

Request for Information

Title

Children's Services Integrated IT System

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The Request for Information Documents can be made available in other formats. For further information please submit your request through the messaging facility on the Supplying the South West e-Tendering Portal

1 Information

The purpose of this Request for Information is to identify from suppliers what the capability, capacity, and appetite is in the market for setting up and implementing an Integrated IT System for Children's Services in Torbay Council as well as the overall feasibility of the project.

To assist suppliers in responding to this Request for Information, please see the High Level Specification below.

The responses provided will help form a specification if we undertake a procurement process in the future.

2 High Level Specification

Background Information

Torbay Children's Services currently face substantial challenges due to the utilisation of disparate management information systems across Social Care, Early Help, and Education Services. This fragmentation results in inefficiencies, redundant data entry, and difficulties in holistic service provision, ultimately impeding the smooth delivery of comprehensive support to children and families.

Aims of the Requirement

Consolidate existing systems, enabling improved tools and information for better decision-making and support.

Implement the new system with a phased approach, ensuring minimal disruption to ongoing support work and optimising value for money.

Foster active collaboration and engagement with users throughout the implementation process to ensure seamless adoption and transition.

Prioritise the continuous monitoring of progress against predefined success measures, focusing on achieving improved outcomes for children and long-term cost efficiencies for the service.

Management and Recording System processes to be consolidated include:

Children's Services Management Information System

- Children's Social Care and Early Help
 - All aspects of case management, including the ability for referrals to be received via a portal.
 - MASH referrals
 - Single Assessment
 - Children in Need
 - Child Protection
 - Cared for Children
 - IROs
 - Fostering and Adoption
 - Care Experienced
 - Statutory Returns
 - Supporting Families pathway
 - Early Help
 - Education Services, including:
 - SEND – all aspects of the EHCP assessment process through to reviews, case management, AP and SEN2 statutory census.
 - Vulnerable Pupils
 - Covering Attendance, Exclusions, Penalty notices (including schools portal), Children Missing Education, Elective Home Education, Part Time Timetables and case management features for the Vulnerable Pupils Service.
 - Attainment import and analysis
 - Virtual School including extended duties management.
 - Home to School Transport
 - Applications Portal, Route Planning, Case Management.
 - Admissions
 - Admissions Portal, managing moves, moves in/out of area, catchment calculation, primary to secondary transfer.
 - Grants and Benefits
 - FSM, Pupil Premium, EY Childcare Funding eligibility
 - Portage
 - Advisory Teachers
 - Educational Psychology.
 - Early Years education
 - Headcount/census, funding application
 - Family Hubs (Children's Centres)
 - SENDIASS Service
 - Ability to import data from Schools Management Information Systems to enable effective data collection.
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- The ability to create and run reports for all of the above and integrate with data visualisation products, preferably Power BI.

Other Information for Consideration

The expectation is that the Integrated IT System would be in the 'live environment' stage by 01 October 2026 following a potential contract award on 01 April 2025.

3 Responding to the Request for Information

Suppliers are required to complete and return Appendix B Request for Information.

Request for Information forms must be returned through the messaging facility on the ProContract e-tendering portal (www.supplyingthesouthwest.org.uk) or by email to commercial.services@torbay.gov.uk by 12:00 Noon on 03 June 2024.