



Social Care Finance System Implementation

ESTABLISHED

2016

REFERRALS

100
%

WORD OF
MOUTH

SECTOR
EXPERIENCE

200+

YEARS
COMBINED

CERTIFIED

CE+

CYBER ESSENTIALS



CONTENTS

PART A: SERVICE-SPECIFIC

- [A1 Service Summary](#)
- [A2 Features](#)
- [A3 Benefits](#)
- [A4 Platform Expertise](#)
- [A5 Case Study](#)

PART B: COMPANY STANDARDS

- [B1 About BetterGov](#)
- [B2 Delivery Approach](#)
- [B3 Service Management](#)
- [B4 Security & Compliance](#)
- [B5 AI & Automation](#)
- [B6 Service Levels](#)
- [B7 Onboarding & Exit](#)
- [B8 Customer Responsibilities](#)
- [B9 Technical Requirements](#)
- [B10 Training](#)
- [B11 Social Value](#)
- [B12 Reporting & KPIs](#)
- [B13 Pricing](#)
- [B14 Ordering & Invoicing](#)
- [B15 Business Continuity](#)
- [B16 Data Protection](#)
- [B17 Accessibility](#)
- [B18 Contact Us](#)

PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

Social Care Finance System Implementation

Service Description

We make social care finance work. Not the theoretical 'should work' of vendor demonstrations, but the practical reality of provider payments hitting bank accounts, financial assessments calculating correctly, and finance teams having the information they need without manual workarounds ContrOCC, Mosaic Finance, Provider Portal, provider payments, financial assessments, Direct Payments - the complex financial machinery that underpins adult social care.

Our **consultants understand both the social care context and the finance requirements** charging policies under Care Act 2014, deferred payments with interest calculations, provider rate negotiations, and the endless reconciliations between care systems and corporate ledgers – delivering complete programmes across Adults, Children's, and Education services from procurement and options appraisal through data migration, business process configuration, finance implementation, AP and AR interfaces, portal deployment, and statutory reporting to training, Early Life Support, and long-term Aftercare.

When Redbridge implemented ContrOCC, we configured every rate, every provider, every payment workflow. We connect social care to corporate finance - Oracle AP at Kent, GL interfaces at Perth and Kinross - because providers need paying accurately and on time. Whether you need a new implementation, a system upgrade, Provider Portal deployment, emonitoring integration, or a rescue programme for a project that has failed under another supplier, we have the expertise and track record to deliver.

From Kent County Council's major overhaul of the Mosaic finance module, implementing Provider Portal and generating significant efficiencies for a system responsible for paying in excess of £250m per annum, to rescuing stalled finance implementations and getting providers paid accurately, we deliver where others cannot.

G-Cloud Classification

CATEGORY	DETAIL
G-Cloud Lot	Lot 3: Cloud Support
Service Category	Sector-Specific: Social Care (F-208-000-000)
Framework Reference	RM1557.15

Scope Boundaries

This service includes:

This service includes:

Finance Transformation Programmes: Full finance module implementation for Adults and Children's Social Care - business analysis, process design, system configuration, testing, training, and go-live. Platforms: ContrOCC, Mosaic Finance, Provider Portal.

Common workstreams include:

- Adults Finance: residential, nursing, homecare, supported living, day services, Shared Lives, Direct Payments, financial assessments, charging, deferred payments

- Children's Finance: fostering, adoption, residential placements, semi-independent, Section 17/20, Special Guardianship, care leavers
- Provider Payments: rate configuration, BACS generation, remittance, reconciliation
- Client Billing: charge calculations, invoicing, remittances, debt management, income collection
- Corporate Finance Integration: AP/AR interfaces (Oracle, SAP, Unit4), GL postings, bank reconciliation
- Provider Portal & e-monitoring: portal deployment, provider onboarding, actuals submission, e-monitoring integration

Managed Services: Ongoing support for Social Care Finance functions, annual price uplifts, financial assessment parameter updates

Commissioning Support: Provider contractual renegotiations, rate reviews, framework agreements

Rescue & Recovery: Stabilisation of failing finance implementations, health checks, remediation

This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.

A2 FEATURES

Key capabilities that differentiate this service:

Social Care Finance Specialists

Our consultants have configured and implemented social care finance modules across 30+ local authorities. We understand the complexity of provider payments - uplifts, retrospective adjustments, split funding, one-off payments, everything that falls outside the 'standard' workflow. From placement configuration to payment runs, from rate negotiations to BACS generation, we've delivered it. Redbridge, Greenwich, Perth and Kinross, Westminster, Kent, Lancashire - councils trust us because we understand both social care and finance.

Social Care Finance Transformation

End-to-end provider payments that actually work. Provider Portal implementations enabling self-service - providers submit actuals, view payments, manage queries without phone calls. Greenwich: 500+ provider rate configurations. Sunderland: 289 providers across 8 service areas. The result: improved provider experience, decreased payment lead times, processing efficiencies for commissioning and finance teams. BACS generation, remittance advice, reconciliation - providers paid correctly, on time, with proper audit trails.

Scale When Required

Kent: £1M+, 1,200 practitioners, 7 years, £250m flowing through the finance system annually. That's the scale we can operate at when needed. But equally, States of Jersey: tailored support for smaller sites where complexity still matters. Complex multi-workstream finance transformation or focused single-module implementation - we have the depth and flexibility for both.

Corporate Finance Integration

We bridge the gap between social care and corporate finance. Oracle AP at Kent - payments flowing automatically to providers. AR interfaces for client billing and income collection. GL interfaces at Perth and Kinross. SAP, Unit4, Dynamics connectivity. Real-time or batch, depending on your architecture. Finance teams shouldn't be manually rekeying data between systems.

Financial Assessment Expertise

Care Act 2014 compliant financial assessments configured correctly. Means testing, capital assessment, tariff income calculations. Charging policies that reflect your local decisions. Deferred payments with interest calculations. Direct Payments setup, monitoring, and reconciliation. Annual price uplifts and financial assessment parameter updates. Finance and Benefits teams who can actually use the system without spreadsheet workarounds.

Honest Assessment

When finance modules aren't working, we tell you why and what to fix. Lambeth: 79-page health check, 28 recommendations - not a glossy slide deck but a thorough analysis of what's broken.

A3

BENEFITS

2,000+
EFFICIENCY

Finance and Benefits teams, commissioning officers, brokerage teams, corporate finance now using systems we implemented. Real people processing real payments for vulnerable adults and children.

7+ YEARS
SAVINGS

Kent: 7 years and still extending. Waltham Forest: 7 years continuous partnership. Lancashire: 39 months. Long relationships built on delivery, not promises.

100%
SATISFACTION

All our work comes through referral and reputation. We don't cold call, we don't bid competitively against incumbents. Councils find us because other councils recommend us.

A4

PLATFORM EXPERTISE

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
Mosaic Finance & ContrOCC	Expert	Kent, Waltham Forest, Perth and Kinross, Redbridge, Greenwich (Mosaic). Lancashire, Redbridge, Torbay, Croydon (ContrOCC). Financial assessments, charging, Direct Payments, GL interfaces, rates, placements, payment workflows.
Provider Portal & Emonitoring	Expert	Kent, Redbridge (Provider Portal - Mosaic & SystemC). Hounslow, Waltham Forest, Barnet, Tri-Borough (CM2000 emonitoring). Provider self-service, actuals submission, ECM integration, payment automation.
Corporate Finance Integration	Expert	Oracle, SAP, Unit4, Dynamics. Kent Oracle AP integration. AP postings, AR interfaces, GL journals, bank reconciliation, budget monitoring. Making social care talk to corporate finance.

A5

CASE STUDY

CLIENT SUCCESS

Kent County Council

Challenge: One of England's largest county councils was struggling with social care finance operations. Invoice processing and payment took 60 days on average with a history of late payments. A team of 20+ staff manually processed provider payments. £250m+ flowing through the system annually with limited visibility. Providers frustrated, finance team overwhelmed, no self-service capability.

Solution: Comprehensive Mosaic Finance transformation over a 7+ year strategic partnership. Provider Portal deployed enabling 500+ providers to self-serve - submitting actuals, viewing payments, managing queries online. Oracle AP integration automated payment processing end-to-end. Continuous improvement programme with annual uplifts, rate reviews, and system optimisation.

Outcome: Invoice processing and payment reduced from 60 days to 3 days. Team of 20+ reduced to a handful. £250m+ now flowing seamlessly through integrated finance systems. Providers paid accurately, on time, with full audit trails. A long-term relationship that continues today - we return annually to support price uplifts, financial assessment parameter updates, and ongoing finance optimisation. A trusted partnership now in its seventh year.

CLIENT SUCCESS

LB Lambeth

Challenge: London Borough knew their finance module wasn't working properly but couldn't pinpoint the root causes. Staff using spreadsheet workarounds. Finance team frustrated. Needed independent, honest assessment rather than vendor reassurance.

Solution: 6-month health check engagement. Comprehensive review of configuration, processes, integration. Stakeholder interviews across social care and finance. Process mapping. Root cause analysis. 79-page report with prioritised recommendations.

Outcome: 79-page report delivered with 28 actionable recommendations. Quick wins identified for immediate implementation. Strategic roadmap for longer-term improvements. Clear investment case. Council now has evidence base for improvement programme.

CLIENT SUCCESS

LB Redbridge

Challenge: London Borough replacing legacy CareFirst and Abacus systems needed full finance transformation alongside case management. 500+ Adult Social Care practitioners across 4 localities. Complex commissioning arrangements. Provider Portal required for self-service. AP/AR integration needed with Agresso corporate finance system.

Solution: 24-month programme delivering Liquidlogic Adults System and ContrOCC finance implementation. Full ContrOCC configuration covering purchasing, brokerage, payments, financial assessments, debt management, and provider management. Provider Portal and Online Financial Assessment portal deployed. Agresso AP/AR interfaces built and tested. Comprehensive training programme for 500+ staff.

Outcome: On-time go-live May 2023. ContrOCC operational with automated payment processing. Provider Portal live enabling self-service. Legacy systems successfully decommissioned. Multi-year engagement with repeat business - collaborative delivery model endorsed as 'standard for future projects'.

PART B COMPANY-WIDE STANDARDS

B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“
We build capability, not dependency
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

How our values inform our delivery



Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

Tooling & Frameworks

CATEGORY	DETAILS
Project Management	Azure DevOps, Jira, Confluence, Our own tools
Collaboration	Microsoft Teams, SharePoint, Miro, Power BI, Our own tools
Methodologies	Agile, PRINCE2, ITIL

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

Escalation Matrix

LEVEL	OWNER	RESPONSE
First	Project Manager	Resolve within agreed timelines
Second	Account Director	Intervention within 24 hours
Executive	Director	Immediate action on critical issues

B4 SECURITY & COMPLIANCE

CE+ CYBER ESSENTIALS	ICO REGISTERED	ISO 9001/27001 Aligned	UK DATA CENTRES
■ Data Residency All customer data stored exclusively in UK-based data centres.		■ UK GDPR Full compliance with technical and organisational measures.	
B5	AI & AUTOMATION		

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

Our AI Principles

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

B6**SERVICE LEVELS****■ Response Targets**

SERVICE	TARGET
Enquiry	4 working hours
Proposal	5 working days
Mobilisation	10 working days
Critical escalation	4 hours

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

■ Service Credits

PRIORITY	RESPONSE	CREDIT
P1 Critical	4 hours	5%
P2 High	8 hours	3%
P3 Medium	24 hours	2%
P4 Low	48 hours	1%

Support Tiers

TIER	AVAILABILITY	INCLUDES
Standard	Mon-Fri 09:00-17:30	Email, phone support
Extended	Mon-Fri 07:00-21:00	+ Priority escalation
24/7	24 hours, 7 days	+ Critical incident response

B7**ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

■ Exit & Handover

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

B8**CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of

- Named decision-maker
- Prompt query responses
- Third-party coordination

all deliverables unless otherwise agreed)

B9

TECHNICAL REQUIREMENTS

■ Prerequisites

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ Constraints

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

B10

TRAINING & KNOWLEDGE TRANSFER

■ Included

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ Optional Add-Ons

- Advanced workshops
- Change management support
- Continuous learning programmes

B11

SOCIAL VALUE

Our Commitments

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

B12

REPORTING & KPIS

■ Monthly

- Milestone progress
- Risk and issue status
- Resource utilisation

■ Quarterly

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

B13

PRICING

Time & Materials

SFIA-aligned day rates

Fixed Price

Milestone-based payments

Outcome-Based

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

B14 ORDERING & INVOICING

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

TERM	DETAIL
Billing	Monthly in arrears or milestone-based
Payment Terms	30 days (Public Sector Payment Policy)
Payment Method	BACS transfer

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

B15 BUSINESS CONTINUITY

MEASURE	TARGET
Recovery Point Objective (RPO)	Up to 24 hours
Recovery Time Objective (RTO)	24-48 hours for critical services
DR Testing	Annual minimum (ISO 22301 aligned)

B16

DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

B17

ACCESSIBILITY

WCAG 2.1 AA

Fully compliant

WCAG 2.2

Patterns adopted in all new deliverables

Formats

HTML, PDF, large print, Easy Read

B18

CONTACT US

Better Group Limited (trading as BetterGov)

Telephone: +44 (0)20 3289 4203

Email Opportunities@bettergov.co.uk

Web www.bettergov.co.uk **Company** 10241361

Digitally Driven, Socially Empowered

© BetterGov. All rights reserved.