

Matter which the Chair has decided is urgent by need of a requirement to complete the procurement in line with regionally agreed timescales.

Meeting of:	Cabinet
Date of Meeting:	Thursday, 10 October 2024
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Social Care Records System
Purpose of Report:	To update Cabinet in respect of the procurement of a replacement social care system for 'CareDirector' ("WCCIS") and for Cabinet to approve the agreement with the supplier under Part II
Report Owner:	Cabinet Member, Social Care and Health.
Responsible Officer:	Director of Social Services
Elected Member and Officer Consultation:	Relevant Officer(s) Legal Services; Operational Manager, Finance.
Policy Framework:	This is a matter for Executive decision by Cabinet
Executive Summary:	<ul style="list-style-type: none"> This report is to provide an update following the report in April 2024 regarding the Social Care records system. Currently we are contracted to CareDirector (more commonly known as WCCIS (The Welsh Community Care Information System)). The report outlines the current situation with regard to progress made towards replacing the system and the need to now complete the procurement process. The detail of the procurement process can be found in an accompanying Part II report.

Recommendations

1. To consider the outcome of the procurement process as a Part II report.
2. To refer this report to Healthy Living and Social Care Scrutiny Committee for their consideration.

Reasons for Recommendations

1. To allow Cabinet to endorse the outcome of the procurement process for the new system.
2. To ensure that Committee Members are kept up to date with the progress being made to implement a replacement social care system and the implications of the procurement exercise.

1. Background

- 1.1 As of January 2026, the existing CareDirector system (WCCIS) will become end of life. It is therefore an essential requirement that all social care users and services are migrated from WCCIS to new technology within stringent timescales. This will ensure that organisations will not be working on unsupported systems that pose a risk to citizen's safety and wellbeing.
- 1.2 Throughout 2023 and early 2024, we engaged with the National Connecting Care Programme (CCP), designed to procure a single solution on behalf of the 18 Local Authorities and 6 Regional Health Boards. In March 2024, a decision was made to procure on a regional/ cluster basis given the impending end of life of the current solution and with the clarity that failure to do so would result in a challenge to delivering a replacement system in time.
- 1.3 In April 2024 Cabinet approved the Council entering into an agreement with the Cwm Taff Morgannwg (CTM) Cluster regarding the procurement of a replacement social care system. Local Authorities in the cluster include Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council, Bridgend County Borough Council, Conwy County Borough Council, Denbighshire, Flintshire County Council, Gwynedd Council, Isle of Anglesey County Council, and Wrexham County Borough Council. Cabinet gave delegated authority to the Director of Social Services and procurement lead in the Vale of Glamorgan to negotiate and agree the final terms of the agreement with the other Councils and enter and arrange execution of that agreement.
- 1.4 The procurement process was initiated in partnership with our regional colleagues on 28th June 2024.
- 1.5 The procurement approach adopted an assisted buying model using the RM6529 Health and Social Care Framework. Two of the major social care providers

(OLM: Eclipse, System C: and Access Group: Mosaic) are aligned with the framework and have submitted a tender to bid.

- 1.6 The use of pre-existing frameworks saves time in the process of procurement and contract award, whilst ensuring that a robust process of evaluation has been carried out. Utilisation of frameworks to support this complex procurement offer the most cost-effective solution for engaging the market, whilst also allowing implementation timescales to be accelerated.
- 1.7 The detail of the procurement exercise is on the Part II report.

2. Key Issues for Consideration

- 2.1 With the support of WLGA and ADSSC an SRO (Senior Responsible Officer) Advisory group was established which includes representation from the Local Authorities intending to deliver the new systems. Some Local Authorities are not using WCCIS and do not need to procure new systems and while they are invited to the SRO group have understandably not been active participants. The SROs are primarily the Directors of Social Services and the Heads of Digital from these Local Authorities. This SRO group is co-chaired by the Director of Social Services in the Vale of Glamorgan.
- 2.2 The overall Connecting Care programme has struggled to keep pace with the required delivery timescales. As a result, the SRO group has collectively agreed that the programme should be delivered and implemented by Local Government. Formerly Digital Health Care Wales (DHCW) had assumed this role.
- 2.3 The SRO group has developed subgroups to consider Data Migration and the exit from Care Director. Both areas remain uncertain and challenging but are now benefiting from the structure that Local Government has put in place.
- 2.4 DHCW previously led responsibility for developing a business case however this did not meet the needs of Local Government. Further discussions with DHCW, the SRO group chairs, WLGA and Welsh Government agreed that the Local Authority SRO group would develop a new business case and determine roles and responsibilities going forward. This group is actively preparing the business case. Until this business case is developed, approved and considered there will continue to be uncertainty in respect of the level of finance support that will be provided from Welsh Government in respect of the Connecting Care Programme work.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1 A new social care system is expected to be able to support the activity of the directorate into the future. This procurement process has been conducted in collaboration with partner Authorities as outlined in section 1.

4. Climate Change and Nature Implications

- 4.1 There are no Climate Change and Nature Implications as a direct result of this report.

5. Resources and Legal Considerations

Financial

National

- 5.1 Funding of £2.67m has been allocated by Welsh Government from the Digital Priorities Investment Fund for 2024/ 2025 and is currently awaiting allocation to regions by DHCW. This funding will be used for business as usual i.e. for the CTM cluster this will enable the existing level of support to organisations via the Cwm Taf Morgannwg Regional Team who are hosted by RCTCBC. For the Vale of Glamorgan Council, it will enable the continued support of the current system and preparation for migration to the new system.
- 5.2 DHCW submitted a national business case to Welsh Government, setting out additional funding they believed would be required to support the progress of the Connecting Care Programme work. However, this business case was not supported by the SRO group as it failed to provide sufficient clarity across many areas. The DHCW business case was withdrawn albeit a new one subsequently resubmitted. Neither version has had the approval of Local Government.
- 5.3 Once the outcome of the Local Authority SRO group led business case is known, there should be greater clarity with regard to potential funding from Welsh Government.

Regional

- 5.4 The expected costs because of the procurement of the system are in part 2 of the report. These are being shared with Cabinet for consideration although it is recognised authority has already been given to the Director of Social Services and procurement lead to execute the agreement. This is in recognition of the overall cost and a desire to ensure that Members are engaged in this decision.

Employment

- 5.5 There are no employment implications as a direct result of this report. However, during the implementation phase of the project staff will need to be recruited into specific roles either at a regional or local basis.

Legal (Including Equalities)

- 5.6 The impact is expected to be neutral in terms of equalities.

6. Background Papers

Report to Cabinet, [25th April 2024](#) and Call in Scrutiny Minutes, [24th May 2024](#).