

# the Source

SUMMER 06

## record results

figures to March 2006 show Liquidlogic recording record profits

### also inside:

#### A NEW GENERATION OF CHILDRENS SYSTEMS

agencies working together  
to make children safer

#### eSAP SUCCESS CREATES THE MODEL FOR ALL ADULTS SERVICES

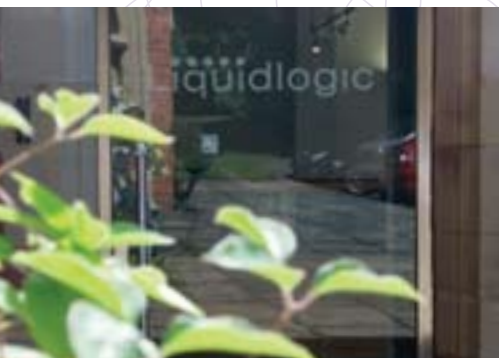
an integrated approach with greater client input



“Organisations involved with providing services to children - from hospitals and schools, to police and voluntary groups - will be teaming up in new ways, sharing information and working together, to protect children and young people from harm and help them achieve what they want in life”

2006 Every Child Matters: Change for Children. Aims and outcomes

# “Uniquely architected from first pri



## PROTOCOL

In June 2000 the technical architects at Liquidlogic sat down to create the design for a product that has become the market leader in systems to support 21st century public service delivery.

Colin Kidd, Liquidlogic's Chairman commented "By 2000 the public service delivery landscape had changed and the system providers that serviced this sector needed to re tool to meet new market demands. Traditional IT systems had been written to support a single organisation and were not client centric.

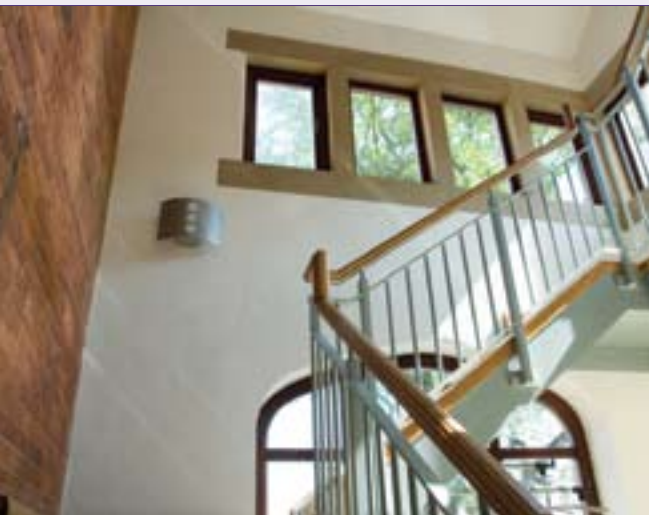
**PROTOCOL** reverses this model by putting the client at the centre of service delivery and seamlessly manages the involvement of the range of practitioners involved in delivering services".

By March 2006 in excess of 25,000 **PROTOCOL** licences have been sold in the UK

The software has been used in a number of high profile initiatives including the Connecting for Health programme (CFH), the FAME National project and is used by two of the ISA Trailblazer sites.

## Record Profits posted in March 2006 - investment in people

Profits for the year ending March 2006 saw another year on year increase with an operating profit for the year of £905,000. Liquidlogic's Financial Controller, Liz Crompton explained "The company benefits from market focus and rapid development capabilities which optimise all areas of our activity and this feeds directly through to the company's performance". A large recruitment campaign is currently underway to increase resource levels in all areas of the company but with particular focus on project services to ensure service levels are not compromised as a consequence of growth.



## Somerset County Council

### A new vision for Children's Services

Somerset County Council is currently implementing a range of **PROTOCOL** solutions for Children's Services. As Children's Services takes on responsibility for all children, not just the most vulnerable, Somerset saw that they needed an approach that breaks away from the traditional departmental silos and works across the range of issues children face and that offers support for all the initiatives in place around children. Implementation of **PROTOCOL** solutions is being undertaken in conjunction with Steria, one of Liquidlogic's Partners, to deliver the solution and associated business transformation.

**The Integrated Children's System (ICS) has to be implemented by 1st January 2007. The DFES is currently undertaking a readiness assessment in all 150 local authorities with Social Services responsibilities to ensure the target date of January 2007 is met**

## Single Assessment Process (SAP)

### becomes the model for adult services

The Department of Health's White Paper, Our Health, Our Care, Our Say, sets out the Government's vision of more effective health and social care provision outside a hospital setting. It sets out to improve the patient's experience and at the same time as delivering greater efficiencies by proposing a Common Assessment Framework (CAF), based on SAP, for all adults which will facilitate greater consistency in assessment and outcomes. SAP has been successfully implemented as an integrated service model across health and social care to identify need in Older People. **PROTOCOL** is the most widely used eSAP application and is in use both within the NHS Connecting for Health programme, where it was the first application to go live using the National Data Spine Services, and across a wide range of localities outside the programme. Uniquely, it provides real time integration with Social Service IT systems to prevent the need for double entry of information. In excess of 200,000 multi agency eSAP assessments have been completed in **PROTOCOL**.

# Principles for collaborative working"



"The move into an new era where the service is designed around the patient rather than the patient being forced to fit around the service already provided"

**2006 Department of Health White paper:**  
Our Health, Our care, Our say

## Royal Borough of Kingston

### Help for Victims of Domestic Violence

In 2005 RBK's Crime and Disorder Reduction Partnership undertook an exercise examining the services available to people seeking to stop or flee from Domestic Abuse. A key finding was that the ability, for agencies, to share information would help to reduce the upsetting experience for many victims of retelling details of the abuse. Accessing support and services within a 'window of courage' is not easy and in the past agencies would have been approached one at a time which takes time, has cost implications and may require safe child care arrangements to be made. The Domestic Violence Reporting System being implemented across partner agencies in Kingston upon Thames will provide an end to victims having to re tell their experiences and provide them with a unified interface to a package of support and services that still allows individual providers - police, social services, housing and the voluntary sector - to play to their undoubted individual strengths. The project has been part funded by the Safer and Stronger Communities Initiative.

# Back to the future



“Computers will be largely invisible and embedded everywhere - in walls, furniture, clothing, and bodies”

The last decade has seen some amazing advances in the use of technology to change so many aspects of the way we live and the way we work. The Internet has made the world a smaller place and the convergence of voice, video and data services has made the mobile phone a one stop communication medium. The trend for technology to revolutionise our lives will continue unabated. Here are some of the developments in the pipeline that we believe are going to change the way we live, work and receive care.

## Wearable Computing

As technology shrinks and finds its way on to and into the body, clothing and fashions will increasingly incorporate more personal information and processing capability. These wearable computers will be networks via 'body LAN's' known as Personal Area Networks. Jewellery, clothes, and implants such as pacemakers will take on new roles as mobile personal gateways, displays, and body monitors. Clothes made from special fabrics - Nanofabrics - will deliver Trans dermal vitamins and medications. Technology will be able to keep track of children and vulnerable adults and could provide security clearance currently provided via less reliable means.

## Preventative medicine

The mix of low-cost, low-power medical sensors, personal area networks, and always-on Internet connections will lead toward automatic monitoring for chronic diseases like diabetes. Alerts will warn both patients and caregivers when threshold values are reached. All medical data will be stored in an online "data harbour" with real-time remote wireless access, supporting more preventive health interventions.

## Young people at the NSPCC drop in centre design their own website

Staff from Liquidlogic have been working voluntarily with young people at the NSPCC's drop in centre at the Peace Centre in Warrington, Cheshire, to teach them how to create and maintain their own website.

Working with an enthusiastic sub committee of Centre's Young Peoples Advisory Council (YPAC) - a new logo has been created and the design of their

website completed. Work is now beginning to add in content. Tom Meiklejohn who has been leading the Liquidlogic team said 'the young people have some great ideas for how to make best use of the website as a means of communicating what the Centre is all about and how best to engage young people in issues that are important to them'.



Liquidlogic delivers mission critical applications that mandate optimum levels of customer support. Full responsibility is taken for managing all support activity - from receiving the initial call, through to final resolution. Liquidlogic offers a range of support packages to meet customer needs; from support during traditional business hours, through to 24 x 7 x 52.

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