

Thank you for your recent Freedom of information request, please accept our apology for the delay. For ease we have provided a response alongside each point as follows:

1. How many Citizens are currently receiving support from Adult Social Care?

- a. Number of Citizens Receiving Support: 11,300 – adults receiving some support from NCC as at end of Sept20 (open cases)

2. What is your total Adults Social Care Budget?

- a. Total Social Care budget: Current Net budget for 20/21 is: £208.942m

3. What is the total FTE within your Social Care Department?

- a. Total FTE in Social Care
1,198 FTE adults social care staff (excluding senior managers and non-care providing)
Including all = 1,381 FTE

4. Do you currently operate a Brokerage/Placement function outside of the Social Work assessment team?

5. What is the current Social Care Case Management System?

- a. Vendor = Servelec
- b. System Name = Mosaic
- c. Version: = 20.1.1.2
- d. Total Contract Value = £140,921
- e. Contract Length = 3 years initial with up to 7 years as an option
- f. Expiry Date = March 2021 but with extension clauses in the contract and plan to extend
- g. Number of Users/Licences = Enterprise Licence so no limit

6. Do you use a separate system for Brokerage/Placement? If so, please provide the following information:

- a. Vendor:
- b. System Name:
- c. Version:
- d. Total Contract Value:
- e. Contract Length:
- f. Expiry Date:
- g. Number of Users/Licences:

7. Do you operate a Self-Service Portal for Social Care?

- a. Vendor:
- b. System Name:
- c. Version:
- d. Total Contract Value:
- e. Contract Length:
- f. Expiry Date:
- g. Number of Users/Licences:

8. Do you operate a separate system for the management of payments for Direct Payments? If so, please provide the following information:

- a. Vendor:
- b. System Name:
- c. Version:
- d. Total Contract Value:
- e. Contract Length:
- f. Expiry Date:
- g. Number of Users/Licences:

9. Do you operate a separate system for the management of Financial Assessments? If so, please provide the following information:

- a. Vendor:
- b. System Name:
- c. Version:
- d. Total Contract Value:
- e. Contract Length:
- f. Expiry Date:
- g. Number of Users/Licences:

Financial assessment are completed in Mosaic but the result is entered into Abacus to generate an invoice from the corporate financial system which is BMS

10. Do you operate a separate system for the provision of business intelligence and management information? If so, please provide the following information:

- a. Vendor:
- b. System Name:
- c. Version:
- d. Total Contract Value:
- e. Contract Length:
- f. Expiry Date:
- g. Number of Users/Licences:

Nottinghamshire County Council have our own internal data warehouse and reporting, utilising MS Office suite of tools, including Power BI. No contract is in place.

11 Are there any of systems that are used in the end to end lifecycle of the Adult Social Care Journey, if so please provide the following information:

Purpose of System For health integration we have internally developed systems for the hospital discharge process including live trackers showing referrals and updates sent direct from Hospital systems straight into Mosaic (Interoperability). The purpose is to allow Hospital Discharge teams to actively manage and prioritise cases for patients imminently being discharged from hospitals requiring social care support. We do not have any contracts or tendering requirements currently for these as all is held and developed in house. Around 100 users of the live tracker case management tracker.

Access to Nottinghamshire health and Care Portal – to allow Health and Social care staff access to a joint shared care record for residents across Nottinghamshire. This is a read only system including Hospital GP, Mental Health and NCC feed social care information into this.

- b. Vendor: Nottinghamshire Health and Care Portal- Graphnet/ System C
- c. System Name: Carecentric Portal
- d. Version: Version 128
- e. Total Contract Value: Contract is with Nottingham University Hospitals(NUH) please may we suggest you contact them directly for this information by Email: foi@nuh.nhs.uk
- n . NCC have received all funding support so far from health lead bids and grants for access and development needed.
- f. Contract Length: Started at NUH we believe in 2016/17
- g. Expiry Date: March 2022
- h. Number of Users/Licence around 1000 users at NCC (900 Adult Social Care/ 100 Children's Social Care) Across Nottinghamshire thousands would have to ask each organisation directly

12. Are you currently considering the replacement of any of these systems? if so which systems and stage of the project are you currently working on: Initiating, Planning, Evaluating, Purchasing?

I trust this information is of assistance to you.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk quoting the reference number above.

With kind regards

Lorraine Hayes
Complaints Information & Mediation Officer
Complaints & Information Team
Chief Executives Department
Nottinghamshire County Council
West Bridgford
Nottingham
NG2 7QP
0115 97 72788