

**Report of the Director of Childrens Services**

**Report to: Scrutiny Board (Children and Families)**

**Date: 13<sup>th</sup> February 2014**

**Subject: Frameworki Implementation**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Summary of main issues**

1. The implementation of Frameworki as a replacement for the ESCR case management system is a significant project involving the transfer of thousands of open cases and millions of case notes.
2. Frameworki is now being used by around 1200 frontline staff in seventy teams across children's services.
3. Further work is needed to fully exploit the capabilities of the system in terms of performance reporting, and this is being addressed and prioritised appropriately.

**Recommendations**

4. Scrutiny Board is asked to note this update on the current position and future developments.

## **1 Purpose of this report**

- 1.1 The ESCR case management system, which had been in place in Leeds for a number of years, was deemed not fit for purpose by Ofsted in their inspection of Children's Services in 2009
- 1.2 In order to address these concerns, and those raised by members of staff who used the system, the Council agreed to commission a replacement for ESCR. After a comprehensive procurement process, which included input from staff from across all areas of Children's Services, the decision was made to purchase the Frameworki system provided by Corelogic.
- 1.3 The new system went live on 11 November 2013. This report provides an update on the implementation to date, and future development of the system.

## **2 Background information**

- 2.1 The ESCR case management system was identified a significant weakness for Children's Services by Ofsted in their inspection in 2009. Confidence in the system amongst staff users was low. A particular concern was that the ESCR system had only limited capacity to capture interventions with children and families. This resulted in only partial records being available on ESCR, with additional information having to be recorded and retained in paper files.
- 2.2 As a result of these issues, the Council agreed to invest in a replacement system. The Frameworki system, provided by Corelogic, was selected. It is currently in place in over seventy local authorities across the UK and Europe. Frameworki enables social workers to capture all of their interventions in one place. The workflows and the ability to pre-populate information in forms relating to the same child and family support practitioners and managers and will, once the system is fully embedded, save social work and management time at the front line.
- 2.3 The implementation of the new system has been a significant and complex project. It involved the migration of 6000 open cases and four million case notes. Corelogic report that, in their experience, it is one of the largest implementations of an electronic recording system within Children's Services.
- 2.1 Frameworki went live on 11 November 2013 and is currently being used by around 1200 staff in Children's Services.
- 2.2 Further work is needed to fully implement the significant capabilities of the system, and this work is being appropriately prioritised for further development.

## **3 Main issues**

- 3.1 Implementation of Frameworki was delayed for two weeks to address some issues identified during data migration. Frameworki was delivered on budget and went live on 11 November 2013.

- 3.2 An extensive online and classroom training programme was completed by staff ahead of the go live date, and further support provided in offices in the first few weeks of using the system.
- 3.3 The system is in use by staff in locality social work, looked after, adoption and fostering, duty and advice, kinship care, placements, residential, therapeutic and family placement teams within the Children's Social Work Service. It is also being used by staff in Targeted Services including the integrated safeguarding unit, family group conferencing, child health and disability, multi-systemic therapy and integrated processes teams. These staff previously had only limited capacity to view or record limited information within ESCR and highlights one of the key benefits of the Frameworki system. It creates a single integrated file for children and families receiving services.
- 3.4 Frameworki is now being used by over seventy individual teams, totalling approximately 1200 staff.
- 3.5 Frameworki represents a significant change in the way team managers support their social workers and manage their work with children, carers and families, and extensive support has been provided for staff so far, with this high level of support to continue for the first three months of 2014.
- 3.6 Currently, the system is still in the early stages of becoming embedded within frontline practice. In those teams where managers have already adapted well to the change, there are emerging examples of positive stories about how the system supports improved interventions with children and families.
- 3.7 As expected some development is still required around specific tasks and workflows within the system. These areas are currently being addressed. A reference group from across Children's Services has been established chaired by the Chief Officer for Social Work. The group identifies areas for development, agrees the solutions and the priority to be given to any changes necessary.
- 3.8 A key challenge arising from implementation has been reporting as the way in which some data was captured in ESCR differs from Frameworki. This has meant that intensive work has had to take place to match data items to ensure that the Children's Social Work Service has access to the weekly and monthly performance reports which we were able to run from ESCR. This work is on-going and it is anticipated that the full suite of reports will be available from mid-February.
- 3.9 Work is also taking place to ensure that the system is able to produce the information Ofsted require in the event of an unannounced inspection, commonly referred to as Annex A. The development work that has been undertaken so far has ensured that we can produce data against all eleven lists required by Ofsted, though some further work is still required to complete this.
- 3.10 Going forward a Business Intelligence (BI) reporting solution is being built. This will enable more sophisticated analysis and manipulation of the information gathered than the standard performance reports gathered through Frameworki.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 Not applicable

### **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 Not applicable

### **4.3 Council policies and City Priorities**

4.3.1 Not applicable

### **4.4 Resources and value for money**

4.4.1 The Council has invested significantly in the Frameworki system, and it is anticipated to deliver considerable benefits to frontline staff in managing and recording their work with children and families. The further development outlined in the report will ensure that the full benefits and capabilities of the system are realised, providing a good return on investment.

### **4.5 Legal Implications, Access to Information and Call In**

4.5.1 Not applicable

### **4.6 Risk Management**

4.6.1 Not applicable

## **5 Conclusions**

5.1 The implementation for Frameworki as a replacement for the ESCR system is a significant piece of work, involving the transfer of millions of case files and thousands of open cases. The system is currently in place and being used by around 1200 staff on the front line in the Children's Social Work, Targeted and Complex Needs Services. Work is taking place to ensure that the system is fully embedded and to realise its full capabilities and potential. Recommendations

5.1 Scrutiny Board is asked to note this update on the current position and future developments.

## **6 Background documents<sup>1</sup>**

6.1 Not applicable

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.