Oxford Computer Consultants

Social Care Finance – The key funding issue for local government in the 21st Century

Challenges in society

- Local authorities face the combined challenge of serving an ageing population in the context of sharp falls in central government funding over the past ten years

- 49.1% real-terms reduction in government funding for local authorities, 2010-11 to 2017-18 (National Audit Office)

- 18% of the UK population is aged 65+, 2.4% is aged 85+ (Office for National Statistics, 2017)

Challenges in technology

- Local authorities need finance solutions which provide reliable, auditable control over their social care budgets

- Social care finance solutions need to enable local authorities to meet their statutory obligations

- Legacy finance systems are not well equipped for the current legislative environment, nor do they provide the level of accuracy needed to precisely manage income and expenditure

Our solution

- ContrOCC enables local authorities to leave spreadsheets and legacy finance systems behind

- Since January 2017, 40+ local authorities have gone live with our solution across adults' and children's social services

- *'ContrOCC has vastly simplified our payments administration and empowered Cheshire West and Chester to take control of our payments processing.'* Alan Shaw, Cheshire West & Chester Council

ContrOCC

ContrOCC is an integrated contracts and finance management solution, designed to enable Care Act compliance

Budget control

- ContrOCC gives councils precise control over their social care finance budgets
- ContrOCC allocates care services to budget codes automatically, removing the risk of human error

Transactions

- ContrOCC calculates and updates payments and charges automatically, eliminating the risk of overpayment and driving up efficiency
- ContrOCC interfaces seamlessly with corporate finance systems

ContrOCC on Azure

- ContrOCC is widely implemented as a hosted product, greatly reducing the administrative burden on the local authority
- Customers can flexibly scale the solution on Azure as their requirements develop

'When we first went live with ContrOCC we had approximately seven Social Care Payments officers' working full time but this has now become one full time and one part time Corporate Payment Officers, and both have duties other than Social Care Payments' Ron McNab, Hillingdon London Borough Council

Creating original, robust, and flexible software

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ContrOCC and Microsoft Azure

The Azure-ContrOCC solution allows customers to benefit from a best-in-class social care finance product as a flexible hosted service

Reduced overheads

- Azure hosting removes the need for local authorities to purchase and operate costly server infrastructure in order to implement ContrOCC

Improved support

- Azure hosting makes ContrOCC easier for OCC to support, resulting in a more responsive service with less time lost to maintenance and upgrades

Scalable performance

- The flexibility provided by Azure allows local authorities to easily scale up their ContrOCC implementations as their needs and ambitions develop

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Customer Success Story

Norfolk County Council

- Contract awarded 19th August 2016
- Large county council with over 54,000 social care clients
- Live since November 2017 with ContrOCC hosted remotely

"Since going live with ContrOCC, the support we have received from OCC has been excellent. The availability of our account manager and the ContrOCC helpdesk is very good and we have always received the support we need."

Norfolk County Council

Win Results

More efficient payments:

"ContrOCC has allowed us to reduce invoice processing time. We are now averaging about 3 days to pay, whereas before it was taking about 20 days."

Better financial assessments:

"The financial assessment process is slicker, there is less manual input. This has resulted in us being able to generate more income."

Improved debt management:

"We have been able to concentrate more on the actual collection of income. There has been a reduction in the percentage of debt written off."