

Council Wide Finance System Changes – Please Read!

The Council is changing its current Council wide payment system called Civica to Dynamics 365. This change will start as of the **01 April 2024**; therefore this communication is informing you of the change and how this will affect your payments during the March to April period.

Due to the time that will be needed to make the changes and ensure the system goes live smoothly across the **whole of the Council** from the 01 April 2024, we will not be making any further payments into bank accounts for Adult Social Care Services past Tuesday 26 March. We will not be able to make any further payments again until at least **Monday 08 April 2024**.

Below, is how each Adult Social Care Service will/won't be affected by the change in the system.

Action from Providers for the below services – payments planned over March/April period will be delayed:

Community Based Support – Individual direct support including any of the below services:

- Community Based Support (Community Outreach Support, Homecare, Homecare (Second Carer) Live in Care, Sleeping Nights and Waking Nights)
- Mentoring Services (including Mentoring Chargeable and Non-Chargeable, Job Coaching and Supported Employment).
- Supported Living Services (One to One Support, One to One Support (Second Carer), Sleeping Nights and Waking Nights)

Therefore if invoices are not submitted by **midday at 15 March 2024** (and or there are queries in relation to the invoice), these will instead be paid in the week commencing 08 April 2024 when we expect the new system to be up and running for us to use. The last date we have been informed that we will be able to paying those invoices (without any queries) will be the 20 March 2024, which will give us enough time to pay these invoices before the change of systems. This will be the same **for both CM2000 and paper** invoices.

Paper Invoice Providers – if you normally submit for 4 weekly you can send in a partial invoice up to the Sunday 17th March for the 3 weeks following the usual format should you need to. And then a 5 weekly invoice for the next week to catch up.

If you do not submit invoices usually until the end of each month or the beginning of the next month they you will not need to do anything different and we work through the invoices as we do normally with the expected payment to be in mid-April.

No action from providers for the below services – payments planned over the March/April period will be paid earlier:

Care Home – 4 weekly payments:

- The payment in April which is originally planned for payment on the 02 April will be moved to the 26 March. This means you will be paid a week earlier than the proposed date but still for the 4 weeks planned to be paid for.

Day Services – 4 weekly payments:

- The payment in April which is originally planned for payment on the 02 April will be moved to the 26 March. This means you will be paid a week earlier than the proposed date but still for the 4 weeks planned to be paid for.

Supported Living – Shared Support – 4 weekly payments:

- The payment in April which is originally planned for payment on the 02 April will be moved to the 26 March. This means you will be paid a week earlier than the proposed date but still for the 4 weeks planned to be paid for.

Post go live date – Mid-April onwards

For **all services** once the new system has been implemented, we will be back to our usual payment processing dates so no further action will be needed from you.

Should you have any questions please contact your Council Link Officer or Commissioning on the below details:

Contact information

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