

Children and Young People's Overview and Scrutiny Committee

14 October 2019

Liquid Logic



Joint Report of John Pearce, Corporate Director Children and Young People's Service and Lorraine O'Donnell, Director of Transformation and Partnerships

Electoral Divisions affected:

Countywide

Purpose of the Report

1. To provide an overview of the first eight months since the implementation of the new case management system (Liquidlogic) in Children's Services.

Executive Summary

2. The presentation highlights the progress made in the initial six months since implementation and its impact on the service and associated benefits and challenges. The Presentation includes plans for further development of the system to support service improvement.

Recommendations

3. Members of the Children and Young People's Overview and Scrutiny Committee are requested to receive the report and presentation and comment accordingly.

Background

4. In 2016 Durham County Council's Children and Young People's Services was inspected by Ofsted and was graded as 'Requires Improvement'. It was recommended within the inspection report that the service should continue with the plan to review existing recording systems to ensure that children's case records are organised in such a way that they present a coherent, accurate and easily accessible picture of a child's journey.

5. A robust governance structure was established to manage the project, which included a Project Board, Project Team and regular reporting to Corporate Management Team.
6. The Project had strong engagement and involvement from key stakeholders across the Council including Elected Members, CMT, Children and Young Peoples Services, Procurement, Corporate ICT, Corporate Finance, Transformation and Partnerships and Adults and Health Services.
7. In June 2017, following a robust market research and procurement process, the Council awarded a contract to Liquidlogic for the provision of an electronic recording system to support Children's Social Care and Early Help Services.
8. On 1 February 2019, and following a major programme of work, the new system went live across the Service. It provides a much-enhanced system to support staff practice and enable high quality recording of every child's journey.
9. Arrangements have been made for Keith Forster, Strategic Manager, CYPS Operational Support to give members information as to how the system has improved services in the first months of implementation and plans for further development.
10. The presentation will cover the following areas:
 - Main Objectives and Engagement
 - Key Requirements of the Project
 - Benefits Achieved
 - Next Steps

Conclusion

11. The implementation of Liquidlogic has been a key transformation project for the Council. The presentation highlights the benefits of the system in the early months of implementation and considers how the system can be used to support further improvements to services going forward.