

## Children and Young People's Scrutiny and Performance Panel

13 January 2015

### Replacement Social Care Management System - Mosaic

Ward(s) All

Portfolios: Cllr B. Cassidy

#### 1. Background and current position

The implementation of the new social care case management system called **Mosaic** delivers the Children's Services improvement plan to "*Ensure that the child's electronic recording system facilitates and supports social work practice, quality assurance and performance management processes*".

There will be one implementation of Walsall's new Mosaic system to be utilised by Children's and Adult's Social Care practitioners. The joint sponsors of the programme – David Haley and Keith Skerman are committed to joint working across their Directorates on this implementation to share learning, skills and resources to contribute to a joint implementation of the system from the start of the new financial year.

Since the last update to Scrutiny and Performance Panel in September 2014, the programme team has moved forward a number of work streams to support implementation of the system, There is clear governance of the programme through a Board that meets bi-weekly, chaired by David Haley and an Operational Steering Group directed by Assistant Directors Tony Griffin and Terry Hawkins.

The programme work streams cover the activity as set out in table 1 below. Each has designated programme delivery staff, business leads covering practitioner and performance expertise, together with Corelogic's implementation project resources:

Table 1: Mosaic Workstreams

ICT Environment to support the new system	Hardware to support the new Mosaic system Desktop environment including printing and scanning Solution to support ongoing access to archived information
Mosaic System Functionality	Best practice configuration of the Mosaic (minimum approved changes for Walsall's way of working for Childrens) Reporting requirements for management and performance, statutory returns purposes Interfaces from/to Mosaic (e.g. automatic transfer of financial information)
Data Cleansing and Data Migration	Systematic approach to improving quality of 'live' case files prior to migration Identification of systems and data which is required to be transferred to Mosaic
Testing	Full end to end testing of all elements of the system
Training	Provision of training for everyone who will use the system dove tailed with practice improvements and the creation of 'business

	as usual' training provision.
Communications	Managing key messages to all stakeholders
Support for the System	Post go live support resources and expertise

## Progress to date

As the programme has progressed and detailed analysis and understanding of the work streams has developed, a clearer understanding of the breadth of activity required to achieve a safe and successful transition to the new system has become clearer.

Originally there was an expectation of 'go live' for Fostering and Adoption during December 2014 with full implementation of the remaining functionality during January 2015.

A number of risks and issues were alerted to the Programme Board during November which resulted in a decision to re-profile the implementation phase for Childrens to April 2015. The benefits of this are (a) time to cleanse case file information prior to migration (b) a clean cut off from one financial year to the next prevents double reporting across two systems (c) the archiving requirements for closed case files can be designed (d) training would be appropriate to the users of the system. There has been significant change in the Project Management and Delivery Team. The Project is now being led by Council staff with less need for commissioned consultants.

Table 2 below summarises the significant progress made to date in the following areas:

ICT Environment to support the new system	New hardware and software has been installed with system environments available for test, train, production, reporting and disaster recovery functionality.
Mosaic System Functionality	80% of the system for Childrens Services has been built by Corelogic and over the coming weeks play back presentations are being arranged for all workflows. Financial aspects are being designed currently and will be developed in the coming weeks. The first part of the system functionality – Fostering and Adoption has been presented to managers and staff from the Team and will be accepted into testing very shortly. Users of the system have been identified and roles are being built (covering security and access)
Data Cleansing and Data Migration	Teams are working to cleanse current case file information within the existing Paris system, technical staff have identified data fields and IT systems other than Paris which will be need to be transferred into Mosaic.
Testing	Corelogic provide a weekly updated version of the system as it is being built. Partial testing has already been undertaken.
Training	To date 400 staff in Children's Services have completed e-learning training (called Me Learning) as a basic introduction to the system. This is 50% of the workforce. Further training will be provided as face to face classroom based learning on the system and practice training.
Communications	Regular news items are posted on the intranet, personal emails to children's and adults staff.
Support for the System	The business is reviewing the type of support resource it will need once the system is implemented.

The attached high level timeline shows the key phases of implementation planned over the coming months.

There will be greater functionality available in the new system than has previously been available to social care practitioners, financial advisers, managers and performance teams.

The revised 'go live' date for the system will see a significant element of new functionality being available during April 2015 with additional elements of functionality being designed and introduced over the subsequent months.

**2. Reason for scrutiny:**

2.1 To provide an update on the implementation 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:**

4.1 None

**5. Resource and legal considerations:**

5.1 The programme cost model has been developed with Finance and is reviewed regularly by the Programme Board.

**6. Citizen impact:**

6.1 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:**

7.1 None.

**8. Performance management:**

8.1 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:**

9.1 This is currently in progress.

**10. Consultation:**

10.1 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.

**Contact Officer:**

Carol Williams Head of Programme Delivery and Governance  
(Interim Mosaic Programme Manager)

 01922 654881

[williamsca@walsall.gov.uk](mailto:williamsca@walsall.gov.uk)

7 January 2015

# Mosaic High Level Timeline 2015

