

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

	Meeting:-	Cabinet Member for Communities and Cohesion
	Date:-	24th February, 2014
	Title:-	Integrated Youth Support Service – IT Systems
	Directorate:-	NAS

5. Summary

The Integrated Youth Support Service (IYSS) is now fully operational and the transformation of the component services into a unified service continues apace.

There are two Information systems that currently support the Integrated Youth Support Service, namely Cognisoft which provides the former Youth Service and Connexions information system, and Care Works which provides the system for the Youth Offending Service. The current Cognisoft contract comes to an end on 31 March 2014.

There is a need to create a single Information system that would meet the needs of the whole Integrated Youth Support Service (Youth Offending, Connexions and Youth Services). However, the marketplace for an integrated system remains very limited and for this reason, the options for going forward are outlined in section seven.

6. Recommendations

That the Cabinet Member: -

Approve a waiver of Standing Orders 48 in order to extend the contract with Cognisoft to 31 March, 2015, and approve a full tendering exercise as described in option one.

7. Proposals and Details

The Integrated Youth Support Service currently has two information systems, which are:

- Care Works: the Care Works Raise system provides a dedicated database for the Youth Offending Service, which as well as being a care planning tool, meets both local and national performance reporting requirements.
- Cognisoft: the Cognisoft system provides a joint database for the Connexions and Youth Services, which allows for the recording of interventions with individual young people and for the provision of management information and reports to meet national reporting requirements. The current contract ends on 31 March 2014.

The intention is to have a single IT system for the Integrated Youth Support Service, which will further aid the integration of the component services and will create efficiencies through ending the need to record onto the two discreet systems.

The market for Integrated Youth Support information systems that include Youth Offending management information requirements remains very limited, with only one known provider (Career vision) having developed such a system and other providers (such as Cognisoft) only just in the process of developing modules that will incorporate Youth Offending management information.

This limited market has already resulted in approval for a waiver from Standing Orders number 48 in order to achieve extensions to the Care Works and the Cognisoft contracts, with the aim of postponing a decision on tendering for an integrated system until the market had developed. The market has not developed as expected and therefore the following options for the way forward are outlined below:

Option 1 – undertake a full tendering exercise preferred option

To undertake a full tendering exercise for an Integrated Youth Support information system commencing in April 2015 for a period of five years:

IYSS IT Specification development led by RMBC Corporate IT from January to June 2014.

Tendering exercise undertaken July to September 2014

Undertake the migration of data from existing provider to new provider September 2014 to March 2015.

Estimated costs:

£50,000 contingency for implementation and data migration in 2014/15 – *this would be a maximum cost of £50,000 i.e. the contingency for the last tendering for the current system was £18,000*

£12,000 provision of training and training materials in 2014/15

£35,000 hosting and licence costs per annum

This is all capital funding which is subject to approval from IT Capital Fund .

Benefits:

- A fully integrated IT system across all IYSS provision, including all support information, destination information, identified support needs and Youth Offending orders
- A single point of access within IYSS for any Safeguarding issue
- Able to define new and emerging recording needs for IYSS
- A single point of access for quality assurance and case management
- Potential for more joined-up local reporting
- Single system needs only support cost

Risks:

- IT Capital funding is not forthcoming
- Contingency and implementation costs are dependent on successful tender
- Transition to a new system in terms of staff understanding and training around new reporting mechanism
- Limited market, therefore in all likelihood two providers coming forward who would
- Product development would incur additional costs

Option 2- Current provider develops a Youth Offending module

Continue to contract with Cognisoft for a period of five years from April 2015, with a module developed for Youth Offending information that provides an integrated system for IYSS:

The design for a Youth Offending module developed between January and June 2014.

Cognisoft develop Youth Offending module and migrate data to the new module by March 2015.

Estimated costs:

£350 per day for Cognisoft module development costs (20 days = £7,000)

£35,000 hosting and licence costs per annum

£5,000 contingency for migration of data

This is all capital funding which is subject to approval from IT Capital Fund .

Benefits:

- By working with Cognisoft to develop, we would be in a position to heavily influence design and operability
- Less staff training needs
- A single point of access for quality assurance and case management
- Potential for more joined-up local reporting
- Single system needs only support cost

Risks:

- Against Standing Orders to continue (not only one in market) – a move from two to one preferred provider
- Explored VEET option with procurement and not applicable
- Add on module that would be fit for purpose, but existing used modules may not be able to be developed at the same pace

Option 3 – Continue with existing systems

Continue with the Cognisoft and Careworks systems for a period of five years from April 2015.

The option of continuing with the two systems will not result in a single unified IT system for IYSS

Costs

£20,000 Cognisoft hosting and licence costs per annum

£14,300 Careworks licensing, connectivity and support costs

This would be funded within current resources.

The server for Careworks is reaching the end of its life, there would be the cost of a new server £20,000 maximum which would be procured (n this financial year.

Benefits:

- Status quo – less disruption to staff
- Tried and tested individual systems that have satisfied DoE and YJB

Risks:

- Two distinct systems that don't interact
- There wouldn't be a fully integrated IT system across all IYSS provision, including all support information, destination information, identified support needs and Youth Offending orders
- There wouldn't be a single point of access within IYSS for any Safeguarding issue
- The service wouldn't be able to define new and emerging recording needs for IYSS
- There wouldn't be a single point of access for quality assurance and case management
- Not Standing Order compliant

For all of the above three options, a waiver from Standing Orders number 48 is being sought in order to achieve extensions to the Care Works and the Cognisoft contracts. This will allow sufficient time to undertake either a robust tendering exercise or to develop a Youth Offending module as described in option two.

8. Finance

The current cost per annum for the Integrated Youth Support information systems are as follows:

£34,300 licensing, connectivity and support costs (£14,300 Careworks , £20,000 Cognisoft)

Option 1

£47,000 plus £50,000 for contingency migration costs

Option 2

£47,000 plus £5,000 for contingency migration costs

Option 3

£ 34,300 (£14,300 Careworks, £20,000 Cognisoft)

It is anticipated that following initial migration and start-up costs, cost efficiencies will be achieved through the commissioning of a dedicated Integrated Youth Support information system.

9. Risks and Uncertainties

That there will be a poor market response to the tendering exercise.

That the development of a Youth Offending module will not meet the needs of the Integrated Youth Support Service and Youth Justice Board reporting.

10. Policy and Performance Agenda Implications

The development of an Integrated Youth Support Service, with a robust management information system, is a priority both locally and nationally.

Contact Names:

Chrissy Wright

Strategic Commissioning Manager

Tel: 822308

Email: chrissy.wright@rotherham.gov.uk