Appendix 4

Benefit Description
Full electronic management of end to end Adult Social Care processes.

Adult Social Care will be provided with a system that:

ν **Provides the ability to electronically manage all aspects of** Adult Social Care. This is currently not possible within the existing system *e.g. full end to end electronic management of the care planning function is not possible through the existing system.*

Benefit: Improved Business Intelligence across Adult Social Care

Benefit: Improved ability to model Business Models an actual processes and data

ν **Single version of service critical data**: Electronic management will subsequently ensure Adult Social Care are provided with a single version of its service critical data. At present Adult Social Care are exposed to the risk that critical data is duplicated or differs, between manual paper records and the current electronic system**.**

Benefit: Customer can receive copies of documents i.e. assessment and support plan which is up to date and fully costed.

ν **Removal of inconsistent and duplicate recording practices**: Providing a single source of data removes the current practice of storing sensitive Adult Social Care critical data outside an electronic case management system. This will:

  I. Ensure all parts of Adult Social Care have access to one record at any given time to allow resource led and case related decisions to be made.
  II. Provide increased confidence that all relevant information is taken into account.
  III. Specifically support real time decision making across all levels of Adult Social Care and allow for transparency within that process. .

Benefit: Enables all key people involved in the care planning process with service users to share and update information in one place via the 'support plan'. This includes things like emergency contacts and contingency plans in the event of a crisis.

Benefit: Enables accurate and up to date information sharing on service availability, bed occupancy, vacancies etc to be shared with all key people that need to access

this information

ν **Data Quality & Integrity:** Certain key data will require input only once due to automatic replication across all forms. This will ensure that data input errors are minimised and that the information becomes accessible in a timely manner.

Benefit: Increased staff confidence in data quality

Benefit: Increased confidence in the reliability of reported data

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End to end social care processes managed effectively and to best practice.

ν Electronic management provides the ability to ensure all processes are managed effectively and to best practice.

  I. **Effective Management**: Availability of electronic forms supporting end to end processes throughout Adult Social Care. *A full suite of such forms is not currently available within the existing system*.

  II. Effective management will ultimately ensure **unnecessary delays in performing critical safeguarding activity are limited / removed**.

  III. Effective management will also support Adult Social Care in implementing **early and effective intervention procedures**.

    § All information relating to any referral will be assessable through the electronic file. This will provide the Adult Social Care with an increased ability to provide critical information to the correct agency at the right time.

ν **Best Practice**: Electronic forms will support **consistent processes being embedded within the service** enabling Adult Social Care to improve best practice standards.

  I. A single version of all critical and essential forms will be utilised across the service.

  II. National formats and guidance on all related forms will be built into the system,

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End to end social care processes managed via an Intuitive and User Friendly system.

- ᵛ **Intuitive System**:

  Adult Social Care practitioners will benefit from the use of an intuitive system that:

  I. Supports and guides the practitioner in completing required activity to best practice standards.

  II. Simplifies the recording of data and strengthens compliance through consistent and validated processes.

- ᵛ **User Friendly System**: Social Workers will not have to spend any more time on the system than is necessary when inputting retrieving and interrogating data.

Benefit: 10% efficiency increase in performing Social Care Specific Activity

As a result of implementing an effective electronic case management system in conjunction with other components should realise a 10% increase in the time not spent updating and navigating an inefficient system. The 10% efficiency increase will allow:

I. Increased capacity to assist in managing increasing demand,

II. Improved quality of decision making and outcomes,

III. Increased flexibility

Collaborative approach towards provision of Health and Social Care:

Improved information sharing capability that provides the following benefits:

- ᵛ Better and more appropriate management of information
- ᵛ More secure and timely exchange of relevant and appropriate information
- ᵛ Ability to manage the sharing of information by consent where appropriate
- ᵛ Promotes role based access to information, reduces the risk of access to whole system.
- ᵛ Supports pseudonymisation - reduces risk of sharing client level information with staff who don't need it
- ᵛ A framework which supports the earlier capture, and better understanding of, emerging business change requirements across Health and Adult Social Care

Consistent Business Processes: The delivered system will support Adult Social Care in the implementation of consistent business process and ensure

that such processes promote improved service quality across the directorate. The benefits brought by the standardisation of business processes could realistically be estimated to save 20 minutes a day per staff member.

Benefits: Key Benefits of Consistent, Standardised Business Processes would include:

ᴠ Clearer, consistent processes lead to reduced risk in the management of change.

ᴠ The Provision of an uncomplicated means to track case progress.

ᴠ The Facilitation of the development and delivery of training for social workers, using best practice principles.

ᴠ The Reduction of the time required to train existing staff and,

ᴠ The Reduction of induction time, for Agency Staff/New starters.

Workflow & Alerting: The processes will be workflow driven allowing for the implementation of alerts when tasks and activity should be activated, ensuring that no tasks are forgotten amidst a very busy case load.

Clear Audit Trail:

The ability to electronically manage end to end Social Care processes will allow

Adult Social Care to generate a full audit trail of all client activities.

Benefit: Increased consistency in the gathering and usage of information

Integration between Case Management and finance systems:
Best practice guidance indicates integrating social care activity with financial record management to enable the departments to stay on budget and track financial commitments associated with social care work. This integration will streamline the budgeting process and increase financial control and supply a full financial audit trail.

ᴠ Full integration will be delivered between the Case management system and the financial system. *Such integration is not currently available between existing systems*.

ᴠ Effective management of processes, in conjunction with integration between case management and Adult Social Care finance systems, will provide Adult Social Care finance resources with the following key Benefits:

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    I. The ability to **manage and control social care budgets efficiently**.

II. The ability to **significantly improve existing financial management, budgeting and forecasting processes**. *At present these activities are performed manually between a number of resources across* Adult Social Care .

III. *Other financial management benefits re. time savings for finance teams*

Data Integrity and Reliability:

Implementing improved social care systems will support Adult Social Care in increasing the reliability of the data stored within the system. Due to a higher level of data integrity and data availability, business intelligence and performance management across all levels within Children's Services will be improved.

This includes the following Benefits:

∨ Front line Team managers having reliable and sufficient information to support city wide and area performance requirements, manage their team's caseloads and individual Social Work performance.

∨ Senior managers and the Directorate able to analyse performance across teams, activity areas and the business as a whole.

∨ Automated reporting of spend and forecast across client groups, teams and providers.

∨ Increased reliable management information provides Team Managers, SDMs and Heads of Service with the ability to make informed decisions regarding service delivery.

Reduced Administration Time

∨ Time will be saved by administration staff locating, printing, delivering, collecting, consolidating and filing client information. Administration staff will be able to focus additional effort in supporting social workers. An effective case management system will incorporate auto-generation of letters and review consultation resulting in administration staff being able to provided increased administration support to social workers e.g. completing information checks requested by Social Workers and managing social worker diary commitments,

∨ The retrieval of key information and documentation will be quicker and more efficient: this will support administration staff and Social Care professionals in

more flexible and mobile access to key data and forms.

A reduction in the storage of paper:

v   A reduction in paper costs is anticipated as information becomes increasingly available electronically.

Improved compliance against future changes to national Social Care legislation and best practice:

v   **Reduce the risk to LCC** in having to develop a system by themselves in response to ever changing social care national requirements.

    I.   As detailed, the existing ESCR system has evolved overtime. This has resulted in the system becoming difficult to amend without significant time, effort and cost incurred by teams across ICT, ESCR Support and Adult Social Care.

v   Implement and operate systems that are **cost effective and sustainable** to current and future Social Care legislation requirements.

v   Provide Children's Services with the **flexibility to maintain compliance** against changing national and local agendas.

Faster and More Responsive Service:

v   Offline mobile access: the system and all key forms/templates to support the front-line case management function can be accessed offline and information entered. This information is saved and is then automatically uploaded into the system upon the practitioner logging back into the online system.

Benefit: In this instance information only requires to be input once, additional time and worker effort is not required to re-enter assessments etc. Given the anecdotal evidence, from Social Care staff, around time taken to complete the SDAQ, this reduction in double-inputting of data might be expected to save a Social Worker 60 minutes per day.

Flexible Working: Social work staff will be provided with:

v   The ability to work from home and hot desk, reducing the need for office space, increasing social worker productivity, reduce social worker travel and associated

carbon footprint.

ᴠ Flexibility in performing necessary activity with service users leading to increased positive outcomes.

ᴠ Gain access to service critical information to inform decision making.

ᴠ Reduced social worker administration tasks.

ᴠ Improvement in data collection leading to an increase in data quality.