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**Item 8 (4)**

**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 | November 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 are adding capacity locally and supporting the progression of the business case.  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 | The Full Regional Business Case and Programme Plan remains in draft form and awaits completion through the addition of high level financial and milestone information. Consequently the programme structure and governance is yet to be formally established.  Regional Implementation Manager post vacant from 20/11/17. Target for filling the post by March 2018 |
| 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 | Draft Overarching Strategic Programme has been developed, and Programme Plan shared in draft with the Regional Implementation Board in November 2017. The programme seeks to secure commitment and consensus regarding the key strategic deliverables and milestones. The draft Programme is designed to include separate organisational implementation plans, and a number of cross-cutting workstreams supporting regional activity. However, the draft Programme Plan and accompanying draft Full Regional Business Case are awaiting sign-off by the Board.  IT Project Manager for HDUHB commenced on 7th November and is already providing significant additional capacity for Business Case development. Initial focus on detailed scoping activity with service areas and benefits identification.  The first two of three Gap Analysis sessions took place in November, with the third scheduled for early December. This is a collaborative exercise with Carmarthenshire, Pembrokeshire and Cardiff Councils. Outputs of the initial two days are currently being written up.  Hywel Dda Conference held on the 27th November with very good representation and considerable positive engagement from Hywel Dda service areas. Along with the provision of background information on the aims and benefits of the system, the focus of the day was on practitioner input, with benefits and business case scoping workshops. The outcomes of the day will feed into the further development of the Hywel Dda business case.  Initial meeting held on 29th November between Hywel Dda and CareWorks to discuss implementation planning.  Regional Project Group meeting held on the 17th November with representation from all stakeholders. |
| 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. Regional Project Group proposed that options be explored for consultants to undertake the Benefits identification and realisation work on behalf of the region, in order to secure dedicated focus.  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, pending sign off of the regional Programme Plan by the Regional Implementation Board. |
| Forecast for next period | Recruitment of Regional Implementation Manager, in order to complete key tasks.  Re-establishment of Board meeting in order to discuss progression of the draft Programme Plan and Full Regional Business Case.  Completion of Hywel Dda business case, with inclusion of information captured at the conference.  Further discussions regarding option to commission consultancy to complete regional benefits work.    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. |