

Operational Decision Record

Publication Date 20/01/2022	Decision Reference Number 4500
Decision Title	
Replacement Case Management system for Youth Justice Service	
Decision Value	
£99,698	
Revenue or Capital Spend?	
Revenue	
Department	
Peoples	
Contact Officer (Name, job title, and contact details)	
Simon Newling-Ward, Service Manager Youth Justice Service. Simon.Newling-Ward@nottinghamcity.gov.uk	
Decision Taken	
To procure a new case management system to replace Careworks.	
Reasons for Decision and Background Information	
<p>The need for a replacement Case Management system has been agreed by Youth Justice Management board at the YJS Board meeting in November 2021. At the board meeting in December 2020 the Careworks Upgrade Risk Document was presented. The key issues leading to a required change in provision were highlighted as being:</p> <ul style="list-style-type: none">• Ofsted have said the product is not fit for purpose in their inspections of Children's Services.• Product in its current format is no longer fit for purpose;• Product upgrade not working, leaving us at risk as we continue to use servers that Microsoft stopped supporting on 14th January 2020;• If/when upgraded product goes live, it will still no longer be fit for purpose;• Supplier no longer advertising the product for sale as a Youth Justice CMS, suggesting they may be getting ready to delete the product• Most recent contact from supplier says it expects its clients to made amendments to the systems themselves;• IT no longer able to fully support the products;• Due to outdated technology required to run our current version, other NCC systems are not available for CareDirector users. <p>Going to tender for an alternative is the only way to ensure NCC will be able to meet the statutory requirements of a Youth Offending Team.</p>	

The YJS Board is chaired by Catherine Underwood who has approved this spend.

Other Options Considered and why these were rejected

1. Status Quo: option not recommended as NCC will be:

- a. unable to meet the statutory requirements of a YOT;
- b. unable to comply with ISO27001 Security Standards;
- c. risking an inadequate inspection judgement.

2. Continue with upgrade: option not recommended as NCC will be:

- a. unable to meet the statutory requirements of a YOT;
- b. risking an inadequate inspection judgement.

Reasons why this decision is classified as operational

Directly impacts the operational business of the Youth Justice Service

Additional Information

Finance are supporting this due to the additional in-year funds from the Youth Justice Board.

Procurement have advised that it is not necessary to inform councillors due to low cost and it being an operational cost. EIA, DPIA, CIA and consultation not required also.

Have referred to previous YJS Management Board minutes detailing discussion with Board.

Risks are detailed above and outlined as to why we have gone with the preferred option to mitigate for these risks.

Decision Maker (Name and Job Title)

Catherine Underwood, Corporate Director for People

Scheme of Delegation Reference Number

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Date Decision Taken

07.01.22