Independent advice in support of technology enabled social care service improvement

Case Study | Durham County Council

The Challenge

Durham County Council (DCC) wanted independent advice to help support a significant volume of adults and childrens services transformation requirements. The large-scale changed were to be enabled in part by the selection and implementation of new case management systems (CMS') to replace SIDD; the proprietary CMS that DCC had originally developed 25 years ago and since tailored to meet both legislative and working practice change.

The Approach

The scope of our support across adults and childrens services covered:

▶ Requirements and procurement support for the selection of a new adults services case management solutions concluding in the selection of Azeus Care

▶ Programme governance design and ongoing assurance for adults services. The implementation on new Azeus Care including programme assurance, which included scorecards to evidence status and progress, client-side contract support, PID and gateway reviews, and change and engagement plans

▶ Business case and procurement support for the selection of a new childrens Liquid Logic case management solution. The advice and guidance provided has spanned good practice business process and procedures design to be supported by Liquid Logic including financial integration with Controcc and Oracle ERP

We used an Assurance based approach to help understand, assess and support DCC's programme preparedness and organisational readiness for change. Using pre-existing services such as Programme Assurance, PMO, Change & Engagement Management plus Social Care subject matter expertise, we were able via consultation with stakeholders to design specific packages of support tailored to DCC's range of needs.

The Outcome

We introduced and supported:

▶ Programme assurance scorecards to help develop improved governance and controls

▶ A proven change model that mapped independencies across a portfolio of transformation programmes and project. For example, the corporate estates initiative Aspire, to help anticipate and plan for the volume and types of change impact that the social care workforce would experience over a 2-year period

▶ Formal gateway reviews conducted at the latter part of each of the defined phases of the programme. Each gateway sought to evidence and test the robustness of each phase's deliverables to ensure that any residual errors were minimised before the programme could formally be approved to move on to its next phase

DCC's CMS implementations have benefited from Socitm Advisory's subject matter expertise. Our supportive, challenging approach and cross-fertilisation of good programme insights, gained across many programmes with similar challenges and issues to resolve.

Areas of Expertise | Commercial Procurement Support | Project & Programme Delivery