

57%

increase in productivity

5months+

in time saved

£40K

savings

OVERVIEW

Scarborough have worked closely with partners in Health and Social Care, to ensure Better Care Funding is used to best effect. The new digital service is underpinned by the Granicus platform and meets the challenge to work more efficiently and improve productivity, reducing delivery times for housing adaptations, and improving outcomes for vulnerable people.

SITUATION

National data and reports show the benefits of providing housing adaptations that support independent living. In 2019, £100,000,000 of Better Care Funding was allocated to Councils for Disabled Facility Grants (DFG's). Distributed through local multi-agency Health and Wellbeing Boards, DFG's provide the funds to enable elderly, disabled and vulnerable people to adapt their homes so that they can remain independent at home.

SOLUTION

A Shared Digital Workspace provided the intuitive workflow to join up services around the needs of the individual. Data and case management information is securely and safely routed across organisational boundaries, making genuine multi-agency and citizen centred services possible. The Shared Digital Workspace seamlessly joins tasks across all stages.

RESULTS

- 57% increase in applications being managed with the same resources
- Assessments are completed remotely by staff in a client's home
- Urgent referrals are managed and approved anywhere, at any time
- Declarations and consents can be signed and uploaded online
- Works that often take six months are now being completed in weeks
- Improved quality of life outcomes for vulnerable local residents
- WRHIA has contributed £40K into the Councils corporate saving targets

MUST HAVE SOLUTION

govService

“ We can now work effectively across organisational boundaries with confidence that tasks are directed to the right person immediately. Vulnerable people are now receiving services to enable them to either come out of hospital earlier or live independently.”

Lynn Williams, HIA Manager