



## **EDUCATION AND SOCIAL SERVICES SCRUTINY COMMITTEE**

### **- 22<sup>ND</sup> APRIL 2025**

**SUBJECT:           CONNECTING CARE**

**REPORT BY:       DIRECTOR OF CHILDREN'S SERVICES**

#### **1.     PURPOSE OF REPORT -**

1.1    This report is to advise Members of the need to replace the current Social Services data base – WCCIS.

#### **2.     SUMMARY**

2.1    The technical support for the current information case management system used within social services (WCCIS) reaches end of life use in January 2026. The Local Authority has no control over the cessation of this support and is a national (Wales wide) issue.

2.2    The system will become unsupported and render itself unusable. The data currently contained on WCCIS will need to be migrated across to the new case management system.

2.3    Social Services cannot function without an effective information system and the risks associated to having no system in place relate to the effectiveness of the provision of safeguarding, care planning, multi-agency working, and in effect will result in an insurmountable risk to communities and citizens.

2.4    A new 'connecting care' system has been procured across the region and the five Local Authorities have agreed a single instance of the new system called Mosaic

2.5    A business case for additional funding has been submitted to Welsh Government, which has been agreed. However, to date there is no confirmed amount that will be provided.

#### **3.     RECOMMENDATIONS**

3.1    Members note the contents of the report, including the risks and mitigations

## 4. REASONS FOR THE RECOMMENDATIONS

4.1 The report is for information only

## 5. THE REPORT

5.1 The existing social care management system, Welsh Community Care Information System (WCCIS) has been used since 2018. The system holds a broad range of essential data and information on people who have had contact with Social Services and, where services are integrated, Health. The information is both historical and contemporary and enables effective care planning and decision making.

5.2 WCCIS is a large complex digital system which stores and allows access to data, supports workflow, is in line with and enables the Council to adhere to legislative requirements, and enables care planning and safe decision making across the range of social care services, including services provided to safeguard vulnerable adults and children. All aspects of social care practice will be completely compromised without such a system in place.

5.3 The Microsoft Dynamics platform, on which WCCIS is built is reaching end of life and the provider of the platform has no intention of remaining in the market. The product will reach end of life in January 2026 and the lack of support from that time onwards will render the system vulnerable and with no scope for continued development, the system will become obsolete.

5.4 The overall WCCIS programme has now been renamed '*Connecting Care*'.

5.5 A new system, Mosaic, has been procured on behalf of the 5 Local Authorities by Newport City Council, supported by officers from Caerphilly. The contract was awarded in November 2024.

### 5.6 Risks and Mitigation

The key risk of not moving forward to implement a new system at this time is that the local authority will have no supported social care management system in place and, with this, will come a broad range of risks:

- There will be a significant risk in terms of cyber-attack with data being at risk of being compromised at that time.
- The system will become unsupported and render itself unusable.
- The data currently contained on WCCIS will need to be migrated across to the new case management system, Mosaic. This system needs to be developed within defined timescales.
- Social Services cannot function without an effective information system and the risks associated in having no system in place relate to the effectiveness of the provision of safeguarding, care planning, multi-agency working, and in effect will result in an insurmountable risk to communities and citizens and the Council.

5.7 The financial risks have been mitigated significantly via the adoption of a regional approach to procuring a new system. There are however, financial risks due to the uncertainty of the availability of additional funding from Welsh Government.

- The current budget to support the existing system (WCCIS) is around £114k, including hosting fees of £4k. The move to an alternative platform, which is “cloud” based, will cost £127k per annum, including hosting fees of £25k. The additional £13k will need to be funded within the respective service areas (i.e. children and adult social care) if Welsh Government funding cannot be secured.
- There will be a one-off implementation cost of £182k. Cabinet agreed that this would be funded from Social Services reserves if Welsh Government funding cannot be secured.
- Until the alternative platform can be made fully operational, there will be a period when both systems would need to be licenced. Again, if Welsh Government funding cannot be secured to support the dual licencing costs during this period, then additional funding will need to be identified within the respective service areas.
- There is no clarity or determination from Welsh Government in terms of immediate or ongoing funding for the development and ongoing maintenance of the system or for the ongoing increase in licence costs and additional temporary staffing costs.

5.8 There have been weekly meetings coordinated via WLGA with representatives from the 22 local authority areas whilst attempting to develop a national approach. A full national approach has not progressed, and all Local Authority areas have moved towards a localised / regional approach.

5.9 Regionally we have appointed a fixed term programme manager and 3 support staff hosted by Torfaen to oversee the migration to the new system. These were funded at risk and have been underwritten by funding from the Regional Integration Fund (RIF) pending decision from Welsh Government

5.10 Regionally we have established a steering Mosaic Implementation Group (MIG) to oversee the implementation and within Caerphilly, we have established an internal operational MIG

#### 5.11 **Conclusion**

This is an unavoidable change. A new system had to be procured to address the risks identified in the report. Social Services cannot function safely without an electronic data base.

### 6. **ASSUMPTIONS**

6.1 No assumptions have been made in this report

### 7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report is for information only thus an IIA is not required

### 8. **FINANCIAL IMPLICATIONS**

8.1 If additional Welsh Government funding cannot be secured to fund the £183k

implementation costs, then Cabinet has approved the use of Social Services reserves to fund this one-off cost.

- 8.2 If additional Welsh Government funding cannot be secured to fund the impact of the increase in licencing and hosting costs, then the Social Services Senior Management Team will initially explore options to address any shortfall on a short-term basis until a long-term funding stream can be identified through savings elsewhere across the Directorate. These short-term options could include the use of service reserves, utilising in-year non-recurring savings or one-off funding streams.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There are no HR implications linked to this report

## **10. CONSULTATIONS**

- 10.1 All responses have been included in the body of the report

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