

High-Level Requirements

1.1 There is a business need to ensure that the processes and systems required to support Children's and Adults' Services meet regulatory requirements, are fit-for-purpose and capable of managing critical information. This section of the report captures the key Adults' and Children's Services requirements that have been captured from various workshops and discussions with Practitioners, Group Managers and Commissioning Leads.

General Requirements:

- The system must effectively support LBBD's social care business processes without the need to replicate or store information on local drives or in paper files
- The system must be flexible in adapting to any future business changes
- The core systems and the IT infrastructure should all be robust and reliable
- There needs to be a single point of access to enter and access all data
- Electronic forms for inputting data about a person or family should be well structured and easy to follow
- The system must be as easy to use and intuitive as possible for Practitioners to record data accurately and avoid errors, qualities which would make a system easy to use are:
 - Auto-save functionality
 - Spell checking facility
 - Consistent look and feel – specifically function keys and drop down menus
 - Ability to transfer common data (i.e. siblings details)
 - Advanced search facilities
 - Logical and consistent process navigation
 - Ability to enter keyboard shortcuts
- Full integration with MS Office (Outlook, Word, Excel)
- Compliance with Adults' and Children's legislative requirements (Care Act and Munro Review)
- Database interrogation facility to produce reports and statutory requirements for delivering DoH and DfE returns
- The system must be able to extract all management information reports required to meet internal information requirements
- Comprehensive integrated electronic document management system (or the integration of Anite Information@Work) – clients in the system should be linked to files in the document management system
- Navigation between the system to the electronic data and scanned documents should be seamless and intuitive
- Ability to facilitate approximately 500 users (and more) with full and read-only access to the system
- Browser-based for all component – accessible on Chromebooks via Citrix, and natively via Chrome OS or Internet Explorer
- Capability to allow mobile working (on-line and off-line) to access real time information across a wide range of devices (e.g. tablet PCs and mobile phones)
- Ability to provide an externally-hosted solution

- Financial information system (or integration with Oracle R11/R12) which is seamlessly integrated to the case management system
- Ability to locally customise and configure the system via a simple interface, and without the need for extensive programming and technical skills
- Capability to pull and push information from and to systems via web APIs
- Automated Information sharing/exchange with the systems of other partner organisations, particularly to health systems NHS (N3, CP-IS, RiO)
- Information sharing with other agencies via MASH (Police, voluntary sectors, youth offending and other partners)
- Allow automatic reminder messages to be configured to notify staff of upcoming tasks (e.g. assessments and reviews)
- Single view of a person or family, including all historical records

Children's Services:

- Foster carer payments
- Adherence to the Munro review and Children's and Families Act

Adults' Services:

- Integration with FACE (assessment tool) and RAS calculation
- Adherence with the Care Act (emphasis around individual client needs and their assessment)
- Self-Service Portal to enable Self-Assessment, Self-Planning and Self-Review – potential integration with MyAccount for a seamless single sign-on process
- Ability to view and have access to their account on-line for personal budgeting

- 1.2 If LBBB chooses to replace SWIFT, a more detailed requirements specification will be written up where each requirement will be ranked as essential or desirable.