

Assessment No	1309	Owner	Alastair.Handley
Resource	HSCP	Service	Joint
	FirstName	Surname	Job Title
Head Officer	Margaret-Jane	Cardno	Head of Strategy and Transformation
Members	Alastair Handley - Systems, Digital & Information Governance Manager. Susan McGrory - Information Systems Lead Robert Sullivan - Digital Business Manager		
	<i>(Please note: the word 'policy' is used as shorthand for strategy policy function or financial decision)</i>		
Policy Title	HSCP Case Management System Replacement (Currently CareFirst)		
	The aim, objective, purpose and intended out come of policy		
	The current Case Management system, CareFirst, has been live for around 25 years with the last significant upgrade being around 15 years ago. Replacing the system with a modern, cloud-based solution serves several important purposes, especially in the context of modern service delivery and compliance and is a key element of the HSCP Digital Strategy. A Capital Bid is being prepared to secure funding to enable the replacement of our case management system, which will be supported by this assessment. Although the system is still supported for the moment, the provider is focused on a new product essentially meaning there will no further development of CareFirst beyond statutory requirements, with a risk of de-support as the user base moves away from CareFirst. CareFirst is coming to the end of its natural life and as the system becomes outdated it no longer meets current operational, security or user needs. The replacement system will address challenges with ICT security risks; limited functionality; and poor integration with other systems. A replacement system will improve efficiency and workflow, enabling faster data entry and retrieval; automated workflows; better coordination between teams and a reduction in duplication of effort and recording. This will lead to more time for frontline care and better service outcomes. Enhanced data analytics will improve data informed decision making and ensure compliance with statutory duties (for example public protection and reporting obligations), and will ensure the system is intuitive, accessible and responsive the service needs. Finally improved integration and interoperability will support holistic care planning and multi-disciplinary collaboration. This type of functionality will also enable the HSCP to become fully engaged with national priorities such as the Digital Front Door project which will bring benefits to our communities.		
	Service/Partners/Stakeholders/service users involved in the development and/or implementation of policy.		
	Approval and reporting for the project is through HSCP PMO, which includes HSCP SMT representatives. Dialogue has taken place with HSCP Finance and WDC ICT. If capital bid approved this would continue.		
Does the proposals involve the procurement of any goods or services?			No
If yes please confirm that you have contacted our procurement services to discuss your requirements.			Yes
SCREENING			

<i>You must indicate if there is any relevance to the four areas</i>	
Duty to eliminate discrimination (E), advance equal opportunities (A) or foster good relations (F)	Yes
Relevance to Human Rights (HR)	No
Relevance to Health Impacts (H)	Yes
Relevance to Social Economic Impacts (SE)	No
Who will be affected by this policy?	
HSCP Employees would be affected by this policy as it would involve a change to their main recording system. Full training and support would be provided as part of the project, and the hope would be that a modern system is easier to use and brings sufficient benefits for the transition to be positive. For HSCP Service Users, much of the change would be around how their information is stored rather than as a direct impact however a replacement case management system is likely to offer improved functionality around service user portals which may provide opportunities for service users or their families to contact the HSCP, share and receive information, and have a clearer view on services. This type of functionality would be captured in requirements documentation for the replacement system.	
Who will be/has been involved in the consultation process?	
PMO, Project Team, HSCP Finance. If we are able to take the project forward, a wider consultation would take place to review and agree technical requirements for a replacement system.	

Please outline any particular need/barriers which equality groups may have in relation to this policy list evidence you are using to support this and whether there is any negative impact on particular groups.

Specific group to consider	Needs	Evidence	Impact
Age	Social work and social care systems handle highly sensitive personal data. Ensuring robust data protection is crucial, especially for vulnerable or minoritised groups. Access to information on our current case management system is used by out of hours standby services which is crucial for vulnerable or minority groups.	In West Dunbartonshire the HSCP manages health and social care data for all age groups, including vulnerable children and adults. Any disruption to the current system may disproportionately affect individuals who rely heavily on consistent support, such as people with complex needs or those from disadvantaged backgrounds. Moving to a cloud-based solution would help minimise any potential disruption for out of hours services accessing information. In West Dunbartonshire this spans all age groups.	Positive
Disability	From a service user perspective social work and social care systems handle highly sensitive personal data. Ensuring robust data protection is crucial, especially for vulnerable or minoritised groups. From a staffing perspective the current system has limited functionality reducing opportunities for ongoing development, this has the potential to exacerbate accessibility issues.	From a service user perspective any disruption to the current system may disproportionately affect individuals who rely heavily on consistent support, for example those with disabilities. From a staff perspective a replacement system will be accessible to all users, including those with disabilities (eg visual impairments). Staff from diverse backgrounds will be adequately trained and supported to use the new system effectively. This includes language support, accessibility features, and inclusive design.	Positive
Gender Reassign			
Marriage & Civil Partnership			
Pregnancy & Maternity			
Race			

Religion and Belief			
Sex	Information sharing between health and social care for the purpose of improving care. This includes sharing through clinical portal. In a Scotland wide context there is focus on information sharing and joining up systems using a common identifier.	The ambition is that any replacement system will improve systemic integration and interoperability between health social work and social care systems. This will in turn support holistic care planning and multi-disciplinary collaboration. This project would support the HSCP to take a full part in national developments such as the Digital Front Door App which seeks to bring together health and social care information.	Positive
Sexual Orientation			
Human Rights			
Health			
Social & Economic Impact			
Cross Cutting			

Actions

Policy has a negative impact on an equality group, but is still to be implemented, please provide justification for this.

No negative impact has been identified.

Will the impact of the policy be monitored and reported on an ongoing basis?

The implementation of the project will be monitored via the HSCP Programme Management Office (PMO), the PMO meets monthly with specific change projects reporting quarterly. Initial Project Board function for the project will be fulfilled by the HSCP Digital Change Board initially which given the scale of the project is likely to require monthly reporting linked to PMO reporting. Given the size of the project, it's likely that a specific Project Board will be required which would include reps from HSCP services, WDC ICT, and in time supplier reps.

Q7 What is your recommendation for this policy?

Introduce

Please provide a meaningful summary of how you have reached the recommendation

Failure to secure an alternative system to CareFirst for Social Work case management and provider financial payments poses a significant risk to the HSCP and this is highlighted in the HSCP Board strategic risk register. Securing a replacement system would have positive benefits from an equalities perspective and should be pursued.