



# EDM & Workflow for Social Services

## For improved service delivery in social care

Designed to support the key tasks of assessment, planning, intervention and review, Civica's EDM (Electronic Document Management) & Workflow for Social Services solution facilitates improved service levels and drives down the costs, duplication and errors traditionally associated with manual document management and administration. Both flexible and user friendly, it enables health care providers and third party organisations – including hospitals and PCTs (Primary Care Trusts) – to securely and more efficiently access, control and distribute stored cases and documentation as well as improve the standard and provision of social care.

### Why Civica's EDM & Workflow for Social Services solution?

Like all areas of the public sector, social services departments are challenged by an ongoing requirement to achieve legislative conformance, improve information management and provide more for less. But, with citizen welfare at stake, get it wrong and there's more to lose than just time and money.

Civica's EDM & Workflow for Social Services solution increases the operational efficiency and service levels of social services administration by standardising procedures and speeding up the administrative process, helping to reduce errors and overcome the issue of lost or misplaced files:

- Documentation is electronically filed so staff can securely access the right information, from the right place, at the right time, on- or off-site. Information can be accessed or distributed via a desktop to an unlimited number of users across a corporate network, integrated with additional administrative and office systems or simply stored for future use.
- By scanning all documentation and ultimately eliminating the requirement for paper storage and management, departments can save space, time and money. Indeed, time is no longer wasted in the daily paper chase, resources previously allocated to file management, copying and distribution can be channelled into other activities and documents can be instantaneously retrieved.
- Designed to oversee the entire process, Civica's solution can manage and automate business processes, e.g. day nursery applications; handle many ad-hoc financial transactions; manage the electronic communication of home care and meal orders to internal and external suppliers; and integrate social work assessment processes, as well as generating alerts and reminders.



### London Borough of Hackney Council

In 2003, London Borough of Hackney Council made the decision to take the storage of its social care records into the digital age, in line with central government guidelines for good practice. To keep the documents in line with the social care requirement to hold some case details for 100 years would have cost over half a million pounds in off-site storage but the electronic scanning into Civica's EDM solution cost London Borough of Hackney Council half that figure, saving it more than £250,000.

"At the beginning of our relationship with Civica our Social Care Team were used to email and word processing. We wanted a solution that was user-friendly enough for people to understand quickly but with the sophistication for long-term use. In the past, if we needed to find 100 case records, about 30 of those would not immediately be found and it might take a few days to find four or five of them. Now we have access at our fingertips in an instant."

*Mike Custance, Information Systems Manager,  
London Borough of Hackney Council*

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- Managers and supervisors need to maintain control of complex tasks. Civica's solution allows management to monitor time spent on completing specific tasks; ensure SLAs are achieved; monitor and report on critical tasks outside the administration framework, i.e. collecting 3rd party information; control processes which involve other departments; and access relevant and accurate information for informed decision making.
- By applying nationally defined records management standards to documents and database views, Civica's solution offers a secure, flexible and user-friendly approach to records management. Through the provision of improved access, Civica's solution enables managers to effectively oversee and maintain a high standard of service delivery, to continually improve internal processes and procedures, and support the key 'people centred skills' fundamental to social care provision.

## Features and Functionality

Civica offers all of the core elements of document management and workflow, and places your clients at the core of the solution. Features include:

- Facilitates a 'paperless office', eliminating the requirement for paper and microfilm storage management, saving users time, effort and money.
- Maintains a secure document history, contact history and status report for all clients.
- Promotes a 'hands-off' approach to service delivery and achievement of SLAs so experienced personnel can focus on 'value-added' activities.
- Integrates with existing back-office systems and information can be retrieved from and posted to any open database.
- Automatically distributes work to personnel and monitors progress. Follow-up activities are also automated, reducing processing times and the chances of human error.
- When used to generate outgoing documentation and e-mails, configurable options can be included within a template, e.g. name and address details, date, etc.
- Promotes a consistent, corporate approach and accommodates legislative, scheme and organisational changes by enabling processes to be centrally managed and amended.
- Automatically maintains audit trails on all actions and processes, facilitates report generation and ensures the entire system and its contents can be audited anytime. A date/time and user stamp is included for all activities. Version control for all documentation is also included.
- Monitors and reports on the through put of correspondence, processing times and additional activities.
- Standard forms with tick boxes ensure uniform data entry and improved quality of information.
- Uses e-forms to directly populate case details.
- Manages component documents through parallel processes, e.g. care plan.
- Increases productivity by providing quick and easy access to documentation and historical data via indexing.
- Supports responsive and collaborative, cross-departmental and multi-agency working, e.g. NHS, Police, by facilitating easy and secure file and case transfers.
- Enables social care records to be used as a comprehensive individual record within social services.
- Supports the development of self care models.
- Facilitates management control of the assessment process.
- Opens services up to the web and ensures the necessary systems and processes are in place to meet citizen expectations and provide a wide range of improved services.
- Supports various elements of ESCR, including: ICS (Integrated Children System); SAP (Single Assessment for older People); IRT (Identification, Referral and Tracking for children); care programme approach; core information requirements for children; core information requirements for adults; and common process models.
- Supports remote working.
- Drives the consistency, continuity and quality of service delivery.
- Complies with national standards including Caldicott and allows nationally defined standards for records management to be applied to documents and database views.
- Improves data security by logically and rigorously controlling records access.
- Parallel processing supports SAS (Self Assessment Survey) Audit.



## About Civica

Civica is a market leader in software and services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, enforcement and education. Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, Asia Pacific and the USA, including 90% of the UK's local authorities, more than 200 social housing organisations and 50 of the UK's 53 police forces.

For the latest solutions information, visit: [www.civica.co.uk](http://www.civica.co.uk)

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