

**Member’s Briefing: The threat to business continuity if the Council is unable to procure and implement major ICT systems which support critical services such as a replacement system for Care Director (WCCIS).**

As of January 2026, the existing CareDirector system (WCCIS), which is used to record key core data and service-related information in relation to people and families who contact services in relation to safeguarding, assessment of needs, care and supporting planning and service provision, will become end of life.

Failure to replace the current system by January 2026 will result in the Social Services and Wellbeing Directorate either having to work on an unsupported system or revert to using manual systems.

Whilst each option, as noted below has its own threats / risks to business continuity, it is important to note that neither option is feasible as they both have a serious impact on the safeguarding arrangements to support vulnerable children, young people and adults which would represent a major failing by the Council in respect of a significant statutory duty.

Option	Threats / Risks
Working on an unsupported system	<ul style="list-style-type: none"> <li>- No support for system failure or technical issues.</li> <li>- Increased vulnerability of bugs/malware which could result in a significant data breach.</li> <li>- Potential decrease in system performance.</li> <li>- Increased risk of data corruption and/or loss.</li> <li>- Not future proof, decreased compatibility with other systems.</li> </ul>
Reverting to Manual Systems	<ul style="list-style-type: none"> <li>- Significantly increase time to interrogate key information on children, young people and adults that access our services; including safeguarding information.</li> <li>- Information will no longer be joined up; case information will be held in different files and locations, rather than under one case.</li> <li>- The sharing of information will be significantly slower as Important information cannot be easily transferred between relevant teams.</li> <li>- Increased risk of human error leading to inaccurate and unreliable information.</li> </ul>

Option	Threats / Risks
	<ul style="list-style-type: none"> <li data-bbox="549 271 1378 338">- Information will not be real time and quickly become out of date.</li> <li data-bbox="549 383 1378 495">- Significant delays in the provision of key management information to inform decision making and monitor services as information cannot be easily interrogated.</li> <li data-bbox="549 539 1378 651">- Compliance with the Data Protection Act becomes more difficult, as unable to ensure data is fully protected and no ability for audit trail information.</li> </ul>

To minimise this risk and work towards implementation of a new system before January 2026, a number of actions have already been completed.

- In April 2024 Cabinet approved a recommendation for the Council to work in partnership with Rhondda Cynon Taf CBC, Merthyr Tydfil CBC and the Vale of Glamorgan to procure a replacement system. [\(Link to April 2024 Cabinet Report\)](#).
- In September 2024, Cabinet delegated powers to the Director of Social Services and Wellbeing in consultation with the Chief Officer, Finance, Housing and Change and the Chief Officer Legal and Regulatory Services to accept the most economically advantageous tender received and to enter into a contract and any supplemental deeds and documents with the successful bidder. [\(Link to September 2024 Cabinet Report\)](#).
- A local project board and project team has been established to provide strategic direction, leadership and oversight to ensure both the procurement process and future implementation of the new system is adequately resourced, progressed and completed in line with agreed timescales.
- The procurement process commenced in August 2024, and an announcement on the award of contract will be released shortly.

Hence, noting the potential threat to business continuity in failing to procure and implement a replacement system by January 2026, it is absolutely imperative that the Council has a robust electronic case management system in place to ensure it can effectively monitor and record service delivery to ensure the right services are delivered at the right time to prevent risk.

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