Select Committee Members Reference Group Scoping Document

Review Topic: AIS Business Process Review
Select Committee(s) Adult Social Care Select Committee
Relevant background The Adult Social Care directorate is responsible for providing assessments and packages of care for those Surrey residents presenting with social care needs, such as help with bathing and personal care up to full nursing or residential care. The Personal Care & Support section of the directorate is responsible for carrying out these functions and uses an IT database system to store all relevant details relating to a resident in receipt of social care. This includes personal details, the care support plan and financial information. Currently, the Council uses the Adults Integrated Solution (AIS), which is a product of the software company Northgate. The contract for the IT system is up in spring 2014; therefore, the Directorate will need to begin procurement on a new contract by spring 2013 for the full year needed for implementation. Since implementing AIS, there has been much concern expressed in all parts of the Directorate with the system's usability and functionality. There are several issues contributing to the current situation, including: historical issues with IT procurement in ASC; and, that Self Directed Support was in its infancy when AIS was created and implemented, meaning neither supplier nor consumer knew precisely how the process would work in reality. The Directorate has worked with Northgate to seek improvements to the system and, as part of this, commissioned a Business Process Review (BPR) by an external consultant. The conclusion was that the business process was flawed and improvements have been identified. The Transformation team has now been tasked with implementing these improvements over the coming months. It is hoped that the improvements being made to AIS, coupled with the improvements to the business process will produce a better overall system for practitioners. The implementation of the BPR will also feed into the development of a contract specification for the procurement due to begin in spring 2013. By specifying more clearly to suppliers the care support planning process that the IT product needs to support, it is expected a more fit-for-purpose product can be procured.
Why this is a scrutiny item Members are aware of the concerns and issues with past procurement and the current IT system and want to ensure the Council is using a fit-for-purpose and value-for-money IT product. The Business Process Review provides an excellent opportunity for Members to monitor improvements to the current system and contribute to the development of a contract specification for the future IT system.
What question is the Members reference group aiming to answer? Can AIS meet the needs of Surrey's Adult Social Care directorate?

Aim	
To improve the current business process and IT system. To contribute to the development of a contract specification that will provide assurance that the procurement of an ASC IT system will result in a product that is fit for purpose and value for money.	
Objectives	
• To monitor the implementation of the Business Process Review.	
Scope (within / out of)	
The Group will focus only on the implementation of the Business Process Review.	
Outcomes for Surrey / Benefits	
The Group will ensure the implementation of the Business Process Review goes according to plan and can be involved with the procurement of a fit-for-purpose IT database for ASC.	

Proposed work plan

Timescale	Task	Responsible
October	Initial scoping	Leah O'Donovan/ John Woods
October	Members requested	Leah O'Donovan
14 November	Seek approval by Council Overview & Scrutiny	Leah O'Donovan
November	Initial meeting	Leah O'Donovan/ ASC officers
	Additional meetings/evidence sessions to be added as necessary	Leah O'Donovan
January 2013	Meeting to agree report/recommendations	Leah O'Donovan/ ASC officers
14 February 2013	Report to Adult Social Care Select Committee	Leah O'Donovan/ ASC officers

This is a living document; additional meetings may be required as necessary.

Witnesses
• None required for this project.

Useful Documents
• The Business Process Review report.

Potential barriers to success (Risks / Dependencies)
• Council elections in May 2013. If there are any delays in implementing the BPR, the Group's membership could be affected by the elections.

Equalities implications
Should the Group involve itself with the procurement of a new IT system, it will need to ensure that any system meets standards for accessibility for those with disabilities.

Task Group Members	
Spokesman for the Group	
Scrutiny Officer	Leah O'Donovan

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