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public sector

CLOUD ENABLED DIGITAL
TRANSFORMATION &
CHANGE FOR SOCIAL CARE
& EDUCATION SYSTEMS FOR
THE PUBLIC SECTOR

G-CLOUD 14

FRAMEWORK REFERENCE:
RM1557.14

TABLE OF CONTENTS

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1. Introduction

COMPANY OVERVIEW

Futures has been working with the public sector since 2003, providing service improvement capability to enable front line services to operate efficiently and effectively. Our early years saw us focus on social care - providing experts to help councils maximise their investment in digital solutions. Our capability has developed in other areas of public service support, most notably education, health, police and defence, and we are proud of our record of supporting digital transformations in these sectors.

We work with local authorities, NHS trust, ICBs, police forces and government departments to help them review, procure, implement, develop and maintain their digital and IT solutions – ensuring they are optimized and meeting the need of their users and the communities that they serve.

Our public sector work shares a common theme, to contribute to keeping our communities and most vulnerable safe, through the provision of effective, well implemented digital solutions.

WHAT THE SERVICE PROVIDES

Service Overview

Futures provide resource capability and delivery teams for social care and education IT systems review, procurement, implementation and development.

Our service covers adult social care, children's services, early help, SEN and education.

We provide a complete range of resource capability from technical to business change, covering all case management, portal and finance solutions used in UK local government sector.

We are skilled at delivering change, improvement and implementation to the following core solutions:

Adults / Children's Social Care / Early Help / SEN	Education / Early Years / Admissions / SEN / School Transport
- Access Group – Mosaic / Abacus - System C – Licquidlogic (LCS, LAS, EHM, ContrOCC) - Advanced – CareDirector - OLM – Eclipse - Azeus – Azeus Care	- System C – Liquidlogic EYES - Access Group – Synergy - CACI- Impulse - Capita – ONE - OLM - Eclipse

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1) System Review / Health Check

All government organisations want to maximise investment in IT solutions and ensure they are meeting business needs both now and in the future.

This can be a high level 10 day review or a more in-depth longer term analysis project, where we use vendor neutral consultants to provide costed recommendations for improvement cover systems, process, reporting, staffing and leadership.

We deliver system reviews for all IT solutions, providing, where necessary subject matter experts in specific solutions i.e Mosaic or Liquidlogic.

2) System Procurement

Futures deploy vendor neutral consultants with a detailed knowledge of social care and education including operational and statutory requirements, available IT solutions to meet their needs including their strengths and weaknesses, and how to navigate complex procurement routes and frameworks. We ensure our clients are equipped with all the information they need to make informed decisions at evaluation stage and have appropriate funding in place for implementation.

3) System Implementation / Re-Implementation

Successful implementations rely on a range of factors including a thorough procurement process, strong governance and leadership and the resource capability to deliver the implementation. Since 2005 we have enabled the implementation of every social care and education system on the market, and have proven delivery teams with the skills and knowledge of the key elements which can be provided as needed to compliment in-house expertise.

Programme & Project Management

We provide highly skilled programme and project leadership capability with proven delivery experience of IT solutions in social care and education.

This is a critical resource to define scope, deliverables and resource planning.

Business Analysis

We provide expert analysts with experience in social care and education systems, data and business processes, able to quickly understand both local and statutory requirements – providing advice and challenge to ensure effective analysis and design of processes and system development / configuration requirements.

Configuration and System Development

Configuring and developing the system, building new workflow and forms, requires expert knowledge of the solutions and their development tools. Our expert Configuration Leads and Analysts ensure the configuration is signed off and agreed before deployment.
All our configuration specialists bring detailed experience in all major social care and education solutions.

Data Migration

We provide Migration Leads and Developers experienced at delivering migration strategies, migration specifications, migration development and migration testing strategies.

All our migration specialists bring experience of migration to and from all major social care and education solutions, reducing the time, cost and risk of using inexperienced resource.

Our support can be in an advisory / quality assurance capacity through to full ownership of the delivery of the migration.

Report Development

Any new social care or education system implementation will require a new suite of performance and management information reports, and we provide the resource capability to design, develop, test and deploy these solutions.

Our experts bring experience of statutory returns, local / operational and financial reporting, utilising tools including Business Objects, Power BI, SQL, SSRS and Tableau.

We ensure full and comprehensive documentation for handover to in-house teams and provide training, knowledge transfer and call off support to ensure the benefits are embedded and retained locally.

Training

Engaging and equipping users and managers in best practice use of solution is paramount to a successful implementation and ongoing effective use of technology.

Our Training Leads and Trainers, carry out Training Needs Analysis, devise and deliver training strategies and plans via a range of mediums including classroom training, virtual training and more focused 1-2-1 coaching

Knowledge Transfer & Handover to BAU

The benefits of system migration will never be realised if the client's staff are not equipped to take ownership of the change. We ensure staff are able to build knowledge and capability alongside implementation teams.

We provide a comprehensive training programme for all users, IT staff and other stakeholders according to their levelof need. This may be in the form of classroom training, e-learning, one on one support, remote support and floor walking. We suggest this support is used beyond golive to allow bedding in of the system giving users and other staff time to adapt and learn how to use and support the system safely.

All project documentation and user guidesare stored and handed over at this stage. This includes documentation for all phases including planning, set-up and migration, configuration, testing, training and on boarding and continued support.

This phase very much depends on in-house capacity; however we advise a phased withdrawal over a 6 month period.

We will provide a handover plan tailored for each specific project.

For clarity, the typical role profiles provided in our service offering include:

·Programme Manager / Project Manager
·Change Manager / Practice / Operational Lead
·Data Migration Lead / Developer
·Business Analyst
·Configuration Lead / Analyst
·Test Lead / Analyst
·Reporting Lead / Developer
·Training Lead / Trainer / Floorwalker

Resource Management

Core to our offer is our resource management and deployment capability.

Our approach to ensuring we have capability to effectively replace, add or remove resources, as well as our process for doing so, is documented below.

Futures operate a hybrid consulting and flexible resourcing model allowing us to quickly and efficiently scale up/down skilled resources to meet project requirements. This includes adding extra capacity for planned or unplanned peaks in resource need as well as replacing and substituting resources if a new or improved skill set is required.

We have a particular strength and track record in supporting social care IT projects. As such we have a complete resource base of implementation specialists with experience in projects of this nature, including those with direct knowledge and experience of both source and potential target systems.

Futures Resource Management service covers the following key sections:

- Contracted Resource Engagement – we have monthly contact with our contracted resource engaged on projects. This ensures we are up to date with successes as well any areas of concern that may impact them and the project going forwards. The approach allows us to highlight any potential issues to the Futures Project Lead and client project team which may affect future resource planning sessions. This greatly minimises the risk of unforeseen resourcing problems.

- Non Contracted Resource engagement – we have monthly contact with our wider resource pool to ensure we have up to date information on resource availability. This can be reported to clients on request to inform resource planning or retained by Futures to ensure prompt and efficient response time to request for resources from Futures Project Lead or client project team. This activity greatly reduces any lead to time to provision of new or additional resources.

- Resource Planning – we propose regular resource planning reviews with Futures Project Lead and client project team to assess resource performance and current / future gaps, agreeing on actions, timescales and requirements for new or additional resources. This allows us to feedback any issues arising from our resource engagement activity and minimise risk in resource planning.

Our three step process for deploying resource is as follows:

- Requirements gathering – Futures resourcing team works with Futures Project Lead and client project team to understand requirements including skills, experience and availability, with an outline SoW agreed

- Identification & Qualification – Futures resourcing engagement team take brief to identity suitable resource and ensure suitability against requirements. This is typically a 48 hour process dependent on complexity of requirement. Depending on the specifics of the requirement this can include some Futures Project Lead and client engagement to agree and ensure suitability.

- Mobilisation – futures resourcing team completes all resource on boarding including security clearance as required, and works with client project team to ensure integration of new resource in to project environment. Any changes or additions to SoW agreed and approved.

Service Offering Pricing

Please refer to our SFIA rate card for pricing details.

2. Data Protection

INFORMATION ASSURANCE

Futures us registered with the ICO, our registration number is Z7983750.

Futures provides a high standard of security for all personal data operating to the equivalent of ISO27001 IT security standard whether it is stored electronically or in an alternative filing system.

The level of security applied to sensitive personal data is reviewed and monitored by auditors.
We carry out internalaudits of all our systems and processes. Our Compliance team verify input data files against output data files to assess the integrity of the data, and check for inconsistencies.

The implementation of a single, integrated Management Information System supporting every aspect of contract delivery ensures consistent and controlled access to information. Our ISO27001 approach to management information and personal data will ensure that limits of authority and data transparency are managed effectively under this Framework.

For contracts which involve the processing of personal data, we set out, in each contract with suppliers, details of the nature, scope and duration of the data we're processing, the requirement to create and maintain records of processing activities and its compliance with GDPR.

We provide training and signposting to resources to ensure staff are aware of the changes brought on by the GDPR data privacy law and we remain compliant.

We ensure sensitive data transmitted over a public network (including the Internet, mobile networks or un-protected enterprise network) or to a mobile device is encrypted when transmitted.

We are Cyber SecurityEssentials certified which validates our existing systems. Our cyber security essentials certification scope covers the whole of the Network. The registration number is 2935.

DATA BACK-UP, DATA RESTORATION AND DISASTER RECOVERY

Futures has a Business Continuity Plan to prepare the business to cope with the effects of an emergency. The objectives of the plan are to define and prioritise the critical functions of the business, analyse the emergency risks to the business and describe the systems and procedures in place to respond to issues and emergencies to maintain business as usual.

There may be instances where problems occur with our systems and if they were not attended to and resolved, there may be errors or systems may fail to work adequately.

We aim to restore normal operations as soon as possible following an incident. The key activities of incident management that we follow are:

- Incident detection and recording
- Classification and initial support
- Investigation and diagnosis
- Resolution and recovery
- Incident closure

A back-up database also exists to ensure all staff can continue to manage their personalised caseload should an IT issue prevail and affect main CRM, HR/Payroll and MIS reporting systems. Databases are backed-up and available offline; accessible by all colleagues to minimise disruption to business as usual.

All data is backed up by an automatic IT back up system and the Management team ensure all data management policies with regard to security and confidentiality are followed and reviewed annually as minimum. Our back technology is Altaro, which takes a full image back up of all servers that is encrypted and saved offsite.

To help minimise the threat of viruses, we have resident anti-virus software installed (Sophos and Solarwinds). File scans on servers are performed on a regular basis.

Our systems have finite resources, such as network bandwidth, disk space and memory. Our demand for these grows over time, and, unchecked, may result in them not being able to operate effectively (i.e. they're too slow and keep crashing) and we may not be able to meet any future needs we have for them. We maintain a regular programme of capacity planning to ensure we always have available resources and can maintain full service continuity. We ensure specific client requirements regarding backup, restore and/ or recovery are considered and discussed as part of pre-contracting arrangements. We review our documentation for all aspects of IT, including:

- Key procedures;
- Training;
- Storage and the availability of information on sensitive systems/data (available to applicable staff only);
- Configuration of systems.

PRIVACY BY DESIGN

Futures has implemented measures and procedures to adequately protect the privacy of individuals and ensure data protection is integral to all processing activities. This includes measures such as:

- Data minimisation;
- Pseudonymisation;
- Anonymization;
- Cyber security.

Futures process personal data in relation to its own staff, contractors and client contracts. As such, we are a data controller for the purposes of the Data Protection Laws and are registered with the ICO, registration number Z7983750.

We recognise and adhere to the new data protection legislation which came into force during 2018 under the General Data Protection Regulation (GDPR), the Data Protection Act (DPA) 2018 and the Law Enforcement Directive.

Our Information Security Policy details processes and procedures for keeping data secure. All staff receive Data Protection training and are required to adhere to unified standards, evaluated through checks at part of our staff review and performance management process.

We have never had a data security breach and pride ourselves on our track record of maintaining an exemplar record of data security.

In the unlikely event of a breach of security relating to data including unauthorised or unlawful processing; accidental loss, destruction or damage; theft; sale; or unlawful transfer of Personal Data, Futures will notify the customer in writing as soon as we are aware of any incident. We will investigate the incident and, where reasonably practicable and lawful, in co-operation with the customer, take appropriate and reasonable steps to manage the direct impact of the incident and minimise the likelihood of such an incident happening again. This will include complying with reasonable requests to implement appropriate technical and organisational security measures.

Privacy notices

Where Futures collects personal data from the individual, Futures will give the individual a privacy notice at the time when it first obtains the personal data. Where Futures collects personal data other than from the individual directly, it will give the individual a privacy notice within a reasonable period after obtaining the personal data, but at the latest within one month. If Futures intends to disclose the personal data to a third party then the privacy notice will be issued when the personal data are first disclosed (if not issued sooner). Where Futures intends to further process the personal data for a purpose other than that for which the data was initially collected, Futures will give the individual information on that other purpose and any relevant further information before it does the further processing.

Subject access requests

The individual is entitled to access their personal data on request from the data controller.

Rectification

The individual or another data controller at the individual's request has the right to ask Futures to rectify any inaccurate or incomplete personal data concerning an individual.

If Futures has given the personal data to any third parties it will tell those third parties that it has received a request to rectify the personal data unless this proves impossible or involves disproportionate effort. Those third parties should also rectify the personal data they hold - however Futures will not be in a position to audit those third parties to ensure that the rectification has occurred.

Staff inductions includes a comprehensive introduction and overview of Information Security. Staff are given access to related policies and undergo training (online or face-to face) that includes EU General Data Protection Regulation (GDPR) laws and responsibilities (Inc. why the GDPR was developed; why all staff have a role to play within GDPR; How GDPR classifies personal data; What type of organisations GDPR applies to; What is considered a data breach and penalties for non-compliance).

Staff participate in training to understand the following:

- what is covered by data protection rules
- understand the additional measures required for sensitive data use
- recognise when, and for what purposes, staff / customer data may be used
- identify appropriate steps to help keep personal information secure
- deal with external requests for information, and understand the safeguards to apply
- understand the rights of individuals and third parties
- recognise and deal with a subject access request
- know what to do in the event of a data protection breach

This enables staff to be able to understand the organisation's policy and aims on personal data use, understand their individual responsibilities and know and apply the principles for data use.

3. Using the service

ORDERING AND INVOICING

Futures has a simple and flexible ordering process that typically follows:

1) Initial request for quotation/information to Futures Director Tom Ryan tom.ryan@futures.co.uk. This shouldoutline the projectrequirements including desired timescales, technologies involved, deliverables expected and estimated budget. We will respond within 24 hours.

2) Follow up call/ meeting to refine client requirements, budget and timescale. This will be with a nominated Futures Account Manager, who will discuss the project requirements and refine the project brief.

3) Proposal from Futures to client detailing our offer and costs. This will include our recommended approach to deliver the service and detailed costings for delivery.

4) Follow up meeting(s) with Futures representatives to confirm offering. This may be in person, on the phone or via email to gain approval to proceed on the project.

5) Submission of final Work Order / call off contract to client for approval. This will be the contractual agreement to deliver the service.

6) Client raises purchase order and emails to **accounts@futures.co.uk**

7) Project to commence.

8) Futures invoice client via email at agreed intervals following authorisation that works have been delivered to agreed standard, in the form of client approved project highlight report. Typically this is monthly, or in line with agreed milestone payments as per Work Order. Standard Payment terms are maximum 30 days net of receipt of invoice.

9) If using third party contractors, Futures processes payments to contractors simultaneously on receipt of client approved project highlight report and contract invoice.

All invoices are checked by Finance and Compliance teams prior to processing. The team undertake a full and complete audit check of every invoice prior to payment ensuring expenditure is;

- Eligible and compliant;
- Apportioned correctly;
- Supported by 'auditable' evidence and processed within agreed response times

Submissions are verified, payment statements issued and payments made by BACS against certified invoices. Evidence of all expenditure including invoices and bank statements or equivalent to show payments are made is retained and stored appropriately per our Document retention policy and those of our funders.

Robust procedures are in place which clearly articulate how documents must be maintained, with specific coding and reference for each contract so that documents are maintained within customer files and can be easily and promptly processed and also retrieved for audit purposes.

We aim to treat all customers and suppliers fairly and make payments in a reasonable amount of time. In order to validate and promote good practice across the recruitment industry, we are signatories of The Prompt Payment Code (PPC). We have maintained this status since 2018.

AVAILABILITY OF THE TRIAL SERVICE

Futures offer up to 1 day free consultation advice. This may be a meeting with key stakeholders to discuss plans, review project documentation or provide a system diagnostic.
To provide this service we simply need a high level overview of the client's aims, after which we will nominate a consultant best suited to the project requirement and arrange a call/meeting with the relevant client stakeholders. Following this meeting, we can on request provide a proposal on how we can add further value and associated costs.

ON-BOARDING, OFF-BOARDING, SERVICE MIGRATION, SCOPE ETC.

Each new project will have its own Work Order, As an example, preparatory work may include:

- Detailed client briefings with the senior management team and other key stakeholders/partners
- Client meetings to agree key performance indicators and other metrics to measure and monitor the performance of the contract, risk exposure and mitigation, realised and net benefits and lessons learned

We will work in partnership to ensure the Work Order fully meets operational requirements and will provide an Account Manager and/or a project lead to work with the client throughout the project.

We are experienced at managing the transition between systems, reducing any downtime and managing any anxiety of staff. We manage this successfully using a four-part strategy, involving communications, training and knowledge transfer to staff, data quality improvement and cutover planning.

Regular reviews, as agreed and scheduled from the outset will be the mechanism to monitor project progress and performance. This may be underpinned by appropriate use of project management tools and reporting software suitable to the size, scale and complexity of the contract.

Resource requirements will be scoped in the original planning documents so there will be a clear timetable of support delivered. Once the new solution is live and operational and services have been provided, we will hold a project closure meeting to agree next steps, if any, or close the project.

Depending on the nature of the project we would often recommend follow up 'light touch' services for an agreed period to ensure services are being maintained. The cost of this depends on the level of support required. Please see our rate card for further information.

Where possible, we engage with programme/project, and other stakeholders as appropriate, post implementation and system integration. This may take the shape of advice, guidance and / or training and coaching support to guarantee full and optimum integration of the system.

Please see our rate card for full pricing details. Volume discounts can be discussed on a case-by-case basis.

TRAINING

Futures can provide a comprehensive training offer to ensure clients are equipped and confident to use their new case management solutions.

Where a training need is identified, Futures will actively encourage and support this, making the appropriate adjustments to facilitate this and minimise disruption to business operations.

A variety of teaching and active learning methods will be explored to ensure the appropriate match and fit including self-directed learning, coaching, peer support, 1-1 training, floor walking support and user groups and allow for greater flexibility and ownership of the process.

Training may be online, or face to face, and flexible to operational constraints. We may also package together a bespoke training package to the client, incorporating a tailored programme of activity relevant to the stakeholder groups.

Training documentation e.g. manuals and guides can also be made available for self-directed learning.

SERVICE MANAGEMENT

Futures will appoint a dedicated Account Manager for all projects, and where appropriate an onsite project manager to manage the consultant team and project delivery.

The Account Manager's role will be to simplify communication for the client so that any issues, concerns or questions are dealt with centrally. Their role recognises the need to provide one point of contact in order to respond to needs promptly.

To mitigate issues developing, the following will be also in place:

Projects will have a pre-agreed Work Order that documents key deliverables and milestones. Where we have an onsite project management presence we would recommend weekly project meeting.

A further colleague will have access to all project documentation to cover any unplanned absence of the Account Manager.This is standard practicefor Futures' deliveryto ensure continuity of service.

SERVICE LEVEL AGREEMENTS

We discuss and agree set Service Level Agreements and KeyPerformance Indicators as part of each Work Order / Call-off contract.

As an example, in delivering similarprogrammes of size and scale we have implemented performance indicators relating to people, performance and process aspects including:
- Performance to profile (cost,quality, time, scope,impact, outcomes)
- Added Value
- Satisfaction

Service Level agreements and other measuresmay also be put in place to ensure timely and effective delivery of the project against core areas including:

- Risk exposure and mitigation
- Realised and net benefitsand lessons learned
- Social value

Based on regular analysis of performance against SLAs and KPIs, the Account Manager may facilitate adjustments to help reduce risks, accommodate scope changes, or compensate for activities that have not occurred on schedule.

FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

We will agree and document any Financial Recompense Model as part of the Work Order / call off contract.

4. Provision of service

CUSTOMER RESPONSIBILITIES

We will discuss and agree customer responsibilities as part of the Work Order / call off contract. Typically the client would need to ensure access to all relevant stakeholders and provide the agreed technical environment for migration.They also have a responsibility to approve submitted project reports in a timely manner to allow for invoicing and contractor payments.

TECHINICAL REQUIREMENTS AND CLIENT SIDE REQUIREMENTS

We will discuss and agree any technical / client side requirements as part of the Work Order / call off contract. Typically the client would need to provide security access to all required systems and ensure appropriate technical environment is established to allow services to commence without delay.

TERMINATION PROCESS

The termination process is covered within clauses **8** and **9** of Futures' standard terms and conditions.

TERM AND TERMINATION

8.1 The Agreement shall come into force on the agreed Commencement Date and shall continue for a defined Term from that date, subject to the provisions of Clause 8 of the Agreement.

8.2 Either Party shall have the right, subject to the agreement and consent of the other Party and exercisable by giving written notice to the other at any time prior to the expiry of the Term specified in sub-Clause 9.1 of the Agreement(or any further period for which the Agreement is extended) to extend the Agreement for a further period of one to twelve months.

8.3 Either Party may terminate the Agreement by giving to the other not less than one month's written notice, to expire on or at any time after the minimum term of the Agreement (which shall be defined in the Agreement).

8.4 Either Party may immediately terminate the Agreement by giving written notice
to the other Party if:
8.4.1 Any sum owing to that Party by the other Party under any of the
 provisions of the Agreement is not paid within 30 Business Days of the
 due date for payment;
8.4.2 The other Party commits any other breach of any of the provisions of
 the Agreement and, if the breach is capable of remedy, fails to remedy
 it within 60 Business Days after being given written notice giving full
 particulars of the breach and requiring it to be remedied;

8.4.3 An encumbrancer takes possession, or where the other Party is a company, a receiver is appointed, of any of the property or assets of that other Party;

8.4.4 The other Party makes any voluntary arrangement with its creditors or, being a company, becomes subject to an administration order (within the meaning of the Insolvency Act 1986);

8.4.5 The other Party, being an individual or firm, has a bankruptcy order made against it or, being a company, goes into liquidation (except for the purposes of bona fide amalgamation or re-construction and in such a manner that the company resulting therefrom effectively agrees to be bound by or assume the obligations imposed on that other Party under the Agreement);

8.4.6 Anything analogous to any of the foregoing under the law of any jurisdiction occurs in relation to the other Party;

8.4.7 The other Party ceases, or threatens to cease, to carry on business; or

8.4.8 Control of the other Party is acquired by any person or connected persons not having control of that other Party on the date of the Agreement. For the purposes of Clause 9, "control" and "connected persons" shall have the meanings ascribed thereto by Sections 1124 and 1122 respectively of the Corporation Tax Act 2010.

8.5 For the purposes of sub-Clause 8.4.2, a breach shall be considered capable of remedy if the Party in breach can comply with the provision in question in all respects.

8.6 The rights to terminate the Agreement shall not prejudice any other right or remedy of either Party in respect of the breach concerned (if any) or any other breach.

9. EFFECTS OF TERMINATION

Upon the termination of the Agreement for any reason:

9.1 Any sum owing by either Party to the other under any of the provisions of the Agreement shall become immediately due and payable;

9.2 All Clauses which, either expressly or by their nature, relate to the period after
the expiry or termination of the Agreement shall remain in full force and effect;

9.3 Terminations shall not affect or prejudice any right to damages or other remedy which the terminating Party may have in respect of the event giving rise to the termination or any other right to damages or other remedy which any Party may have in respect of any breach of the Agreement which existed at or before the date of termination;

9.4 Subject as provided in Clause 10 of the Agreement and except in respect of any accrued rights neither Party shall be under any further obligation to the other; and

9.5 Each Party shall (except to the extent referred to in Clause 6 of the Agreement) immediately cease to use, either directly or indirectly, any Confidential Information, and shall immediately return to the other Party any documents in its possession or control which contain or record any Confidential Information.

5. Our Experience

Since 2003 Futures have supported 146 local authorities in their systems improvement journeys and successfully completed over 2000 projects in that period, delivering improved systems and processes for adults, children's and education services.

Some examples of successful projects are below:

PROJECT TITLE:LIQUIDLOGIC SOCIAL CARE DEPLOYMENT (ADULTS,CHILDREN'S, EARLY HELP & FINANCE)

ORGANISATION: LONDONBOROUGH BARKING & DAGENHAM

The Background

London Borough of Barking and Dagenham (LBBD) commissioned Futures to deploy Liquidlogic's LAS, LCS and Early Years products, along with ContrOCC's social care finance product.

A key requirement of this complex, high-profile project was that it had to be delivered in parallel to a large-scale organisational restructure, exposing the council to multiple risks. It was therefore essential the deployment team was suitably experienced to deliver a seamless, effective implementation and transition.

Implementation of Liquidlogic's product offers many benefits, but also presents substantial risks, such as service disruption; slippage and failed migration. At an early stage, LBBD recognised it did not have the in-house expertise and capacity to ensure a safe and effective delivery, and so turned to Futures to resource the project with appropriately qualified and experienced specialists.

Activity

Futures were responsible for supplying a team of experts fulfilling a number of highly- specialised roles. Many members of the team had worked together on similar Liquidlogic deployments, so they had a shared knowledge and understanding of the tasks involved.

Having operated in this market since 2005, Futures has unparalleled experience of resourcing social care system deployments and was ideally placed to provide these experts.

Deliverables

This project was successfully delivered with Liquidlogic's LAS, LCS and Early Years products, along with ContrOCC's social care finance product, all going live in accordance with scheduled timescales. Key components of the deployment, delivered by the Futures team, include: data quality improvements; successful transfer of critical data from legacy systems; integration with third party applications; streamlined case recording processes; the production of bespoke Management Information reports, and a multi-agency workforce fully prepared to take advantage of the new system.

Impact

The Futures team was tasked with delivering a lean configuration, bespoke to the local needs of social care practitioners. The deployment of these Liquidlogic products by the team has led to the sustained transformation of services delivered by Children's and Adults teams.

PROJECT TITLE: MOSAIC ADULT SOCIAL CARE DEPLOYMENT

ORGANISATION:CAMBRIDGESHIRE COUNTY COUNCIL

The Background

Futures was commissioned by Cambridgeshire County Council to provide specialist contractors to assist with the deployment of Servelec HSC's Mosaic Adult Social Care and Finance case management system. This was a high-risk, business-critical programme, requiring a team of experts to deliver a seamless, effective implementation and transition.

A programme of this scale brings many opportunities, such as enabling the social care workforce to work more productively, safely and collaboratively. It also presents substantial risks, such as service disruption; slippage and failed migration.

In order to fully exploit these opportunities and mitigate the risks, Cambridgeshire developed a business case so the project could be resourced with appropriately qualified and experienced specialists.

Having operated in this market since 2005, Futures has unparalleled knowledge of resourcing social care system deployments and was ideally placed to provide these experts.

Activity

From the outset, the team provided by Futures were able to offer: **Leadership and Management**: A programme of this scale requires a series of complex tasks to be delivered by multiple, interdependent work streams, at specified times. Our contractors were able to carefully plan and coordinate these tasks so they were delivered on schedule and to pre-agreed standards;

Proven Techniques: Our team brought a wealth of tried and tested processes and tools to the project. This meant that tasks were delivered efficiently and to a high standard;

Knowledge Transfer: The Futures team worked in close partnership with in-house teams to ensure that essential know-how was passed on. This not only meant input from Cambridgeshire was maximised for the duration of the project, but they now have the knowledge to continue developing and improving Mosaic post go-live.

Risk Management: Replacing a social care system exposes the organization to a series of major risks, particularly during the transition period. Our teams prior experience meant they were able to anticipate risks and barriers and mitigate them appropriately.

Deliverables

This project was successfully delivered within agreed timescales, and go-live of Mosaic's Adults and Finance systems was achieved.

Prior to go-live, approximately 800 system users (including representatives from partner agencies) were provided with system training, relevant to their specific area of service.

Implementation and the transition to Business as Usual was supported by a large network of Change Champions and Super Users.

Approximately 60,000 client records, plus associated contacts were successfully migrated. 10 million individual pieces of data were brought across from the old to the new system.

A number of system integrations were delivered, including:

- Third party Document Management System

- NHS Mini-Spine

- Gazetteer

Deployment was supported by a series of detailed plans developed by our contractors, covering testing, data quality, training and change management

Impact

The involvement of our team not only enabled a successful go-live, but they were responsible for the smooth transition from the old to the new system.End-users were thoroughly trained in tis use. Post go-live, there were low numbers of calls to the Helpdesk, indicating that users were confident in its use. As Chris Stromberg, Head of IT and Digital has stated "The service was completely prepared for go-live".

Our team were required to configure Mosaic so recording processes were lean and simple, thereby minimising data input and improving productivity. Rigorous rounds of testing ensured high quality data was migrated into Mosaic. This enhanced the quality and accuracy of case recording and Management Information.

The team were responsible for the integration of Mosaic with several other applications, including the NHS mini-spine and a Document Management System. This has strengthened its capabilities and means that the exchange of vital data is now seamlessly automated, streamlining critical processes.

Robust arrangements were in place when the project came to an end and 'Business as Usual' commenced. This means teams and services were not only able to embrace the new system, but the building blocks are in place for further developments, such as customer and supplier portals.

Contact Us

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SOCIAL VALUE

We are committed to creating a sustainable inclusive society actively managing our operations in ways which optimise our value to the communities in which we work.

We understand the contribution we can make to increasing social value through our own direct impact as an employer and have a social value policy which outlines our approach and actions. We regularly partner with our clients to deliver social value initiatives.

For example, we have identified the key aspects where we have a negative impact on the environment, namely: heating and cooling, travel, IT and paper; and we have systems in place to manage and reduce these impacts.

We monitor and appraise waste minimisation through recycling and reusing, and helping to reducing total carbon footprint by cutting down on resource use.

We are paper free, as far as possible and have targets in place to handle and store more documents electronically where appropriate and in line with regulatory compliance.

Other actions include promoting the use of public transport in the management /and delivery of our services, and working collaboratively with our public sector partners to support the delivery of their social value priorities.

THE TECHNOLOGY CODE OF PRACTICE

We encourage our stakeholders, including suppliers, customers and partners to use the Technology Code of Practice for all technology projects or programmes.

We support the Code and work with our partners to:

- Make things accessible and inclusive. Making sure technology, infrastructure and systems are accessible and inclusive for all users.
- Consider using public cloud solutions first as stated in the Cloud First policy.
- Make things secure. Keeping all systems and data safe with the appropriate level of security.
- Make privacy integral. Making sure users rights are protected by integrating privacy as an essential part of systems.
- Share, reuse and collaborate. Avoid duplicating effort and unnecessary costs by collaborating across government and sharing and reusing technology, data, and services.
- Make better use of data. Ensuring data is used more effectively by improving technology, infrastructure and processes.