



Reference: RFI 1802062

Request:

Prior to the implementation of North Tyneside Council's most recent finance system for Adult Social Care, did council management responsible for the project's delivery list their criteria for failure?

No – there was no list of 'criteria for failure'

If yes, what were these criteria, and have they been met? n/a

If no, what method of measuring the success or failure of the project's delivery has been used?

Project governance was through a Programme Board which includes senior managers from social care, finance and ICT as well as internal audit. The Board received regular progress reports including milestones met within budget and within target timescales. Any risks and issues were also reported to the Board.

The system will provide both Adults' and Children's social care with a platform to record all contracted providers, make payments and recover client income. In addition the system also provides modules to record the performance management of all contracts ensuring that value for money and quality is being evidenced. Moving to this platform which is fully integrated with the services case management system will offer the opportunity to automate many current manual time consuming processes which will bring efficiencies in terms of staffing resource whilst reducing the risk of manual input errors.

If applicable, have these alternative methods of measuring the project's success been met?

Yes – in terms of the implementation project. The system went live on target and within the budget envelope for the project.

Benefits realisation will be assessed over the longer term, but thus far there are no significant concerns.