I am conducting research on the use of management information within Adult Social Care departments. In particular the reporting tools that are used, how operational managers and staff access information and manager’s satisfaction with the information.

I would be very grateful if you could provide the following information.

* What case management system does your Authority have in place to manage client referrals, assessments and commissioning of packages of care? For example, CareFirst, Mosaic, LiquidLogic AIS, Northgate SWIFT or AIS etc.

Liquidlogic

* How long has this system been in place within the department?

Since April 2014

* When does the Authority’s contract end and are there any provisions for contract extensions?

7 year contract with options for 3 x +1 year extensions if required.

* What reporting tools do you use within Adult Social Care?
Please list each reporting tool and the numbers of user within Adult Social Care. Add additional lines is needed.

We use SSRS

|  |  |  |  |
| --- | --- | --- | --- |
| **Reporting Tools** | **Numbers of Users** | **Total costs for reporting tool licenses and maintenance for the last 3 years** | **Average Annual costs for 3rd party universes over the last 3 years** |
| Business Objects |  |  |  |
| Crystal Reports |  |  |  |
| SQL Server Reporting Services | 1,000 | £1,800 |  |
| Actuate |  |  |  |
| Freehand SQL |  |  |  |

* Does the Authority have a data mart, operational data store, data warehouse etc. for Adult Services?

There is a datawarehouse in development.

* Does your council have a Master Data Management initiative, aimed at providing a single view of a client across multiple information system?

LCC use a staff portal known as CDI which covers basic demographics cross housing, social care, council tax etc. – this was developed in-house by IT services

* Does the Master Data Management initiative currently draw information form Adult Services?

Yes

* Can you provide estimates of how many Adult Services staff the Authority employs in the following categories and how they access client based management information? Please complete the table below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Staff Groups** | **Numbers of staff** | **Reporting tools that require a license fee** | **Reporting tools that do not require a license fee** | **Manual Reports** e.g. Excel, Word, SQL | **Excel Based Reports** | **Other Reporting Tools** |
| Please tick all appropriate columns if information is accessed in multiple ways. |
| Directors & Assistant Directors | 1 Strategic Director &2 Directors (ASC & Commissioning & ASC & Safeguarding) |  |  |  |  |  |
| Service Managers | 12 Heads of Service (6 in each of the 2 areas listed above) |  |  |  |  |  |
| Commissioning Managers | 9 |  |  |  |  |  |
| Operational Management | 26 |  |  |  |  |  |
| Team Managers | 4 |  |  |  |  |  |
| Principal Care Managers / Senior Practitioners  | 22 |  |  |  |  |  |
| Business Intelligence Team | 28 |  |  |  |  |  |

There are currently 889 members of staff in Adults Social Care Commissioning & Safeguarding.

Do Adult Services staff have access to information dashboards enabling them to quickly see summary data and to click through to subsequent levels on detail?

Dashboards are in development.

If Adult Services have information dashboards please detail the reporting tools used to deliver this information.

SSRS/SQL

What information do Adult Services staff access routinely and how frequently is it available to them?

Please complete the table below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Type of information** | **Score how valuable this information is to Adult Services**(10 = critical1 = not needed) | **Score the current availability of this information**(10 = 100% available1= not available | **Which staff groups have regular access to this information.**(see staff groups above) | **How frequently is this information routinely available?** e.g. Quarterly, Monthly, Weekly, Daily, on demand | **How is this information shared?**e.g. InfoView, Excel, SharePoint. Intranet, email etc. |
| Summary and detailed information, on data quality issues, including missing or incorrect data and illogical information. | 10 | 7 | All managers | On demand | SQL reports |
| Summary and detail client package information, enabling commitment forecasting and monitoring. E.g. no starters and leavers, average weekly costs across service and client groups etc. | 8 | 6 | Heads of Service (cost centre managers)Team Leaders have some | monthly | Email, Agresso (database) |
| Summary and detailed client pathway information, that demonstrates how clients move from contact with the department through to service provision or reablement etc.?  | 7 | 4 | None  | Quarterly (for some info – numbers but not detailed pathway info) | Email |
| Summary and underlying data for performance indicators, either national or locally defined. | 8 | 10 | Heads of Service | Quarterly | Email, provided by Performance colleagues |
| Summary and detailed information on departmental savings initiatives including plans, progress and statuses, project costs, planned and delivered savings | 7 | 6 | Directors | Monthly | Reports via email |