

**DERBYSHIRE COUNTY COUNCIL****CABINET****10<sup>th</sup> February 2015****Report of the Acting Strategic Director for Children & Younger Adults****USE OF ELECTRONIC SAFEGUARDING CASE MANAGEMENT SYSTEM INFORMATION IN SCHOOLS – (Children and Young People)****1 Purpose of Report**

To seek Cabinet approval:

- a) to provide Derbyshire schools access to the Council's Electronic Safeguarding Case Management System Information using a databook; and
- b) for the databook to be available for multi-agency partners under specific circumstances.

**2 Information and Analysis****2.1 Background**

Cabinet provided approval to provide access to the Council's Electronic Safeguarding system (Frameworki) to schools in Derbyshire on 3<sup>rd</sup> December 2013. A further update on progress of the first phase of the rollout was provided to Cabinet on 15<sup>th</sup> July 2014.

**2.2 Review of Phase 1**

The 3<sup>rd</sup> December 2013 Cabinet report set out the introduction of the system into schools taking place over two phases. Twelve schools were selected to be part of Phase 1, which lasted from February 2014 to September 2014.

A further report to Cabinet on 15<sup>th</sup> July 2014 provided an update of progress of Phase 1 as follows:

- All 12 schools were trained and provided with a Council-

supported laptop.

- Many schools struggled to navigate the two-factor (2FA) process to log onto the system. Extensive support was provided, with each school being visited at least once, and help provided to overcome technical issues. Further detail was also shared regarding information governance.
- Despite this significant support, average usage of the system remained very low, with 9 of the 12 schools using it at least once over the course of Phase 1. On average, 3 schools accessed the system each month, with the peak use corresponding to the period when each schools was visited to address any outstanding problems. Further detail is provided in Appendix A.

Since the decision was made to roll out the system to schools was made on December 3<sup>rd</sup> 2013, a number of developments have taken place:

- Work to establishing Starting Point – a single point of reference for referrals and advice, which includes a practitioner hotline available 24/7.
- The appointment of the Child Protection Manager for schools.
- The roll-out to schools was originally scheduled to commence in September 2014, but due to a potential clash with the planned upgrade from Frameworki to Mosaic, it was agreed by CAYA SMT to delay the introduction to schools to take place between January and April 2015, to avoid schools being trained on Frameworki, only to need a move to Mosaic in some cases in a number of weeks. However, during November 2014, it became clear that the work to upgrade to Mosaic is more challenging than originally anticipated. Migration work is continuing, and a number of successful migration steps need to be completed before a target date for the Mosaic go live can be proposed.

Given these developments and the low usage of the system during Phase 1, it is worth considering if an alternative proposal may be appropriate.

### **2.3 Revised Proposal**

Infrastructure is currently in place for schools to securely access an attainment/progress databook. This databook allows schools to view the attainment data for their pupils, and 'drill-down' into the report to an individual level. This same infrastructure could be used to provide a very limited view of the social care data for the children in

individual schools.

The proposal would be to provide a Social Care Case Management databook for each school, containing only very high-level indicators for each child. Because the data being shared with schools is of a limited nature, it will not be necessary to insist that access is only through a council managed device and schools can access the information from their own laptops and PCs.

A comparison between the previously agreed arrangement and the revised proposal is shown diagrammatically in Appendix B. The key differences between the two solutions are summarised below:

<b>Criteria</b>	<b>Current Proposal</b>	<b>Databook Option</b>
Cost	£974k over 5 years	£20k backfill
Funding Required from Schools	£625k over 5 years	£0
Information Provided	Full case record	A very limited view of indicators
Cohort Viewable	All records on the system	Limited to school cohort only
Impact on Transfers between schools	No impact - All records can be seen	Will only see children/YP who are registered at their school
Ability to enter information into the system	Schools have permission to enter case notes to justify access	None
Ability to track progress on referrals	Yes	No
Access method	Using a DCC laptop	From any computer
Available anywhere?	Yes, providing it is via DCC laptop	Yes
Audit trail	Detailed audit trail of every record reviewed	Currently no audit trail, but is technically feasible and will be implemented before launch
Maintenance Requirements on Schools	Need to ensure laptop is connected to internet weekly	None
Risk of Data Breach	Full information is provided. Impact of misuse of data is high	Limited set of data provided. Impact of misuse of data is lowered
Governance	Protocol between schools and the Council. Individual agreement	Protocol between schools and the Council.

Criteria	Current Proposal	Databook Option
	signed.	Individual agreement signed.
Training	Half day off-site training for each school	Guidance material provided

This proposal, coupled with the introduction of Starting Point is considered to assist schools in fulfilling their statutory responsibilities as set out in the report to Cabinet on 3<sup>rd</sup> December 2013.

The governance arrangements already established for schools, in order to grant them access will remain in place. These include:

- The signing of a protocol between the Council and each school which sets out responsibilities and actions for misuse
- The signing of an individual agreement between the user and the Council, setting out specific individual responsibilities and expectations

A number of multi-agency partners, have access to Frameworki, or have previously requested access to the system. The databook solution proposed provides an additional option that can be considered when assessing requests for access to systems from Council staff and partners. The same governance arrangements that are already in place for multi-agency users of the Council's Safeguarding Case Management System will remain in operation. These include:

- Establishment of a Data Sharing Agreements, which set out expectations of how the data should be used, including only using the data for its intended purpose
- The signing of an individual agreement between the user and the Council, setting out specific individual responsibilities and expectations

## 2.4 Data Shared

The data shared with schools will be as follows:

Scope:

- Schools should only see data for pupils at their school
- Audit trail required of records viewed
- It may be desirable in the future to extend the social care databook access to other partners

Data available for each child/young person:

- Name
- Date of Birth
- Principal Address
- Indicator if case open or closed
- Subject to Current Child Protection indicator
- Date from when Child Protection applied
- Previous Child Protection indicator
- Date when Previous Child Protection applied
- Looked After Child indicator
- Date when Looked After Child
- Child In Need indicator
- Date when Child In Need
- Current Social Worker Name (or “Starting Point” if case is closed or number not available)
- Current Social Worker Contact Number (or Starting Point Number if case is closed or number not available)
- Caution indicator(s) e.g. information not to be disclosed, or risk of violence
- Domestic Violence (DV) notification indicator
- Date of DV

Other items of data may be introduced over time, as operational changes and requests take place, but the principle of not sharing any significant detail or any Public Services Network (PSN) sourced data will be maintained. An examples of PSN sourced data would be information obtained from Police databases.

There is no technical restriction to prevent schools from printing data from the safeguarding databook, however the governance agreements in place have an expectation that data is not printed from the system. In view of the information that schools already hold on their own systems, the potential for printing is considered a low risk.

## **2.5 Training**

As the databook solution is much simpler than full access to the system, and will follow the same entry route to the attainment databook schools are already familiar with, it is not likely that any additional ‘classroom’ training will be needed. Guidance material will be provided.

## **2.6 Use of the Original Solution**

There may be circumstances where the option previously agreed by

Cabinet on 3<sup>rd</sup> December 2013, to provide full access to schools using a council managed laptop is still appropriate, should a specific and exceptional requirement arise for a particular school. In those circumstances, approval would be required from the Strategic Director for Children and Younger Adults, with the expectation that the individual school would fully fund the one-off and annual costs of providing the laptop and its ongoing support, maintenance, renewal and disposal costs. Before any school is granted access in this manner, the process will be put before the Council's Information Governance Group.

### 3 Financial Considerations

#### 3.1 Comparison of Costs

Cabinet approved the finance arrangements for the project on 3<sup>rd</sup> December 2013, with an update on the expenditure provided to Cabinet on 15<sup>th</sup> July 2014. A financial comparison of the solutions is provided below:

	<b>Current Arrangements (for information only) £</b>	<b>Revised Proposal £</b>
One-off costs:		
Phase 1	8,230	
Full rollout	341,620	20,000
<u>One off total</u>	<u>349,850</u>	<u>20,000</u>
Annual Costs:		
Maintenance, support, funding for replacement and decommissioning	125,000	0
<b>Five Year Total</b>	<b>975,000</b>	<b>20,000</b>

#### 3.2 Funding

Funding of the original one-off costs were agreed to be met from

£350k earmarked from the DSG (Schools Block). Annual charges of £300 to each school were planned to meet the annual costs.

The revised proposal may require backfill for a Management Information Officer for 3-6 months, at an estimated cost of £20,000. It is proposed that this is met from the previously allocated DSG funding.

The revised proposal therefore significantly reduces the impact on the DSG by £330k and also eliminates the annual recharges made to schools.

#### **4 Other Considerations**

In preparing this report the relevance of the following factors has been considered: prevention of crime and disorder, equality of opportunity; human resources, legal, environmental, health, property and transport considerations.

There are no HR considerations within this report.

#### **5 Background Papers**

Held by Andy Callow in CAYA Information and ICT.

#### **6 Key Decision**

No.

#### **7 Call-in**

Is it required that call-in be waived in respect of the decisions proposed in the report?

No

#### **8 OFFICERS' RECOMMENDATION**

To approve:

- a) Derbyshire schools access to the Council's Electronic Safeguarding Case Management System Information using a databook; and
- b) use of the databook by multi-agency partners under specific circumstances.

**Ian Johnson**  
**Acting Strategic Director of Children and Younger Adults**

## Appendix A – Phase 1 Frameworki Usage

A total of 12 schools were trained and given access to FWi:

<b>Phase</b>	<b>No of schools with access</b>	<b>No of schools who accessed FWi</b>
Infant & Nursery	1	1
Junior	2	1
Primary	5	3
Secondary	4	4

Usage commenced March 2014 and access was withdrawn at the end of September 2014. The table below summarises the usage:

<b>Month</b>	<b>Number of Records Accessed</b>	<b>Number of Schools who Accessed FWi</b>
March 2014	3	1
April 2014	15	4
May 2014	14	5
June 2014	25	8*
July 2014	12	5
August 2014	2	2
September 2014	17	4

\* During June, visits to all schools took place to help them resolve any technical issues, so this usage does not represent 'normal' use.

By the end of September 2014 a total of 9 schools had accessed FWi.

## Appendix B – Comparison of Arrangements

