

REPORT TITLE:	LIQUIDLOGIC EYES – DATA MIGRATION
REPORT OF:	DIRECTOR FOR CHILDREN, FAMILIES AND EDUCATION

REPORT SUMMARY

The existing children’s services early years and education system, Capita ONE, is to be decommissioned and replaced by LiquidLogic EYEs.

The purpose of this report is to identify who will carry out the data migration, ensuring existing child-level data is accurately transferred from Capita ONE to LiquidLogic EYEs, ensuring data conflicts are identified and data issues resolved in preparation for EYEs go live in August 2023 and to allow for the safe decommissioning of the existing system.

RECOMMENDATION/S

The Director for Children, Families and Education is recommended to approve the appointment of ICT Revolutions to lead on the data migration of early years and education data from Capita ONE to LiquidLogic EYEs.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 ICT Revolutions come highly recommended by LiquidLogic. They have a vast amount of experience migrating data from Capita ONE to LiquidLogic EYEs.
- 1.2 ICT Revolutions are already known to Wirral Council. They successfully completed Wirral's adults and children's social care data migration back in 2014 when the Council moved from SWIFT to LiquidLogic.
- 1.3 Wirral Council approached other Local Authorities such as Manchester City Council and Wakefield Council who had appointed ICT Revolutions to complete their data migration from Capita ONE to LiquidLogic EYEs and they came highly recommended.
- 1.4 Other than LiquidLogic, ICT Revolutions are the only other company who have successfully completed data migrations from Capita ONE to LiquidLogic EYEs to an exceptionally high standard. They are the only contractor LiquidLogic recommend to lead on data migrations.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 Utilisation of the current workforce, exploring existing technical skills and knowledge of data migration. Unfortunately, there is a lack of experience within our current workforce for leading a data migration of this scale. Those who possess the technical ability would still be required to undertake a significant amount of training to undertake a full data migration. It would require a team of people to complete this exercise and existing Council staff could not afford to step away from their current work and commitments for a period of 12 months to complete the full data migration.
- 2.2 LiquidLogic have specialist data migrators within their workforce who can help with data migration but unfortunately none are available at present and have limited availability over the next 12 months. LiquidLogic have recommended a sub-contractor they regularly use, ICT Revolutions, who have a vast amount of experience migrating data from Capita ONE to LiquidLogic EYEs.

3.0 BACKGROUND INFORMATION

- 3.1 In 2020 the Investment and Change Board approved a capital bid of £947,000 to replace children's services existing early years and education system, Capita ONE, with the LiquidLogic EYEs alternative. This was also approved by Full Council in December 2020.
- 3.2 The planned go live date for LiquidLogic EYEs is August 2023, at which point Capita ONE would be decommissioned.
- 3.3 Children's services already record all social care and early help activity in LiquidLogic. By bringing in early years and education data (including SEND) it will bring major benefits. Some of which include:

- Improved visibility of information across one system will ensure that decisions are taken with access to all relevant information. In doing so it will provide an overview of the child and family's journey and bring all elements of education management in line with early help and social care. It will reduce the risk of decisions being taken without access to all relevant information.
- Automated sharing of information across the system will streamline data collection and processing activity. (Subject to relevant GDPR principles)
- Insight reports will be able to join data across the various domains and provide a richer intelligence base to make decisions and monitor service delivery.
- Service improvements will be delivered through streamlined business processes. This will improve productivity and reduce the risk of tasks being 'missed' through the use of several separate systems.
- There will be a reduction in the risk of errors through the removal of the need to maintain two separate information systems that are not automatically synchronised.
- Partnership working will be enhanced through the provision of a consolidated interface with partner agencies, reducing the risk of information loss and improving perception of the quality of the service provided.
- The IT infrastructure will be significantly reduced, and the support arrangements streamlined.
- Reduction in annual support and maintenance cost of approx. £80k once EYEs is implemented

3.4 A second capital bid was submitted and approved in February 2022 for additional resource to support the implementation of LiquidLogic EYEs. This would include data cleansing, data migration and report writers.

3.5 As detailed in section 2.0 above, there were several options considered in relation to who would undertake the complex data migration exercise. Due to a lack of internal skills and experience, and the unavailability of LiquidLogic specialist data migrators, the only remaining option was to further explore the use of a recommended sub-contractor.

4.0 FINANCIAL IMPLICATIONS

4.1 A total of £1.6mil capital funding has been approved to implement LiquidLogic EYEs. A breakdown of the costs is as follows:

£947k – purchase cost of LiquidLogic EYEs

£297k – ICT Revolutions to complete the data migration

£356k – appoint data cleansers, report writers and backfill of posts

5.0 LEGAL IMPLICATIONS

5.1 Legal services to be consulted on the contract drawn up between Wirral Borough Council to ensure legal compliance.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

6.1 An internal project team to implement LiquidLogic EYEs has been established who will lead on project management, testing, training, ICT infrastructure and system configuration.

6.2 The appointment of ICT Revolutions to complete the data migration will be funded by capital at a cost of £297,000. There will be two dedicated data migrators and a project manager to oversee the work.

7.0 RELEVANT RISKS

7.1 Without bringing in specialist, data migration expertise, the project is at risk of:

- Not meeting the August 2023 go live date
- Not delivering the benefits as outlined in 3.3 above
- Incurring additional costs for dual running of two systems (both Capita ONE and LiquidLogic EYEs)
- Breaching GDPR and data retention laws

7.2 The implementation of EYEs will also support the delivery of our Written Statement of Action and some of the improvement activity planned such as linking SEND records to social care and NHS records and improved performance monitoring.

If EYEs was delayed, the Council could be subject to further external intervention from central government which could be detrimental to the local authority and its reputation.

8.0 ENGAGEMENT/CONSULTATION

8.1 As part of the scoping exercise, views were sought from other local authorities who had used ICT Revolutions to complete their data migration from Capita ONE to LiquidLogic EYEs.

9.0 EQUALITY IMPLICATIONS

9.1 Wirral Council has a legal requirement to make sure its policies, and the way it carries out its work, do not discriminate against anyone. An Equality Impact Assessment is a tool to help council services identify steps they can take to ensure equality for anyone who might be affected by a particular policy, decision, or activity. There are no equality issues arising from this report.

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

10.1 There are no environmental or climate implications generated by the recommendations in this report.

11.0 COMMUNITY WEALTH IMPLICATIONS

11.1 Children’s Services generally impacts positively on community wealth through commissioning arrangements of local providers to support and improve the lives of some of our most vulnerable residents.

Parents benefit from early years funding for their children from the age of two. Parents and schools can also benefit from additional funding for those pupils who are eligible for free school meals.

We monitor the number of young people in employment, education or training. Those young people in employment will receive a paid salary whilst some of those in training, such as apprenticeships, will receive a reduced salary whilst they are studying.

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BACKGROUND PAPERS

EYEs Business Case

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
EYEs Business Case Policy & Resources Committee	11 th November 2020
EYEs Business Case Full Council	7 th December 2020
EYEs Business Case for additional resource Full Council	28 th February 2022