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**Item 9 (5)**

**Exception Report: WCCIS**

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| Summary of the Programme | WCCIS is a full community care case management system. Users will include Social Care staff delivering family, children’s and adults services, community nurses, health visitors, school nurses, therapists and mental health practitioners. The system functionality will include referrals, assessments, case planning and management, discharge planning and scheduling, as well as diary/clinic management, waiting list management and bed management functionality.  Ceredigion County Council implemented WCCIS in August 2016, and continue to work nationally on system configuration and supporting go-live for other LA’s and Health Boards.  There is commitment for WCCIS to be implemented regionally and in May 2017 the Regional WCCIS Implementation Board, established to provide an appropriate structure to drive implementation and to provide adequate challenge and support, agreed in principle to implement WCCIS across the region by 2019/20, providing a 3 year scope to deliver a comprehensive implementation programme. This will allow sufficient time for system issues and governance risks to be resolved, whilst also enabling the organisations to focus appropriately on planning for implementation to release the full benefits of the system.  Work is ongoing on the development of the Programme, including supporting Business Cases. |
| Period covered by the Report | August to October 2017/18 |
| Summary of overall status including RAG rating | The programme continues to progress well with a good level of regional buy-in at the strategic level although the ongoing national risks; some concern about level of operational buy-in and regional programme dependencies are placing the overall status as amber. |
| Key Risks | Securing additional resource for Health Board implementation continues to be a risk. However, a business case is in development and additional resources for project management have been secured from ICF and via national NWIS bid to WG for additional resource to support WCCIS implementation nationally.  National risks presented relate to:   * Supplier Delivery * Health Functionality Testing * Standardised information, configuration and Common Core Information Model * Data Migration Strategy and Process * Referral Mechanism * Delivery of Integration |
| Key Issues | Information Gathering and Scoping activity to inform business cases and in future, implementation plans, has been slow to yield responses. Several requests have been circulated which may have led to confusion, therefore follow up work is underway to target key service representatives.  Delays to submission of information requests and some poor attendance at regional meetings is causing a level of concern about operational buy-in. |
| Key Milestones | * Establishment of Regional Implementation Board and governance structure – May 2017 * Identification of preferred Option for Regional Implementation – May 2017 * Commitment to Regional Vision Statement – June 2017 * Establishment of a cycle of Regional meetings (Board/Project Group/Operational Sub-Groups) – July 2017 * Agreement of National Benefits and identification of Local Benefits – July 2017 * Completion of Initial Business Case – July 2017 * Completion of Full Business Case – January 2017 * Development of Implementation Plan (Phase 1) – July 2017 * Development of Strategic Programme – January 2018 * Deployment Orders signed – TBC * Contribution to national implementation programme – Ongoing |
| Milestones achieved/Outputs (deliverables) completed in last period | Approval of Initial Business Case by Regional WCCIS Implementation Board on 18th August 2017. Agreement reached to proceed to Full Business Case, which is in development. An Overarching Strategic Programme is being developed, securing commitment and consensus regarding the key strategic deliverables and milestones. Programme will consist of separate organisational implementation plans, and a number of cross-cutting workstreams supporting regional activity.  Approval of Phase 1 of the Regional Implementation Plan by the Regional Implementation Board on 18th August 2017, which includes a range of actions designed to support preparation and readiness activity.  Regional Readiness Assessment complete and key areas of focus to plan for implementation have been identified. Local Readiness Assessments are ongoing.  IT Project Manager for HDUHB recruited to provide additional capacity for Business Case development. Due to commence on 7th November.  Regional Business Intelligence Developer recruited and awaiting start date. Role is to sit within Ceredigion Council but to have a regional focus on the development of the key reporting tools on WCCIS, for use across the region.  Progress made with Porth Gofal Proof of Concept pilot - access and IT issues being addressed and follow up meeting to map process and workflow taking place in October. Information Governance issues included.  System demonstrations undertaken for HDUHB (health functionality specific) and Regional Project Group (wider health and social care functionality), in September. The demo’s have assisted with scoping work and built regional knowledge and understanding of the system.  Gap Analysis sessions arranged to take place in November and December as a collaborative exercise with Carmarthenshire, Pembrokeshire and Cardiff Councils.  Initial meeting held between Carmarthenshire and Pembrokeshire County Councils and CareWorks to discuss future plans.  Planning in development for a HDUHB WCCIS Launch Event, taking place in November. |
| Shortfalls/Non-completions in last period | Agreement of National Benefits and identification of Local Benefits was due for completion in July 2017, however this has been deferred until after WCCIS demonstrations have taken place. Regional session scheduled for the 11th October 2017 was cancelled due to poor attendance.  Operational Sub-Group meetings have not yet commenced. Regional Project Group agreed there was a need to first build a comprehensive understanding of the system to underpin the future direction, before the Terms of Reference, membership and workplan of the Operational Sub-Groups can be fully informed. May now be replaced by Programme Workstream activity. |
| Forecast for next period | Ongoing development and completion of Full Regional Business Case and strategic Programme. Including conclusion of scoping work.  Re-schedule regional Benefits workshop.  Planning meeting scheduled between HDUHB and CareWorks to discuss planning for Deployment Order.  Obtain decision on whether to commence Operational Sub-Groups meetings or subsume into Regional Workstreams.  Complete Porth Gofal scoping work and secure approval to proceed.  Evaluate outcome of Gap Analysis and incorporate into planning. |
| Financial status | A Funding Plan was approved by the Regional Implementation Board in August 2017. Total allocation of £184,000 with £172,566 committed and £11,434 unallocated due to in-year slippage. Outstanding balance to be allocated for further preparation activities.  Key expenditure covers: Project Management support; Designated specialist resources; Training; Sessional support for staff undertaking regional work; Support for an integrated working pilot; Support for system demonstrations and workshops; and Regional contribution to national developments. |