

Mid Year Review 2016/17 – 2020/21

Directorate: People

Service/Service Area: Adult Care First Payment System

1. Description of Service

The Care First computer system is currently used to administer adult social care assessments and care packages. In particular it is used to record new care packages or changes to existing care packages. The system is used by about 4,000 staff and holds information about more than 25,000 people where the Directorate for People are currently involved. It manages in excess of 20 million payment and 5 million income financial transactions per annum.

2. Proposed changes

Cabinet agreed in March to invest in replacing the Care First system in order to improve the recording and management of information about packages of care and related transactions. Ahead of this major change, existing arrangements for recording and actioning new and revised care packages will be reviewed in order to ensure that these changes are undertaken more efficiently and in accordance with existing council policy and procedures.

Care First was designed as a care management and payment system and has served the council well over the last 15 years. It is however an increasingly old and complex system. Whereas much of workforce has experience of more intuitive IT systems, the repeated data entry points in the Care First system create elements where case activity and costs are not always accurately reconciled. Detailed work on this and existing work to renew the operational and finance data with operations form the basis of this proposed saving.

3. Level of savings expected from the proposal

	2016/17 £000	2017/18 £000	2018/19 £000	2019/20 £000	2020/21 £000
Gross saving	100	500	500	500	500
Less revenue implementation costs					
Net saving	100	500	500	500	500
Less saving already shown within LTFP					
New saving generated	100	500	500	500	500

4. How will these savings/budget reductions be made?

Opportunities for service improvement are constantly being identified and this process will continue. To complement this process a systematic data audit will be undertaken to identify further opportunity for efficiency.

An initial scoping study will be undertaken to identify any immediate savings and scope a broader review. This is likely to take up to four weeks. As part of stage two of the project work will be undertaken to better align the Care First computer system with the Council's financial and income collection computer systems

Savings will be delivered by applying existing council policy and procedures more effectively.

5. Head Count/FTE implications

There will be no headcount reductions as a result of these proposals

6. Implications of the proposal on Service Users

This is an administrative review and there will be very limited direct impact on service users. Where changes to the cost of service packages take place then the consequences of these on service users will be applied in accordance with the Council's existing policies and procedures for income and charging.

7. Implications of the proposal on Outcomes

These proposals should have no direct effect on social care or personal outcomes.

8. EIA No & date of assessment

An equality impact assessment will be completed as part of the initial scoping exercise.

9. Implementation Plan

September 2016: Initial scoping study and business case

Oct-Dec 16: Implementation of high impact recommendations

January 17: Phase 1 Review

February – Sep 17: Phase 2 – Alignment of Care First records with Council Financial and Income systems

10. Sign Off

Service Director	Comments Signature Date
Directorate Finance	Comments Signature Date