



DEVELOPMENT OF DATABASE

JANUARY 2017

Background

Parenting NI Family Support Service delivers direct client services that focus on supporting parenting to ensure families; children and young people all have the best outcomes possible. The freephone Helpline and Face to Face / Counselling service provides confidential support and guidance in dealing with family issues. Parenting Education provides parenting education programmes and resources to parents and practitioners.

The Brief

In 2012 Parenting NI moved from a mainly paper based recording system to a database with the ability to:

- Provide a web-based application that will allow the service delivery staff to log and collate information
- The system would automatically generate action points for supervisors
- Automatically generate predefined reports
- Data will be securely encrypted and backed up to allow redundancy and security in the system
- Allow users to check the availability of appointments for clients in the 11 outreach locations, book an appointment and confirm attendance
- Users can check client history
- Client history reports can be generated
- Provide a user friendly paperless database management system
- Increase security
- Increase users
- Provide a user audit trail
- Enhanced reporting function including graphic reporting

The external information systems company who initially designed the current system in 2013 have been monitoring the needs in relation to the system and applying tweaks and additional work as required within the present system's capacity.

The New System

Along with the requirements of the current database the new system should have the ability to do the following:

General / Client Lists

- Have the capacity to import the list of current client details onto the new system
- Be a bespoke system and not an adaptation of an existing database
- Have the ability to spell-check all personal details and activity records
- Hold contact details for clients, professionals and practitioners
- Allow to search for a client by first name, surname, address or client reference number
- Record all communication with clients and professionals
- Ability to click on a client, in any area of the database and see all activities/services that they have engaged in
- Detail venue lists, booked programmes and programme details
- Booked programmes should update from waiting list automatically if further places are made available
- Allow for activities to be allocated to specific projects e.g. helpline, education, counselling
- An ability to link professional activities to clients and be able to filter this also. So, for example, referral forms or calls to a professional could be “assigned” to a client. Then in the professional activity record they can be filtered to show at a glance the interactions relating to which client
- Ability to log sharing of information, when permission has been granted, when letters have been sent or any correspondence
- Allow for generated letters to be edited or exported to Word for editing
- Section to record feedback from clients (this could be emails or letters etc) but this could be logged onto the system and also generated into a report that is filtered by date/area/gender etc and can be used by those in marketing department
- Additional permissions questions e.g. do we have permission to contact you for marketing questions to be added and edited by anyone who has access to the database. This will mean that if any client at any time wants to be removed from a mailing list or contact list this can be done swiftly and efficiently

General Reporting

- Robust reporting features to be able to break down:
 - Number of clients in each department/project
 - Break down by gender, address, Trust area, age, marital status, number of children, kinship care, foster care etc
 - Report on what issues are reported to which department/project
- Have the ability to allocate a funder code to group programmes for outcomes
- Allow for including outcomes monitoring for a variety of programmes and have the ability to match programmes and outcomes measures
- Allow for monitoring / inclusion of CORE Net or other externally validated tool
- Include facilitator evaluation records and attendance registers

Helpline Reporting

- Report on number of helpline calls taken per day/month /time etc
- Report to generate activities logged by each helpline staff member (for management purposes)
- A way for Supervisor to see if any helpline worker has notes outstanding/still in draft
- Missing trust report to be extended to others e.g. missing address, missing permissions questions etc

Counselling Reporting

- Number of clients (per month/quarter/year)
- Number of activities per client (per month/quarter/year)
- Number of male/female clients/by Trust area etc
- Ability to filter to show which services/projects clients are/were engaged in (e.g. TIS/Families Together/WOE/HL)
- Number of appointments – overall and by venue/counsellor (per month/quarter/year)
- Number or attended/DNA/Cancelled by Staff/Cancelled by Client/Unavailable and reason for slot not being available (per month/quarter/year)
- The ability to see the number of available appointments in each venue/day

Education Reporting

- Total number of programmes in given time frame
- Total number of clients per Trust area/town/county etc

- Total number/percentage of all clients booked onto a programme
- Total number programme attendees/percentage attendance
- Breakdown by gender

Debrief/ Quality Monitoring

- The ability to Quality Monitor from activity record
- A visible and effective way to “red flag” things like concerns or health and safety issues
- A debrief section on the database for Supervisor to comment on any actions
- A way to flag up safeguarding/risk/need for support guidance from supervisor

Individual service layout

- Develop a simpler way of recording notes
- Venues that can be ‘hidden’ if not in use
- A clearer way of seeing each day/venue/time

Tendering/Quotation

Over the past four years the organisation has grown and developed to the point where we need a new data system that can collate combined data from all projects within the organisation and produce comprehensive reports and variables on all services provided.

The existing Parenting NI system is written in the .Net version 4 Framework and since January 2016 Microsoft have ceased support for this framework so there are primary implications to this existing system, in that new security threats that come to light with regards to the underlying platform will not be fixed which will cause unacceptable risk to the security of the Parenting NI data.

Parenting NI therefore wish to commission an external agency to devise, develop and implement a sophisticated system of recording and reporting client data which will be effective, efficient and fit for purpose in ensuring all variants in relation to gender, area, ethnicity, referral agents, Trust area, issues etc can all be reported on when required.

Parenting NI proposes the following options:

Option One

1. Commission a system upgrade to the new 4.61 framework – this will require a new server to host the system and also re-write and add additional requirements to existing system to enable all new requirements to be added.

Option Two

2. Re-write the system in a completely new open source framework – using the existing system as guidance for a new version of the system, reducing developmental cost.

Option Three

3. Migrate current system to a Software As A Service model that can be funded via a monthly subscription cost that will also include updates to the system on a regular basis within the monthly cost.

As we are a Charity who solely relies on funding to allow us to proceed with these plans, it would be Parenting NI's desire that the following process and implementation would be the preferred option *: As we already have a system in place this has been used as guidance for the specification detailed to build a new version.

****Being able to migrate the existing system into a new Service Model and re-develop the system over a period of time covered by a monthly service/subscription cost.***