MAYOR AND CABINET			
Report Title	Response to comments of Children and Young People Select Committee on Ofsted Action Plan		
Key Decision	No		Item No.
Ward	All		
Contributors	Director, Children's Social Care Head of Service Change & Technology		
Class	Open	Date: 1 June 2016	

1. Summary of the Report

1.1 On 23rd March 2016 Select Committee advised the Mayor and Cabinet that:

"Improved IT capabilities and up to date software is essential in delivering the Council's Ofsted action plan. In particular, in response to recommendation 9 in the Ofsted Report; the Action Plan states the following outcomes as being needed:

- A stable IT platform, allowing upgrade to the latest version of the 'Integrated Children's System.'

- An IT system in place to meet needs of Children's Social Care staff to improve efficiency and effectiveness.

- A digital strategy with clear achievable and measurable aims/objectives for Children's Social Care including delivery schedules."

1.2 Select Committee therefore recommended that:

- Improving the IT system and software for Children's Social Care is prioritised.

- The strategic importance of the Children Social Care service is noted and the timetable for implementation be outlined and guaranteed as soon as possible.

1.3 This report provides an update of progress in relation to the above recommendation.

2   Recommendations

2.1   That the Select Committee:

- Note that positive progress has been made in relation to this recommendation.

- Monitor progress and receive further updates regarding the implementation of Information Communication Technology (ICT) developments within the ongoing monitoring of the Ofsted Improvement Plan or by exception as required.

3.   Policy Context

3.1   The proposals within this report are consistent with the Council's corporate priorities as set out in the Borough's Sustainable Community Strategy 2008-2020. In particular, the proposals relate to the Council's priorities regarding young people's Achievement and Involvement, Protection of Children and Community Leadership and Empowerment. The proposals are also in line with the Children and Young People's Plan 2015-18 and the four outcomes of building resilience, staying safe, being healthy and active and raising achievement and attainment.

4   Details

4.1   As agreed by Mayor and Cabinet last year the Council is in the process of delivering a significant investment in the Council's ICT infrastructure supported by the new Brent and Lewisham shared IT service.

4.2   As part of the Council's IT infrastructure programme a new remote desktop is being put in place across the Council. The new environment will provide a much more modern, flexible and reliable experience for users. In particular users will have access to the most modern internet browsers, the most up to date Microsoft Office suite and Microsoft Outlook. In addition the new remote desktop solution will allow users to login to their Lewisham desktop from any desktop or laptop making it much easier for people to work at home or alongside other partners.

4.3   By mid May 2016 all staff within CYP will have access to the new remote desktop environment and will be able to use it alongside on their existing desktops and laptops. Once teams have had a chance to fully test the new environment new 'thin clients' devices will be rolled out to replace existing desktops. These devices will allow much quicker login times and will be much more reliable than our existing laptops and desktops. The roll out of the 'thin clients' will be completed by the end of June.

4.4   Alongside this the Council is also looking to support mobile working across CYP. As part of a mobile working pilot 86 staff in CYP (mainly social workers) have been issued with iPads and iPhones. The feedback from the pilot has been very positive. Officers are currently working on plans to rollout mobile devices more widely from June onwards, which will include all social workers in CYP. As part of

this work officers are looking at enabling mobile devices to directly access key systems including ICS, being the key electronic recording tool for Children's Social Care.

4.5   All CYP pilot users have been provided with face to face Apple setup training to install device management software, ensure access to London Borough of Lewisham and calendar functions, as well as provide hints and tips on device usage. Following the training sessions, users have also been signposted to Top Tips and Apple 'How To' guides available on a newly developed SharePoint site to enable them to use their devices more effectively. The corporate Apple Device Team have also provided trouble shooting support and additional training for users as required.

4.6   The feedback from the pilot has been very positive to date. Participants have successfully engaged with the Digital Transformation Team as part of the pilot process and have outlined that day to day productivity has increased particularly by being able to access the email and calendar functions remotely. Staff have also reported a reduction in travel times by having the ability to transcribe minutes/case notes remotely, as well as utilise mobile devices at home visits to video/photograph users. Users have also been able to access resources whilst working remotely including train times, websites and apps as well as professional guidance.

4.7   As part of the infrastructure project the Council is completely updating its 'back end' infrastructure to put in place modern, flexible and resilient systems. Within this officers are working through migrating key applications to the new infrastructure. The ICS system has been prioritised as part of this process and will be migrated to the new infrastructure in June. Following this the ICS system will be upgraded to the latest version in July. Within the digital programme and Early Help revised arrangements the upgraded ICS system will require configuration to local needs, service provision and process mapping once introduced.

4.8   Taken together these changes will enable the Council to put in place an ambitious programme of digital transformation. As of May the Council's overall digital programme is still being developed with the aim of launching it at the beginning of June. The emerging priorities for the CYP Digital Transformation Programme will focus on 3 areas which have been mapped, as set out in the OFSTED implementation plan:

- Creating a 'Single Front Door' that will allow professionals to make referrals on-line and directly into the case management system without compromising data integrity;
- A re-design of the MASH (Multi-Agency Safeguarding Hub) that will provide a triage of the request for Protection referrals and will reduce the number of inappropriate referrals to Children's Social Care, allow the MASH partners to complete the required information in a timely manner and allow decisions to be made within the 24 hour timeline;
- Streamlining the Early Help process allowing for cases to be stepped up to and down from Children's Social Care with actions and outcomes recorded.

4.9   Alongside the improvements being made within ICT delivery, successful delivery of the Digital Transformation Programme will also require re-mapping business processes, ensuring the ICS system is correctly configured and significant staff engagement and training to ensure that the systems are used properly. This will not only have the advantage of IT meeting business needs but allow for the reshaping and defining of social work processes to better meet service user need.

4.10   Appendix A gives an overview of timelines for ICT developments referred to above within Children's Social Care.

5.   Financial implications

5.1   There are no financial implications directly arising from this report.

6.   Legal implications

6.1   There are no specific legal implications directly arising from this report.

7.   Crime and disorder implications

7.1   There are no specific crime and disorder implications directly arising from this report.

8.   Equalities implications

8.1.   There are no specific equalities implications directly arising from this report.

9.   Environmental implications

9.1.   There are no specific environmental implications directly arising from this report.

Background documents and originator
None.

Stephen Kitchman, Director Children's Social Care
Duncan Dewhurst, Head of Service Change and Technology

Attachments
Appendix A-ICT Rollout Timeline for Children's Social Care

Appendix A-ICT Rollout Timeline for Children's Social Care

Action	Deadline for Completion
Desktop rollout	Mid May 2016
Thin Client rollout	June 2016
Upgrade and migration of ICS	August 2016
Digital programme	Start mid June 2016
Wider mobile rollout	Start June 2016