

Corporate Director Adult Social Care Report	
Reason for Report	As part of the Actions proposed in the Budget Monitoring Report to Cabinet on 11 September 2019, the Corporate Director Adult Social Care was “requested to set out in the 2019/20 Budget Monitoring Report for second quarter the steps being taken to ensure the integrity of the data within the MOSAIC Case Management System. This report to include the progress made in developing the functionality of the MOSAIC system in order that payments and billing are automated and robust financial forecasts can be generated.”
Summary of Issues and Actions Taken	<p>The Service Director Adult Social Care Services has chaired an officer group which has overseen the implementation of the full functionality of the financial modules of the MOSAIC IT System for Adult Social Services. The officer group included key staff in the MOSAIC implementation Team; officers from the relevant Adult Social Care finance teams and from the Corporate Accountancy Team.</p> <p>Regular automated cycles have been established for payments to providers and for the billing of residents who make contributions to the costs of their adult social care and support packages.</p> <p>This has enabled the production of comprehensive data on expenditure and income for the first half year reporting on the adult social care budget.</p> <p>Considerable work has been undertaken to ensure the data integrity of packages of care as recorded on the MOSAIC system, particularly for the Christchurch area where the data transfer process from Dorset County Council meant that the data accuracy of a 100 packages of care have needed to be verified by managers prior to the packages being re-inputted on to the MOSAIC system. The MOSAIC team is also continuing to ensure that all coding on the MOSAIC system is accurate and in line with BCP Council budget accounting practice.</p> <p>The way in which the interface between the MOSAIC system and the Council’s payment system, Oracle FUSION, currently works does not produce data which facilitates the interrogation and reconciliation of payments made to providers for the package of care. This means that accountants are either not able to complete the level of interrogation which they would normally undertake or that analysis and interrogation has become very time-consuming. Options are being investigated so that the interface will in future work in such a way as to produce aggregated data which will facilitate timely interrogation and reconciliation of payments made on individual packages and to providers.</p> <p>At half-year, there is a reported under-recovery of client income of £1.4 million against the budgeted sum for income. £400,000 of the sum relates to Christchurch residents with budgets (including income) set in line with disaggregated budgets based on information from the previous Dorset County Council. In 2019/20, the expenditure on care and support is lower than the disaggregated figure by £1.5 million so it is to be expected that income will also be significantly lower than the budget for Christchurch. At half year, income is in line with the budget for residents from the former Borough of Poole.</p> <p>Implementation of the MOSAIC system inevitably caused delays in billing</p>

	<p>for Bournemouth clients just prior to Local Government Re-organisation and for Christchurch residents in the Spring. Work is continuing to ensure that income is recovered as relevant from clients and to ensure that financial assessments are consistently undertaken in a timely way.</p> <p>There can also be variations in income which are dependent on the income levels of clients receiving services any given time and budget monitoring over time will enable these trends to be assessed.</p> <p>The Corporate Director Adult Social Care will report on the progress of this work in the Cabinet Budget Monitoring Report for Quarter 3.</p>
Next Steps	<ol style="list-style-type: none"> 1. MOSAIC team will complete the programme of work to ensure all coding and data quality issues have been addressed on MOSAIC by end of Quarter 3 2. Options will be developed to enable the production of financial data from the MOSAIC and ORACLE fusion systems which will facilitate timely interrogation and reconciliation of payments to providers and packages of care. 3. The Corporate Director for Adult Social Care will report on the continued work on income recovery in the Quarter 3 Cabinet Monitoring Report.