

# Initial Equality Impact Assessment and Analysis

## CAH Integration: Review of Software Systems

### Introduction

#### CAH Integration

1. Following consultation regarding the formation of a single Children, Adults and Health department in July-September 2012, a decision was taken by Policy and Resources Committee on 5 November 2012. The new department was formed on 1 January 2013.
2. This provides opportunities to realise benefits resulting from integration of the teams, including the transfer in of the public health team. Integration projects will involve reviewing current operating practises with the aim of moving to standard and integrated working methods and systems where possible and appropriate. The savings target associated with the combined impact of all the Children, Adults and Health integration projects is £1125K.

#### Review of Software Systems

3. The main software systems that support the Adult and Children services are Swift/AIS and Capita One, provided by Northgate Information Solutions and Capita Business Services respectively.

Other key systems currently in use across the department include:

- Capita One
- PRIME and Viewpoint reporting tools
- Trapeze
- Sentinal
- YOIS
- POPPY
- FABDAB
- CM2000
- Cascade Database
- Public Health systems

This project will review these systems and all IS and ICT budgets that support them and the staff the use them to identify opportunities to reduce operating costs and ensure we are achieving best value from our systems.

4. The delivery of the agreed savings target of £45k for 13/14, short term savings will be achieved as soon as possible within the lifecycle of this project and an additional £60k in 14/15, giving £105k annually thereafter.
5. Secondly this project will determine the best approach to future systems procurement.

## Scope of the Review

6. The project will be progressed in two stages. Stage 1 will seek to identify opportunities to reduce IS and ICT costs in the immediate and short term. Stage 2 will develop a procurement approach and deliver a high level plan to carry out future procurement of our major care support systems.

### STAGE 1 conclusions:

- a) Provision of Business Broadband to three members of staff will cease.
- b) Further work is currently being carried out but it is proposed to remove the computer support for a minority of our Foster Carers.
- c) Tighter controls to reduce the costs of mobile phone provision and use.
- d) Releasing the remaining funds originally allocated for the development of a Care Homes Vacancy Information Service.
- e) The consolidation and reduction of all ICT budgets across the CAH department.
- f) Capital One maintenance costs reduction.

### STAGE 2:

- a) Develop a strategy and options for the longer term provision of software systems in support of CAH services for the next 3 to 8 years.
- b) Establish procurement opportunities and a full financial and risk assessment regarding data migration and ongoing support and maintenance. This will include soft market testing prior to any formal procurement process being adopted.
- c) Develop a roadmap and project brief for the future provision. This will include a financial plan covering capital and revenue funding requirements and any net savings prediction. This review will determine a medium/long-term direction of travel for our CAH Information Systems provision.

## Objectives of the Review

7. The objectives of the review are to:

- To enable the newly formed CAH department to be supported by improved utilisation of its existing software systems that meets current and future needs of the organisation, members, partners and communities.
- Contribute to the implementation of the Council's Business IT Strategy.
- Deliver efficiency savings to enable CAH to positively contribute to a balanced Medium Term Financial Plan (MTFP) for the Council.

Specific objectives and outputs are:

- To establish and deliver targeted efficiency savings via improved utilisation and consolidation of existing CAH software systems during 2013/14 that contributes to the CAH Integration programme target of £725K and proportionately thereafter.
- To deliver a strategy for the provision of future software systems, including alternative solutions, procurement options and decommissioning opportunities. This will also need to contribute a cost reduction to 2015 and beyond
- To improve, where possible, our culture and SGC TOM compliance by introducing greater consistency in utilising current systems, reducing duplication and establishing common processes.

## **Potential impacts upon equality groups and how the review will ensure there is no disproportionate negative or positive impact upon any equality group**

8. No staff are in scope of this project in terms of the Council's workforce change procedure and, therefore, no formal consultation is planned and no changes to the workforce will take place as a result of this project.
9. However, some staff and members of the public will be impacted by the implementation of the changes currently proposed:
  - The three members of staff whose broad band will be removed have been contacted. One had already moved house, one had the home installation removed previously and one agree that it was no longer required. Therefore no adverse equalities impact will be caused by this removal.
  - Foster Carers currently in receipt of computer support will potentially be adversely impacted when the support is removed. However, guidance information and if necessary training will be provided to help them minimise the impact. Currently we only provide computer support to 48 of our approximately 100 foster carers, and only 24 of the 48 receive Broad Band funded by SGC. Therefore, we currently have an inequality whereby only a minority of our fostered children and their carers have computer support and broad band provided by the Council.
  - It is recognised that reducing support for foster carers is a very sensitive and political area. Therefore, the proposal is currently with the Head of Service to review in more detail. The proposal will also be reviewed separately on the basis of equality (as well as cost) by the Adoption and Fostering Team.
  - All managers and many staff will need to comply with procedural changes as we introduce tighter controls over IS and ICT related budgets, control reports that will need to be reviewed and acted upon and new processes for provision and retention of mobile phones. In all cases adequate guidance and training will be given.
  - Finally, some users of Capita One may see changes in available functionality, functionality that is either no longer required and will be removed or functionality that can be replaced with alternative and cheaper solutions without adverse impact on the front line service. Again, in these cases adequate guidance and training will be given.
10. Regular communications for all CAH members of staff is being provided via the People Bulletin and, when needed, for specific teams and individuals by the service lead and/or project team members as appropriate.
11. Any equality issues arising from the implementation of this review will be addressed as necessary so that all individual needs can be met. To date no equality issues have been identified or raised by CAH staff.