Information, Advice and Assistance Service – Draft Development Plan

This development plan addresses the "Information" elements of the IAA requirements established by the Social Services and Wellbeing (Wales) Act 2014

Objective	Task	Lead Officer	Timescale	Resources	Status
Establish fit for purpose Software Platform	Assess the existing FIS to ensure the software platform is fit for purpose	Kayleigh Giles/Jonathan Lewis	May 2016	No additional financial resource	Work Complete – analysis shows that about two thirds of contact to FIS is from mobile devices. The software platform needs to be updated to reflect the changing pattern of system usage.
	Scope the redevelopment work with Council ICT Service	Kayleigh Giles/Jonathan Lewis	August 2016	ICT resources	Initial discussions with ICT Head of Service have taken place FIS network has been asked to express interest in taking Dewis as the platform for FIS moving forward. Group to review Dewis to ensure recommendation to modernise platform is best course of action
	Arrange presentation of Dewis software platform to inform modernisation of existing FIS	Jonathan Lewis	June 2016	No additional financial resources	Presentation held. Follow up meeting of working group on 7th July to develop advice on best course of action for modernising software platform
	Appraise options for modernising software platform	Jonathan Lewis, Kayleigh Giles, Ian Davies, Neil Thomas	July 2016	No additional financial resources	Follow up meeting held. Conclusion reached that IAA best developed from existing FIS platform with development of Dewis to be kept under review
	Present recommendations for modernising software platform to Social Services and Education chief officers	Neil Thomas, Karen Jones	July 2016	No additional financial resources	Presentation on proposed way forward held and approval given to bring forward formal proposals for consideration by the SSHH Cabinet Board

Migrate all relevant Information into one system	Transfer information held in the Gateway Team on spreadsheets into FIS	Rhian Johns, Kayleigh Giles, Tina Wilcox, Jonathan Lewis	June 2016	Additional human resources identified from corporate web team	Completed
	Review information held in Info Engine and plan transfer of relevant data into FIS	Helen Evans, Rhian Johns	September 2016	Additional human resources identified from corporate web team and CVS	Open
	Establish how FIS and 111 will operate together	Karen Jones, Neil Thomas, Andy Griffiths, Sarah Waite	September 2016	No additional financial resources	Open
	Transfer information gathered by welfare reform group into FIS	Helen Stokes, Jonathan Lewis, Rhian Johns	October 2016	No additional financial resources	Open
Promote the system to stakeholders	Review existing "brand" to ensure it is fit for purpose	Liam Hedges	June 2016	No additional financial resources	Initial research undertaken. Once Cabinet Board approval to plan is agreed, final proposals can be developed for further consideration by elected Members.
	Identify stakeholders who have an interest in the system	Liam Hedges, Lynne Doyle	June 2016	No additional financial resources	Completed
	Prepare briefing/communications plan to promote the system	Liam Hedges, Lynne Doyle	June 2016	No additional financial resources	Plan completed

	Agree initial tactics whilst decision on software platform and branding is under consideration. Use existing FIS materials to promote the existing system	Liam Hedges, Lynne Doyle, Kayleigh Giles	July 2016	FIS leaflets and planned promotional activities to be supported by the Group and to feed into briefings being delivered regarding the "Act"	In progress
	Initiate wider promotional campaign once software platform and long term branding has been agreed	Liam Hedges, Lynne Doyle, Kayleigh Giles	September 2016	To be confirmed	Open
Ensure the governance arrangements for the system are fit for purpose	Neil Thomas to take over leadership of the development work at the end of summer 2016	Neil Thomas, Karen Jones	September 2016	None	Open
	Ensure "ownership" of the data sources is clearly identified and the procedures for maintaining and updating the information are fit for purpose. To include consideration of the role of Local Area Co-ordinators and Community Connectors	Neil Thomas, Kayleigh Giles, Sarah Waite, David Harding, Mike Potts	October 2016	None	Open
	Establish systems to	Neil Thomas	October	None	Open

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	Make IAA a requirement in grant agreements and service contracts	Karen Jones, Angela Thomas	December 2016	None	Grant agreements with third sector have been amended. Amendments to service contracts to be completed.
Ensure the performance of the system is visible	Develop proposals for a suite of management and performance information that will support accountability and ongoing continuous improvement of the system	Jonathan Lewis, Kayleigh Giles, David Harding, Mike Potts	September 2016	None	Initial data has been presented to the working group to exemplify the type of analysis that is possible by using data analytics. Firm proposals to be worked up by early autumn. No statutory requirements in place for this element of IAA at present.
	Agree how required management and performance information will be reported and establish those arrangements	Neil Thomas	October 2016	None	Open

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