

KENT COUNTY COUNCIL – RECORD OF DECISION

DECISION TAKEN BY:

Cabinet Member for Adult Social Care and Public Health

DECISION NO:

20/00066

For publication**Key decision**

Affects more than 2 Electoral Divisions and expenditure of more than £1m

Subject: ADULT SOCIAL CARE DIGITAL IMPLEMENTATION SUPPORT SERVICES**Decision:** As Cabinet Member for Adult Social Care and Public Health, I agree to:

- a) **AWARD** a contract to the successful company as detailed in the exempt recommendation report, identified by a competitive procurement procedure, to provide digital implementation support services, and
- b) **DELEGATE** authority to the Corporate Director of Adult Social Care and Health to take relevant actions, including but not limited to finalising the terms of and entering into required contracts or other legal agreements, as necessary to implement the decision.

Reason(s) for decision: Following the implementation of the new Adult Social Care and Health (ASCH) case management system, Mosaic, in 2019, ASCH has been seeking ways to make improvements its functionality. The next phase of Mosaic implementation includes the following workstreams:

- a) Payments and Charging
- b) Mosaic Citizen and Professional portal
- c) Operational Business Processes
- d) Data Quality

To implement these workstreams a year 1 investment of between £770,000 and £939,000 will be required.

The main benefits what will be achieved through the implementation of the programme and improvements to the functionality of the system will be to introduce consistency and more efficient processes across the directorate; release capacity within the Adult Social Care and Health teams to create efficiencies and to improve the user experience (for staff, public and providers)

This Digital Implementation contract will be let through the G-Cloud 11 Framework.

Financial Implications

A year one investment of between £770,000 to £939,000 is required to fund external and internal resource, solution investment and system maintenance costs. There will also be an ongoing annual system maintenance cost of £31,000 for the Portals. Note: these costs are in addition to the current Mosaic costs.

Type of Investment	Cost
External Resource	£630,000 - £782,500
Internal Resource	£79,000 – £95,000
Tool/ Solution – <i>Citizen and Professional Portal</i>	Approximately £30,000
Annual Ongoing System Support Costs	£31,824

Legal Implications:

This technology will assist in freeing capacity in our workforce, whilst maintaining support in a new way to our existing service users. The use of this technology supports Care Act 2014 compliance in driving person centred practice where our service users can be self-determining.

As outlined above, this contract will be let using the G-Cloud 11 Framework standard contract

Equality Implications:

An Equality Impact Assessment has been undertaken to ensure potential negative impact on protected characteristics can be minimised. Analysis suggests that there is a low risk of negative impact, particularly around digital inclusion, to the following protected characteristic groups - age, disability, gender and race.

Cabinet Committee recommendations and other consultation: The proposed decision was discussed at the Adult Social Care Cabinet Committee on 14 July 2020 and the recommendations were endorsed.

Any alternatives considered:

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer: None