

CHESHIRE EAST COUNCIL

People Advisory Panel

Date of meeting: 2.03.09

Report of: John Weeks

Title:

PARIS (Social Care) Family of Applications

1.0 Purpose of Report

- To raise awareness of the position regarding PARIS
- To obtain member support for the actions agreed by the People Directorate Management Team
- To alert members to the potential requirement for further investment in Paris required to support existing and future service and government initiatives

2.0 Decision Required

Members are requested to endorse the actions and recommendations as contained in this report.

3.0 Legal Implications

Data protection issues have been addressed through the CCC legal department which supports the LGR disaggregation requirements. No other issues have been identified at this time

4.0 Background and Recommendations

PARIS is the electronic record holding personal and financial information about those in receipt of social care services for both Adults and Children's services. It also includes an application called Home Care Roster which supports the internal home care service provision and the deployment of approximately 1200 Home Care staff.

The proposal post vesting day is that Paris is provided Pan Cheshire supported by appropriate governance arrangements.

Further background details can be found in the appendix 1

The People directorate management team met in January 2009 and considered the report and a range of issues and agreed a number of actions that are summarised in the following recommendations.

5.0 Recommendations

5.1 The identified Cultural issues be addressed as part of the Transformation agenda

PARIS is critical to our success which requires strong leadership from managers from the very top of the organisation to give a clear, firm and consistent message to staff throughout the Directorate that PARIS is the system we have, and the system we shall have for the foreseeable future. This is a key message, together with the essential changes to working practices that are required to make PARIS work and deliver the benefits which it has the potential to deliver.

Staff need to be supported and developed to use modern systems and managers need to deliver a firm and consistent message to staff that we shall be conducting our business through ICT. Any member of staff who declines the embrace in this direction is effectively unfitting themselves to continue working in the Directorate.

This approach is key to the promotion of Flexible and Mobile Working. Staff need to be familiar and comfortable with the ICT needed to support remote and mobile working. Comfort and familiarity will in turn, be positive for the adoption of the attitudes and the behaviour required for the full ownership and implementation of PARIS.

5.2 New Governance Arrangements are put in place to ensure operational and managerial ownership and engagement

The PARIS System is required to support performance, so its governance by Members should be in the context of performance. That will mean that PARIS should be reporting into the relevant Scrutiny Committee(s).

The current governance arrangements are via a PARIS Board which has held responsibility since 2003. With the reorganisation of Cheshire into the two new authorities and as a Pan Cheshire Social Care System it is appropriate to review the terms of reference and membership.

A new group is required as a co-ordinating body to ensure that Cheshire East and Cheshire West and Chester contribute and benefits in proper proportion from the decisions of the PARIS Board.

The governance arrangements need to ensure far greater operational and managerial ownership and engagement. It is essential that the Directorate has consistent participation in the PARIS Board by Senior Managers of the customer services. The PARIS Board should be the forum in which Service Managers contribute timely and appropriate information about the needs of their services in relation to PARIS.

5.3 Further investment in PARIS is endorsed to support the Transformational and Performance agenda.

PARIS is fundamentally a sound system and has the potential to support our overall Transformation agenda including

- The re-design of Adult Social Care
- Specific Children's Services applications
- The Single Assessment Process (SAP)
- Provider Systems

In the wake of the death of Baby P in Haringey, Local Authorities will come under close scrutiny from their regulators in relation to their performance management systems and arrangements. In that context, and generally, it will be essential that we can be assured of the ability of PARIS to deliver a repertoire of appropriate management reports quickly and regularly providing data which will enable managers, as part of their performance management, to drill down to the level of the individual worker.

If this outcome is to be secured, attention will need to be given to setting up the PARIS system to deliver what is needed and for managers of the service to give a clear and coherent statement of the management information and reports which they need.

For further information:

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Background Documents: Appendix 1 - PARIS (Social Care) Family of Applications 19 January 2009

Documents are available for inspection at:

www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_094058