

9 September, 2014

Replacement Social Care Management System - Mosaic

Ward(s) All

Portfolios: Cllr B. Cassidy - Name of Portfolio Here

1. Background and current position

The replacement for PARIS social care management system has been procured, following a robust selection process involving stakeholders from across both Children's Services and Adult Social Care and Inclusion. The contract with Corelogic Ltd for the provision of their Mosaic system was finalised on 24th July 2014. This is a significant milestone that will further support our improvement plan and *"Ensure that the child's electronic recording system facilitates and supports social work practice, quality assurance and performance management processes"*.

Children's Services are leading in the implementation of Mosaic to accelerated timescales, in order to address the priorities set out in the Strategic Improvement Plan for Safeguarding in Walsall and provide:

- systems and processes that work – a children's social care client record management system that supports practice and assists in workflow and practitioner recording time
- intelligence is available and assessed appropriately – relevant, timely information produced systematically in an intelligible manner
- all staff and managers know what is required of them in performance management and use of data to support decision making and they have the skills and capacity to undertake requirements
- the authority is able to undertake robust self-assessment and evidence appropriate use of data and other evidence to measure impact, commission, evaluate and improve services.

This is a challenging programme working at pace and focusing on a November implementation but is achievable with the focus of practitioners and leadership drive to make it happen. To support these accelerated timescales for implementation, Corelogic Ltd., the system suppliers, have provided Walsall Council a specially prepared, cloud-based, hosted version of Mosaic to facilitate a number of stakeholder workshops, which will take place during September 2014, to confirm the Best Practice Configuration for Children's Services.

Practitioners have been involved with the scoping and design of the work and will be involved and are critical to delivery. A major work stream around communications and engagement will be rolled involving presentations, workshops

and road shows. There is already a level of excitement within the Children's workforce and it is intended to use this energy to ensure the tool that is being built will play its part in improving the Child's journey.

A major benefit of the new system will be the opportunities for maximising synergies with Adult Social Care and this is very much a joint programme which will also support the major statutory changes and the Care Agenda.

Mosaic will fully support the work of practitioners in a much changed and highly regulated environment.

2. Reason for scrutiny:

To provide an update on the procurement of a new electronic social care management system for Children's Services, to replace the current Paris system.

3. Recommendations:

That:

- The Scrutiny and Performance Panel are recommended to note the contents of this report.

4. Background papers:

None

5. Resource and legal considerations:

A fully-costed resource plan has been prepared and approved by the Mosaic Programme Board, which is chaired by Rose Collinson.

6. Citizen impact:

Whilst there will be no initial disruption to or impact upon citizens, the replacement social care management system will enable improved performance management and assist in the efficient and cost effective provision of services to, and better knowledge of children and families within Walsall.

7. Environmental impact:

None.

8. Performance management:

Performance management will be improved by the use of the new social care system, as it will provide real-time data and status of current interventions.

9. Equality Implications:


This is currently in progress.

10. Consultation:

Consultation was undertaken as part of the procurement exercise and engagement will continue with all stakeholders throughout the implementation, as detailed in the communications plan, which has been produced as part of the programme.

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