Liquidlogic EHCP functionality implementation

May 2022

Suffolk County Council

Background to the project:

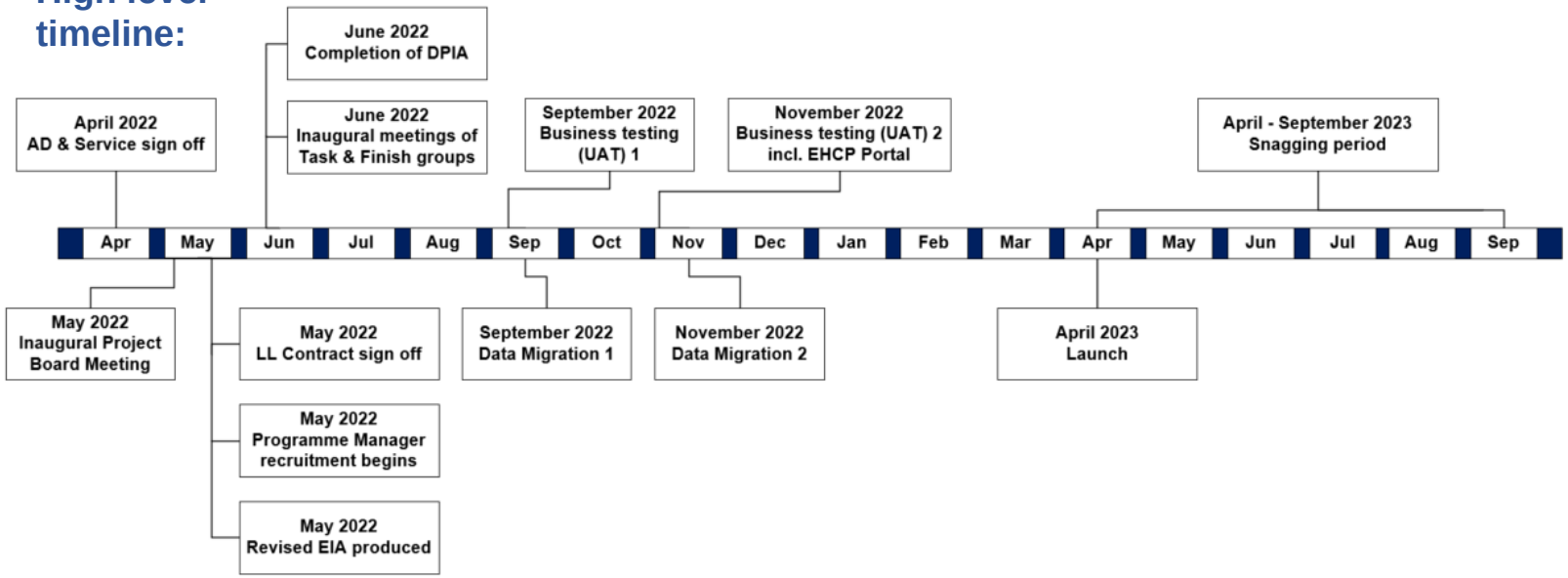
On the 17th February 2022, following stage 1 of programme of works to test the Education and Inclusion caseload management system market, an options paper was presented to CYP LT.

Based on the findings of the Prior Information Notice (PIN) that was issued to the market in November 2021 and subsequent Soft Market Engagement (SME) with suppliers and other local authorities, CYP LT agreed to the implementation of a solution for SEND Family Services and a reconsideration of wider procurement options at a later date.

At present, the EHCP workflow sits within the Capita One Education caseload management system. Following demonstrations with Family Services, Ros Somerville and Allan Cadzow have agreed to the move of the EHCP process to Liquid logic. The Liquidlogic EHCP workflow sits within the EHM module, which SCC CYP currently use Liquidlogic's for Early Help, allowing for the additional purchase of this functionality within our existing contract.

This project will therefore manage the move of the EHCP process and workflow from Capita One to Liquidlogic with a go live date of April 2023.

High level timeline:



This timeline will ensure that we have fully mitigated any risks associated with the caseload management system move and are mitigating any risks posed that directly impact on other key CYP deliverables. Benefits to this timeline include:

- Allow for data migration of open cases (rather than manual as originally quoted by LL)
- Full SharePoint document storage implementation
- Mitigate any risk or impact on Admissions and School Transport processes and allow I.T. to explore and implement new robotic processes
- Avoid a transition and launch during high demand months for the service (phase transfers) and admissions
- Provides schools/early years providers with the opportunity to learn how to use the new portal functionality and any issues can be resolved during the summer holidays when EHC applications are low.
- The timeline will ensure the service can work collaboratively with the project team, with the opportunity to re-think processes and take onboard learning from Impower and other local authorities.

Key benefits to the implementation of Liquidlogic EHCP functionality:

- This programme of works is key to the delivery of outcomes set out in the 2021 August SEND review; many improvements hinge on better data recording and reporting which cannot be achieved with our current EHCP CMS.
- Additional portal functionality: As outlined within the government green paper, there is a requirement to digitise the EHCP process. Portals streamline the push and pull partner contributions eg; Health/ Psychology services necessary for the EHCP process. As highlighted by the council for disabled children (Key features for an effective EHCP Hub.pdf (councilfordisabledchildren.org.uk)), digital portals that pull together input from different stakeholders and act as a central source of information for an EHC plan provide a solution to a number of challenges associated with the EHCP process. For example, portals:
  - Facilitate more effective coproduction and allow families to track their progress throughout the EHCP journey, empowering them to feel more involved in the process
  - Prevent families from having to repeat information to multiple professionals, improving the overall experience and reducing time spent
  - Allow for a more enriched insight into the views of the child or young person for advice givers, placing their wishes and preferences at the centre of the process
  - Enable all relevant stakeholders to access draft plans and outcomes with sufficient notice and to receive reminders for their required contribution.
  - Simplify administration for case officers and allow for a clear trail and record of communication
- Opportunity to personalise forms to obtain necessary information for other services within a single form.
- Opportunity to better achieve greater visibility across services and align data with EH/ Social care. There will be a dedicated workstream to ensure that necessary data for other services eg; Admissions is fed back into Capita One and that the data held in Capita One required for the EHCP process on Liquidlogic is linked in.
- Plans will be created in the system and linked to SharePoint, allowing for quick amendments to plans to be made and version control held within the system.

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Interim work to support SEND Family Services:

Throughout this implementation we will continue to improve the existing system to best support the service throughout the intermediary period and streamline the move to Liquidlogic.

The launch of a number of recommendations resulting from a Capita One Education Best Value Review (BVR) is currently ongoing.

Recruitment of a G5 Education systems trainer to support the production and maintenance of training resources is also in progress.

Project Board membership:

The Liquidlogic EHCP Implementation Project Board consists of members from:

- CYP Intelligence Hub
- I.T.
- Liquidlogic and ContrOCC team
- Business Performance & Change team
- Corporate Services
- Family Services

The Board's Inaugural meeting was on the 5th May 2022

Communication Strategy:

- The Board is to meet on a monthly basis. Communication on the project to the board will occur through these meetings.
- Task and Finish groups for each workstream will run alongside the meeting of the Board and will occur as required.
- Please consult with Sophie Cooke for appropriate comms as required.

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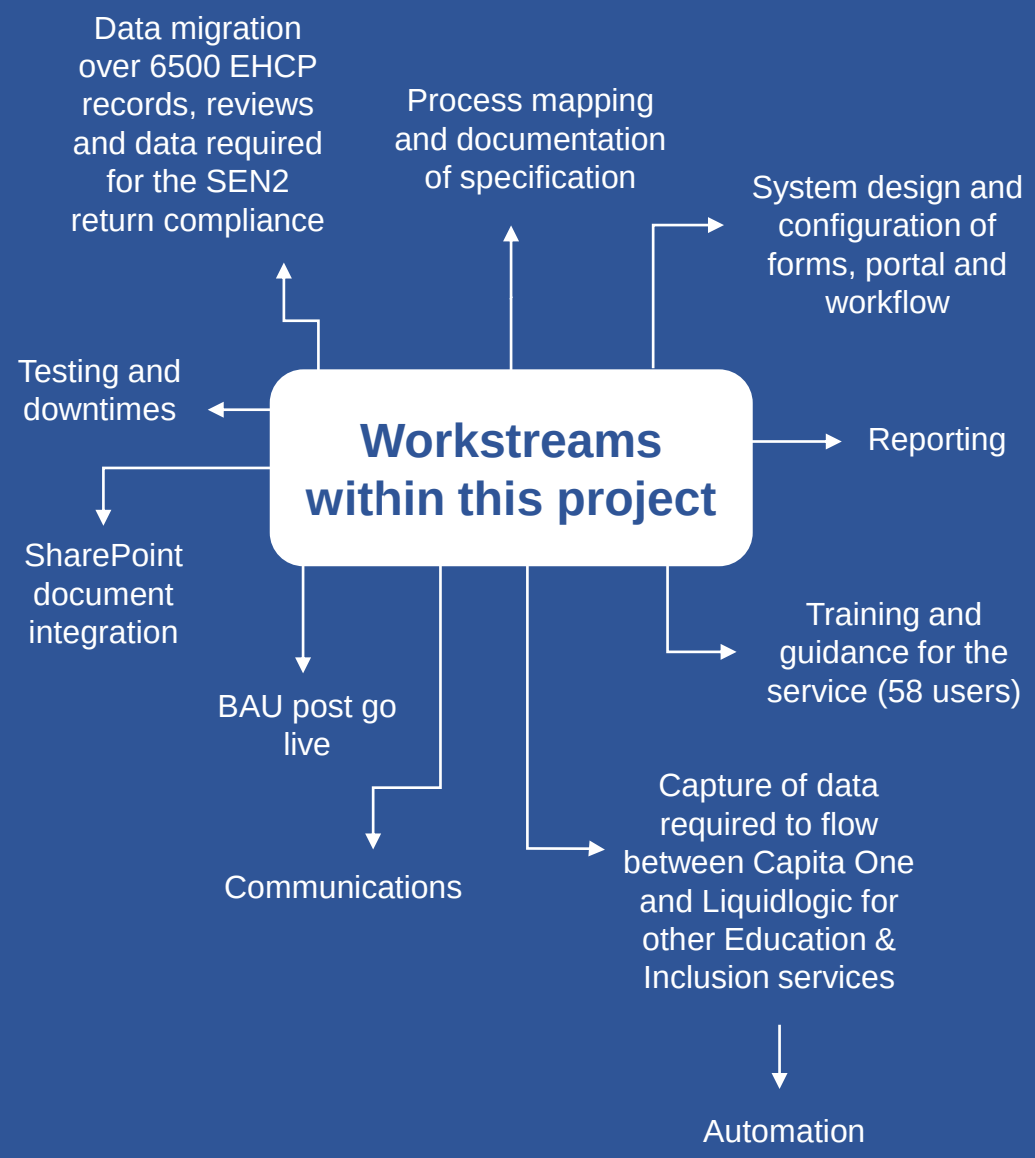

Designated workstream leads and resource:

Workstream	Lead	Co-lead
Process mapping and specification with stakeholder engagement	Sally Brown	Claudia Popeti
System Design and Config (Forms, Portal, Workflow)	Claudia Popeti	Sally Brown Ian Brill, G5 LL team post
Data Migration	Graham Ling	Evelyn Davies, Martin Hole, Tim Strike, Richard Small
Automation of data flow to/ from LL and Capita	Sally Scrutton	Tim Strike, Richard Small, Martin Hole, Evelyn Davies, Ruth Ellis
Training and guidance	G5 Education trainer post	Ruth Ellis, Ros Richardson, Paula Benneworth, Sue Hubbard
Reporting	Martin Hole	Evelyn Davies, Graham Ling, Robert Ellam
Sharepoint document integration	Mark Rainbird	Sally Scrutton, Adam Sessions, Tim Strike, Kirstie Damant
Communications	Sophie Cooke	Wendy Allen
IT Support	Sally Scrutton	Tim Strike

Governance arrangements:

The SEND Programme Board will have oversight of this programme of works. The identified process to raise and escalate issues or risks is as follows:

LL EHCP Implementation Project Board → Sophie Cooke Project Officer → Harriet Wakeling Head of Data and Intelligence → SEND Programme Board

- The Project Sponsor is Francesca Alexander, Head of SEND Services.
- The Service Matter Expert (SME) is Emily Welton, Tribunal Officer.
- The recruitment of an 18-month fixed-term Programme Manager is currently underway**.**

Information Governance:

A DPIA will be produced following confirmation of process.

Stakeholder engagement:

We recognise the importance of engaging with a variety of stakeholders to deliver this piece of work. Workstreams within the project, including the design of the EHCP forms, will therefore include members from:

- The SEND Young Persons Network (Claire McCluskey, Jess Walker)
- SENDIASS (Nicky Howlett)
- The Parent Carer forum
- SEND Quality Assurance colleagues involved in the delivery of 'Enhance' training (Hannah Fisk, Stacey Baker)
- Education representation (Schools, Colleges)
- SENCO network
- Health representative: Nic Smith-Howell
- Schools Improvement representative: Julia Grainger
- *Social Care engagement*

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Equality Impact Assessment:

An EIA has been produced to support the overarching piece of work to review our Education & Learning and Inclusion Services CMS. However, in order to ensure that the impact of this change on those with protected characteristics is thoroughly considered, a revised version of this EIA has also been completed and approved by the EIARG on the 24th May 2022 (publication date TBC).

https://pandp.suffolk.gov.uk/DownloadDoc?DocURL=Education and Inclusion Services Caseload Management Solution EIA.pdf