

DUNDEE CITY COUNCIL

REPORT TO: Personnel and Management Services Committee - 30 June 2003

REPORT ON: Information Technology Division - Additional Staffing Requirements for IT Software Development for the Social Work Department

REPORT BY: Director of Personnel and Management Services and Head of Information Technology

REPORT NO.: 442-2003

1 PURPOSE OF REPORT

- 1.1 This report contains proposals for ensuring that resources are provided to allow for the sustained and effective development and support of IT Software Systems for the Social Work Department, to enable it to meet departmental business objectives and joined-up working, both within the Council and with external agencies such as NHS Tayside.

2 RECOMMENDATION

- 2.1 It is recommended that the Committee approves the establishment of 4 IT Officer (Software) posts, graded AP3-PO10 (£17,340 - £31,536).

3 FINANCIAL IMPLICATIONS

- 3.1 The 4 new posts will be part of the IT Division Structure and the costs, which will not exceed £120,000 in the first year, will be transferred from the Social Work Revenue budget for the development of community care infrastructure for 3 years.

4 LOCAL AGENDA 21 IMPLICATIONS

- 4.1 None .

5 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 None.

6 BACKGROUND

- 6.1 It is critical to achieve further integration of IT systems into the mainstream business of the Social Work Department and to reflect current and future requirements for multi-agency working. The present K2 system no longer adequately reflects current and anticipated business requirements. Redevelopment of K2 is required to support service delivery within Social Work and in partnership with Housing, Education Health and other Dundee City Council Services and external agencies.
- 6.2 Dundee City Council needs to invest in systems development with the purpose of properly supporting true multi-agency service delivery.
- 6.3 The overall objective is to work towards the development of a comprehensive electronic social care record and to prepare the way for sharing of information at citizen , client and patient level where this is deemed to be desirable and beneficial to the individuals concerned.
- 6.4 Developing systems in house offers the best opportunity to match systems design with the business requirements. A limited number of commercially available social work systems are available. Typical costs of the commercially-available packages range from £300,000 to £1.5 million for the provision of all encompassing systems. This does not include customisation to reflect local requirements nor does it cover ongoing enhancements or changes required to reflect changes in legislation, changes in business processes etc.
- 6.5 Existing IT Division software development resources are insufficient to progress with the redevelopment of K2 across Children's Services, Community Care and Criminal Justice Services while simultaneously delivering on corporate ICT priorities. Additional resources would be required to proceed with development and achieve the objectives within a reasonable timescale.
- 6.6 For in house development at least one developer for each main service area would be required i.e. one for each of Community Care, Children's Services and Criminal Justice Services. A fourth developer would provide support across all areas and could be deployed according to fluctuations in workload across service areas.
- 6.7 Note: The Project Initiation Document entitled 'Reconfiguration of Social Work K2 System' which was approved by the Corporate IT Strategy Group in early 2001, describes in detail the background, objectives and vision for further integration of IT systems in social work service delivery. A copy of the PID can be viewed on the intranet at:
http://intranet/intranet/depts/social_work/SupportServices/ICT/pidk2_180101.doc

7 CONSULTATION

- 7.1 The Chief Executive, Director of Support Services, Director of Social Work and Director of Finance have been consulted in the preparation of this report. The trade unions have also been consulted.

8 **BACKGROUND PAPERS**

- 8.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this report.

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24 June 2003

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24 June 2003