



Social Care Case Management Cloud Support Services

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 Case Management Cloud Support Services

Service Description

We transform how councils deliver care to vulnerable adults and children through expert implementation and re-implementation of Access Mosaic, SystemC Liquidlogic, Eclipse, Synergy, and EYES platforms. Our consultants are former Local Authority practitioners **who understand social care from the frontline** – delivering complete programmes across Adults, Children's, and Education services from procurement and options appraisal through data migration, business process configuration, finance implementation, portal deployment, and statutory reporting to training, Early Life Support, and long-term Aftercare.

Co-authors of the national [ASC:CMS Foundational Specification](#) - the national blueprint for Adult Social Care Case Management Systems developed with DHSC and LGA - we have completed 30+ implementations without ever missing an agreed go-live date. We deploy Citizen and Provider Portals for digital self-service, ContrOCC and Mosaic Finance modules with corporate AP/AR integrations, and deliver complex migrations from legacy systems including SWIFT, CareFirst, CareDirector, Mosaic, Liquidlogic and Frameworki. **Whether you need a new implementation, a system upgrade, 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 £1M+ seven-year strategic partnership serving 1,200 practitioners with Portal and Oracle integrations and **quantified efficiency savings of 66-88 FTE**, to rescuing Torbay's failing Children's system and achieving full statutory compliance before Ofsted inspection, we deliver where others cannot. **We build capability, not dependency** – transferring knowledge and leaving your teams confident, skilled, and self-sufficient long after we have gone.

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:

Procurement & Selection: Options appraisal, business case development, requirements specification, tender documentation, supplier evaluation, and contract negotiation

Implementation & Re-implementation: Full programme delivery for new systems or transformation of existing platforms – or engagement on individual workstreams:

- Project Management with governance, change control, and benefits tracking
- Data Migration from legacy systems (SWIFT, CareFirst, CareDirector, RAISE, Paris, Frameworki) and platform-to-platform (Mosaic-to-Mosaic, Liquidlogic-to-Liquidlogic)

- Adult Social Care Business Process and System Configuration (Assessment, Support Planning, Safeguarding, Hospital Discharge, Carers, MCA, Brokerage)
- Children's Social Care Business Process and System Configuration (MASH, Assessment, CIN, CP, PLO, CLA, Care Leavers, Fostering, Adoption, SEND)
- Finance Implementation including Provider Portal, client billing, and corporate AP/AR interfaces
- Report Specification and Development including statutory returns (SALT, ASCFR, CIN Census, 903, Annex A, SEN2) and operational dashboards
- Infrastructure, Integrations, and Interfaces (NHS Spine, CP-IS, health systems, corporate finance, call monitoring)
- Training programmes, Super User networks, and structured knowledge transfer
- Communications and Early Life Support through to BAU handover

Rescue, Recovery & Aftercare: Stabilisation of failing programmes, remediation, retraining, system health checks, and ongoing optimisation

Capability Building & Future Readiness: Internal team development, skills gap analysis, recruitment support, AI readiness assessment, and automation opportunities

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:

Foundational Specification Co-authors

We helped write the national standard with DHSC and LGA - we don't just know best practice, we defined it.

Practitioner-Led Delivery

Former social workers, service managers, and finance officers with 200+ combined years of social care implementation experience - not generic IT consultants learning your business.

UK-Wide Coverage

Implementations across England, Wales, Scotland, and the Channel Islands - we understand regional policy variations and apply lessons learned across jurisdictions.

Proven Track Record

30+ implementations, never missed a go-live. From strategic partnerships like Kent (£1M+, 7 years) to rescue programmes like Torbay (£817K, statutory compliance before Ofsted). Ask Kent, Croydon, Redbridge, Perth and Kinross, or Neath Port Talbot.

Accelerated & Flexible Delivery

Reusable specifications, test libraries, and templates from 30+ implementations. Scale up or down as your programme demands - full teams, individual specialists, or blended models with your staff.

Capability, Not Dependency

Knowledge transfer built in from day one. Kent's internal team now manages 1,200+ users independently. Super User networks and coaching ensure long-term sustainability.

A3

BENEFITS

20,000+
PRACTITIONERS

Frontline staff now using systems we implemented - confidently and efficiently

**WORD
OF
MOUTH**
MOUTH

All our work comes through referral and reputation - we've never needed to advertise. Every client happy to speak with you - Westminster, Dorset, States of Jersey, Lancashire

TRUST
EARNED

Kent: 7 years and still extending. Waltham Forest returned for Mosaic after Frameworki. Relationships, not transactions

A4

PLATFORM EXPERTISE

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
CORE CASE MANAGEMENT SYSTEMS		
Access Mosaic (Adults & Children's)	Expert	Kent, Waltham Forest, Tower Hamlets, Ealing, West Berkshire
SystemC Liquidlogic LAS/LCS	Expert	Croydon, Torbay, Redbridge, Lancashire
Servelec Synergy / EYES	Expert	Portsmouth, Enfield, London SEND implementations
PORTALS, FINANCE & INTEGRATIONS		
Citizen Portal	Expert	Kent (thousands of transactions monthly)
Provider Portal	Expert	Kent (100+ providers, £100M+ annual transactions), Croydon
Mosaic Finance	Expert	Waltham Forest, Kent Oracle AP interface
ContrOCC Finance	Expert	Croydon, Redbridge
Legacy System Migrations	Expert	SWIFT, CareFirst, CareDirector, RAISE, Paris, Frameworki, Mosaic, Liquidlogic
Reporting & Analytics	Expert	Native system reports (Ealing, Westminster), Power BI dashboards, data warehouse and ETL (Perth and Kinross)
AI & Automation	Expert	Exploratory LLM (WLGA), large-scale automation and testing (West Berkshire, Southampton)

A5

CASE STUDY

CLIENT SUCCESS

Kent County Council

The Situation: England's largest county council serving 1.5 million residents was struggling. Their Mosaic implementation had suffered several failed go-lives. 1,200+ Adult Social Care practitioners were stuck - unable to move off their legacy SWIFT system, unable to move forward with Mosaic. The programme was in trouble.

Rescue: We took it over - all of it. Data migration, business process configuration, finance setup, reporting, and training. We diagnosed what was going wrong, stabilised the programme, and delivered what others couldn't - a successful go-live with zero critical issues. 1,200+ practitioners operational on day one, SWIFT finally decommissioned.

Re-implementation: With trust established, Kent commissioned us to do it properly. Not a patch job - a complete re-implementation: comprehensive business process redesign across all Adult Social Care pathways; full system reconfiguration aligned to how Kent actually delivers care; complete retraining programme for 1,200+ practitioners; statutory reporting suite rebuilt to be accurate and inspection-ready; Oracle AP and AR interfaces automating payments to and from corporate finance; infrastructure hosting migration to managed cloud environment.

Digital Transformation: Building on that relationship, Kent engaged us for their digital ambitions: Citizen Portal enabling self-service referrals - now processing thousands of transactions monthly; Provider Portal and Scheduled Payments connecting 100+ care providers - now handling £200M+ in annual transactions; ASC Efficiencies Programme identifying 66-88 FTE savings potential across 15 workflow areas.

Ongoing Partnership: Seven years on, we remain Kent's trusted partner. We deliver the annual Financial Assessment Batch Uplift (FABU) process, provider rate uplifts, system optimisation, and strategic advice.

Outcome: 1,200+ confident practitioners. £200M+ flowing through Provider Portal annually. Multiple contract extensions. A relationship built on trust earned, not promised.

CLIENT SUCCESS

Torbay Council

The Situation: Torbay Council's Children's Liquidlogic implementation had failed an LGA Peer Challenge. The system was misconfigured, workflows didn't match how social workers actually operated, training had been inadequate, and statutory reporting was unreliable. With an Ofsted inspection window approaching, the council faced a critical risk - their case management system couldn't demonstrate they were keeping children safe.

Rescue: We took over the failing programme and delivered a complete turnaround across 22 months: eight release cycles systematically rebuilding every statutory pathway - MASH, Assessment, CIN, CP, PLO, CLA, Care Leavers, Fostering, and Adoption; full workflow reconfiguration aligned to Torbay's practice model; 200+ Children's Services practitioners retrained through classroom sessions and floor-walking support; complete statutory reporting suite rebuilt and validated - 903 Returns, Annex A, CIN Census; finance and billing processes corrected to 100% completion.

Outcome: Delivered on time and budget in a complex multi-stakeholder environment. All 8 releases complete. 200+ practitioners trained and confident. Statutory reporting operational before the Ofsted window. A council that was failing is now inspection-ready.

CLIENT SUCCESS

Department of Health and Social Care

The Situation: The Adult Social Care Case Management System market in England faced significant structural challenges. A market duopoly controlled 76%+ of the market. Annual inefficiency costs were estimated at £340M across the sector. Poor interoperability between systems hampered service delivery. Lack of standardisation prevented economies of scale. DHSC needed an independent partner to develop a national specification that would open the market and raise standards.

Solution: We were commissioned to develop the [Part 2 Foundational Specification](#) - the national standard for Adult Social Care Case Management Systems. We delivered: comprehensive specification covering 8 functional areas (Core Record Management, Case Management, Finance Integration, Commissioning, Interoperability, Data & Analytics, Self-Service Portals, Non-Functional Requirements); engagement with 61 Local Authorities (40% of all English LAs) and 150+ individual stakeholders; 9 themed workshops and 26 detailed survey responses; consultation with 8 CMS suppliers including emerging market entrants; supporting materials including procurement guidance and contract management frameworks.

Outcome: Delivered on time and budget in a complex multi-stakeholder environment. Specification published on DiSC and government procurement frameworks. 100% client satisfaction. DHSC recommendations adopted. Now the reference document for every Adult Social Care system procurement in England.

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 all deliverables unless otherwise agreed)

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

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

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