="list-style-type: none"> • A <i>Child Protection</i> record exists for the current person. • A document type of any of the following exist for the current person: <ul style="list-style-type: none"> — Child Protection Plan — Initial CP Conference — Child protection review — Record of S47 enquiry — Record of Strategy Discussion — Receiving in Conference • An incoming <i>Phone Call, Letter, Fax, or E-mail</i> activity exists for the current person with a reason of <i>Formal Enquiry to the Child Protection Register</i>. <p>If applicable, this icon is also displayed on the <i>Quick Find</i> window</p>
	<p>The <i>Known to Looked After Children</i> icon is displayed if a <i>LAC Legal Status</i> record exists for the current person.</p>
	<p>The <i>Missing</i> icon is displayed if a <i>Missing Person</i> record exists for the current person with no return date specified.</p>
	<p>The <i>Person Risk</i> icon is displayed if a <i>Person Risk</i> record exists for the current person.</p>
	<p>The <i>Responsible Local Authority</i> icon is displayed if a <i>Responsible Local Authority</i> record exists for the current person. For more information</p>

	<p>The <i>Special Health Measures</i> icon is displayed if a <i>Person Disability/Impairment</i> record exists for the current person.</p>
	<p>The <i>Subject to Child Protection Plan</i> icon is displayed if a <i>Child Protection</i> record exists for the person with a <i>Start Date</i> and no <i>End Date</i>.</p>
	<p>The <i>(Related Person) Subject to Child Protection Plan</i> icon indicates that another person, specified as in the same household by a family <i>Connection</i> record with <i>Inside household</i> selected in the <i>Additional Relationships</i> pane is subject to a child protection plan. The icon is displayed if one of the following conditions is true:</p> <ul style="list-style-type: none"> • A <i>Child Protection</i> record exists for a person specified as in the same household as the current person. • A document type of any of the following exist for a person specified as in the same household as the current person: <ul style="list-style-type: none"> — Child Protection Plan — Initial CP Conference — Child protection review — Record of S47 enquiry — Record of Strategy Discussion — Receiving in Conference • An incoming <i>Phone Call, Letter, Fax, or E-mail</i> activity exists for a person specified as in the same household as the current person with a reason of <i>Formal Enquiry to the Child Protection Register</i>. <p>If applicable, this icon is also displayed on the <i>Quick Find</i> window</p>

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO PARTNERSHIP AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

2nd DECEMBER 2015

REPORT OF THE ASSISTANT CHIEF EXECUTIVE LEGAL & REGULATORY SERVICES

CORPORATE COMMISSIONING PROJECT

1. Purpose of Report.

1.1 To update Members on the current status of the project

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 The project supports all of the Corporate Improvement Objectives through ensuring quality and value for money in the procurement of goods and services and in ensuring that support services are provided in the most cost effective way.

3. Background.

3.1 The project was set up in the recognition that effective commissioning of goods and services should in itself provide an assurance of quality and price within the corporate projects and wider transformation agenda.

3.2 It has been recognized that Bridgend was not in a satisfactory position to adequately undertake the commissioning process as a strategic and corporate service. At the time of the commencement of the project the Authority did not have a corporate contract register and lacked intelligence on spend across category areas.

3.3 Significant time has been spent analyzing data and developing the corporate contracts register to enable a better understanding of spend and future demand.

3.4 Members will have seen that the Authority has extended a variety of contracts over the last year. Whilst necessary in individual cases, it is likely that such action leads to inefficiency in goods and service provision due to the loss of opportunity of testing the market. The review of spend and creation of the corporate contracts register better enables the Authority to plan for contract end, manage contracts ensuring compliance and reviewing spend categories to plan for future contract bundling.

3.5 It is regrettable that at the end of this part of the projects work, key personnel were lost. This included the project management, lead procurement officer and ICT development of the contracts register software support. Regardless of this however Members are aware from previous reporting that significant savings have been made through the use of e-tendering and e-auctioning.

4. Current situation / proposal.

4.1 At the time of writing, the project is in the process of re-launch. It is hoped that by the time of the committee this will have been completed. The following areas are intended to be pursued by the project

- The Corporate Procurement Team

In order for the Transformation Agenda and corporate projects within the Medium Term Financial Strategy to be implemented it is important for procurement and commissioning to be recognized as a strategic part of the Authority as opposed to a service team in one department. All of the Transformation Agenda is reliant upon procurement and commissioning, as such the team must be structured and resourced to undertake that function. Equally, the Authority must adopt a culture of treating the functioning of the team as a strategic resource.

The present structure of the team does not support this important role. It is for the most part directorate based as opposed to Authority wide. The intention is therefore ready for the new financial year to move to a category lead structure.

“Category Management is a technique used to understand markets, analyse spending and make purchasing decisions that save money. It can mean the difference between accepting mediocre goods and services at high cost and effective supply management which delivers real value. By altering how goods are categorized and supplied, it helps shift purchasing from being an error-prone transaction to lowering costs for the business” (Jonathan O’Brien).

The move will ensure that we look across the Authority’s Directorates applying procurement processes for the benefit of the whole organization rather than individual directorates. Economies of scale, different procurement and service delivery models can therefore be applied.

- County Borough Supplies (CBS)

CBS is a long standing joint service between four authorities. It provides a central goods sourcing and delivery service. Historically it has been self-funding and has not provided a drain of resources for any of the partner authorities. Increasingly however it is trading within the wider public sector and there is therefore an opportunity for it to reduce cost overall to the partner authorities.

It is also necessary for the CBS to move premises due to the development needs of the authority and there is therefore an opportunity to change the business model of the CBS to better reflect the future needs of all partner authorities.

New premises have been located and negotiations are ongoing in respect of its lease. In order to effect an updating of the business model, external support has been commissioned by the partner authorities to provide advice on a future operating model and the operation of the warehouse. This has concluded that

there is considerable opportunity for efficiency savings in respect of CBS operation.

The advice is that the Authority undertakes work within the following business model:-

- Development of increased package of operational reporting Key Performance Indicators (KPI's). There is a recognition that the present market is fast moving. It is necessary to react quickly and increased performance reporting is required to do so.
- Increased operational and forecast resource planning. Greater information is required on volume throughput forecasting . Weekly to annual volume forecasting better enables short and long term procurement planning.
- Procurement: Firstly a recognition that peak trading requires the ability to react quickly to demand during peak times of the year without year round stock holding but equally to be able to react to changes in that seasonable profile with other public sector organisations purchasing from CBS. Profiling to ensure that only lines with a ready market are stocked.
- Stock Management: To develop dedicated stock controller and management procedures.
- To review order delivery processes and use of alternative delivery methods particularly for small items.
- Warehouse Layout. Advice on better payout for ease of picking
- Site relocation plan
- Staff structure
- Warehouse management system.

The changes will take time however. It is unfortunate that these changes are required at the time that all authorities are under such cost pressures and the likelihood of local government re-organisation is high. Currently it is the case that CBS is cost effective in respect of some lines but not others. The next stage therefore is to establish whether there is a will to support CBS through the move and operational changes and if so, to plan and implement those changes. It is anticipated that savings of over £100k could be achieved.

- Corporate Contracts Register

The register is completed and now requires application across the Authority. Staffing shortages have been alluded to however it is now likely that it will be possible to run the register through the support of Welsh Government (WG) funded facilities. Should that be the case, the operation of the register will be simplified and will be accessible for all Directorates, while the corporate procurement team will be enabled to ensure the governance of the register. There is still work to do on the register. There is also a relatively new option of taking up the Contract Register facility associated with Bravo Solutions (ETEnding). With a WG directive of all tenders being carried out electronically by 2017, it could mean that this register would be more accurate because it is built taking data from the Tender itself.

- Use of Welsh Government Portal

The next stage is to ensure that the Authority has access to all purchasing frameworks via a catalogue hosting system run by Procserve (system providers) and Welsh Government. The Authority has access to the system at no cost. This provides access to a variety of framework agreements to benchmark and ensure best quality costing whilst also conforming to EU procurement rules.

The process is particularly important for lower spend area which has thus far in the project been the largest area of concern. There is a considerable danger that small spend in similar areas undertaken at individual times by individual Directorates does not provide value for money. There will be a training need in respect of Directorate staff and it will of course be necessary to maintain a close view of the impact on CBS. By using the portal, governance will be assured in the use of established frameworks with the ability to select the most cost advantageous provider for the individual product.

- Purchasing Cards

Purchasing cards have been incrementally rolled out across the authority and it is now important to undertake a creditor analysis to establish areas that can be used to ensure its full advantage. The importance of the use of the card is that the authority is able to claim a rebate for all expenditure. Other authorities have received between rebates depending on use. There is a need to review further spend that can be undertaken using the purchasing card across the Authority.

- E-Auctions

There remains much work to undertake to fully understand the possible savings available to the authority through this procurement mechanism although Members will already be aware that approaching £1m saving was achieved through the commissioning school transport

- E-tendering

The Corporate Procurement Team use this facility for the majority of Invitation to Tender and quotes. The next step is to roll out to the whole authority which is assisted by the use of the corporate contracts register. This will enable the authority to understand the corporate spend and capture all tenders and quotes within a central hub. In turn this increases management information leading further to a better use of the category lead process in undertaking future procurement processes. There is a WG Directive to ensure that all Tenders are conducted via the Etendering Portal. It ensures more efficient use of resources and opens up more avenues of control and better control of spend. It also provides another avenue of implementation for the corporate contracts register.

5. Effect upon Policy Framework & Procedure Rules.

5.1 There is no effect on the Policy Framework and Procedures Rules.

6. Equality Impact Assessment

6.1 There are no equality implications.

7. Financial Implications.

7.1 There are no adverse financial implications.

8. Recommendation.

8.1 To note the report.

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30 October 2015

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Background documents: None

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