



# RECORD OF DECISION TAKEN UNDER DELEGATED POWERS OUTLINED IN THE CONSTITUTION – Part 3 Section 16

**DELEGATED OFFICER DECISION** Paul Fleming  
**TAKEN BY:**  
**PORTFOLIO AREA:** Digital and Customer Services

**SUBJECT: Implementation of Liquidlogic's Group Work module.**

## 1. DECISION

In consultation with the Director of Finance and Customer Services to reallocate £65,000 from the earmarked ICT Capital Reserve to replace the current E-Start and some of the IYSS system functionality with Liquidlogic's Group Work software system.

## 2. REASON FOR DECISION

Liquidlogic has developed new Group Work functionality within the Liquidlogic Children's Social Care System (LCS) and Early Help Module (EHM), which will enable local authorities to create and manage contracts with providers, set up projects linked to the contract and, within the projects, create activities with numbers of sessions allocated to them and issue invitations to activities. The software can be used to manage contracts in both universal and targeted services and provides functionality to track outcomes, milestones and needs against the service user. In this way the council can manage its Group Work in one place, eliminating the need for and saving the cost of a second system. This will also show a more holistic picture of the activities which people and families may be involved in as part of the overall plan they have.

By implementing Group Work this presents an opportunity to have a single-view of the child, better enabling the children's services workforce with the information that they require and overcoming some of the challenges today, such as staff having input into multiple systems and inconsistencies around recording and data.

The new system will reduce the annual maintenance costs paid on the existing systems by a minimum of £14k per annum rising to £18k per annum in year 2 depending on the ability to remove current contributions for one of the systems. The £65k capital costs include new software licences, supplier implementation and IT staff costs whilst working on the project.

Additional benefits include:

- Fully integrated within the Liquidlogic Children's Social Care System (LCS) and Early Help Module (EHM)
- Rationalisation of system usage
- Familiar look and feel for users of Liquidlogic systems
- Holistic and joined up data
- Holistic data reporting capability
- Drive decision making through the system
- Remove/reduce offline processes
- Remove/reduce duplication/rekeying of information

## 3. BACKGROUND

The Local Authority currently uses multiple social care, education and early years systems across its footprint, they are: Liquidlogic children's system (LCS) | Liquidlogic early help module (EHM) | Servelec Synergy education system | Capita One's E-Start early years system | IYSS (Youth System). E-Start is considered to be an inefficient system and unable to provide the business functionality required and as such, it tends to be a system used solely for data storage and cannot drive decisions as Group Work would be able to. In addition, in order to plug the system inefficiencies the business have created manual workarounds which are labour intensive. The new system will be able to replace E-Start and IYSS in part.

#### 4. KEY ISSUES AND RISKS

- Operating costs for existing systems are high.
- As there are multiple systems there is no single view of a child.
- There are inefficiencies in the current solutions with manual processes in place.

#### 5. OPTIONS CONSIDERED AND REJECTED

Remain with the current systems – This option was rejected due to the high costs of the current systems and the limited functionality.

Tender for a new system – This option was rejected as the department would lose the opportunity to have a single-view of the child, better enabling the children's services workforce with the information that they require and overcoming some of the challenges today, such as staff having input into multiple systems and inconsistencies around recording and data.

*Further information is available from the report author*

#### 6. DECLARATION OF INTEREST

All Declarations of Interest of the officer with delegation and the any Member who has been consulted, and note of any dispensation granted should be recorded below:

**VERSION:** 1

<b>CONTACT OFFICER:</b>	<b>Peter Hughes</b>
<b>DATE:</b>	10/06/2021
<b>BACKGROUND DOCUMENTS:</b>	None

Signed:



**Director Paul Fleming**

**Date: 23/06/2021**