

Question to Children, Families, Lifelong Learning and Culture Select Committee – 2 March 2023

Where are we with the implementation of the EYES system?

When will the parent carer viewpoint be considered in line with its implementation and what are the timescales associated with it?

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Response

On 25 August 2022, the Single View of a Child (SVOAC) Integrated System successfully went 'live.' Sometimes referred to as 'EYES', SVOAC is a series of integrated Liquid Logic Systems, which each contain Modules to enable case recording and case management across multiple statutory council services. There is a single unique child record across all systems and modules. In August, nineteen services were migrated into the Early Help Module and the Early Years and Education System (EYES) modules, including 'SEN'/Education, Health and Care Plans and Inclusion. See slide below for a full list of the services now operational in the integrated system.



Single View of a Child Integrated Systems (SVOAC)

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- **LCS (Liquidlogic Children's Social Care System)** – provides Surrey County Council's children's social care case recording and case management system.
- **EHM (Early Help Module)** – provides Surrey County Council's early help case recording and case management system, Surrey County Council's Specialist Educational Needs /Education Health and Care Plan case recording (including Educational Psychology assessments) and case management system and Surrey County Council's Speech and Language Therapy case recording and case management system.
- **EYES (Early Years and Education System)** – provides Surrey County Council's education case recording and case management system covering Inclusion (Children Missing from Education, Exclusions, Penalties), Tribunal, Race Equality and Minority Achievement, Specialist Teachers for Inclusive Practice, Physical and Sensory Support, Attendance Tracking, Access to Education, Child Employment, Post-16 Tracking, Free School Meals, Elective Home Education, Learner Single Point of Access, Schools/Establishment data. Scoping underway to add Early Years, Admissions and School Travel Assistance.
- **LIFT (Liquidlogic Integrated Finance Technology)** – provides Surrey County Council's financial recording and payments to providers for Allowances and Fostering, Specialist Educational Needs Placements, Children with Disabilities Placements



In all, nearly 1m child records were migrated from the previous Education Management. System and the multiple spreadsheets that had been used for case recording across the 19 services. Since going live, there has been intensive support and training to build all users' capacity and confidence in using the new system. A 'trouble-shooting team' of IT&D specialists has been resolving snagging issues that have arisen in a timely way. And a dedicated team of business support staff have been mobilised for data checking and manual data entry for records that did not migrate as they were missing or incorrectly recorded in the previous case management.

This has been a huge transformation programme, and it is far from over. We are in the process of extending the System to include our Early Years Service, School Admissions and Home to School Travel Assistance from 2024/25.

One of the functions of SVOAC that is still to be fully implemented is the 'Parent Portal.' The ambition is for parents to be able to access relevant services for their child and to know what is happening and when, through a single digital interface with the System. Currently, the portal is available for parents to apply for Free School Meals and is working well.

[Portal Home \(surreycc.gov.uk\)](https://surreycc.gov.uk)

Our aim is to extend this to include parental access to the EHCP processes, and beyond as we build up the full functions of this module. Technically, the parent portal is one of the most complex modules as it is externally focussed as a front door for parents – and the most important to get right for the same reason. In March, our IT&D colleagues are undertaking a technical review of the portal and the steps necessary to extend it to EHCP processes. Following this review, we will be able to put together our implementation plan. We would very much like to work with Family Voice in developing the implementation plan, the oversight of it and the design and testing of the Parent Portal. It has tremendous potential to transform the experiences of parents and children and young people of our services.