



Simon Hall

Developing Customer Partnerships

Following a number of years working as a Senior Project Manager for Anite Public Sector, Simon recently joined Liquidlogic with a remit to develop customer partnerships.

Simon's communication and customer care skills are being put to immediate use through the development of a customer Partnership Programme; the initial phase

of Liquidlogic's collaborative based working model to ensure customer satisfaction. Simon is making regular customer visits and will continue to have regular contact with new and existing customers.

The overriding objective of Simon's role is to nurture long-term and mutually beneficial working relationships between Liquidlogic and its valued customer base.

In partnership with serco

IT systems won't simply improve social care on their own.

An entire 'ecosystem' of care professionals, ICT systems, infrastructure, work processes



and support staff is needed to meet the challenges of the personalised care agenda and provide improved services.

Liquidlogic is working with Serco - one of the world's leading service and transformation companies - to further explore how a shared approach to IT can improve social care performance and outcomes. Serco already provide a range of IT and transformational services to five of Liquidlogic's local authority customers: The Serco-Liquidlogic partnership has first hand evidence of the positive impact that ICT enabled solutions has in facilitating

greater efficiency in the day-to-day management of Social Care departments.

Serco's Director of Social Care and Communities, Chrissy Wright, says "Liquidlogic has demonstrated real leadership in this sector, making them a natural choice to partner with. The combination of Serco's expertise in social care service delivery, and Liquidlogic's industry-leading software, provides real benefits to the user community".

For more information on any of our partners please visit www.liquidlogic.co.uk/partners

housing21

Promoting choice and independence



housing21 has enjoyed a long standing reputation for high quality housing options for older people ranging from rental and shared ownership schemes through to outright purchase.

For many years, as well as providing accommodation, housing21 has offered a range of care services, many of which are available nationally, to help older people and other vulnerable groups remain as independent as possible. These include domiciliary care, day care for older people, dementia care, specialist services for Asian elders and for people living with HIV/AIDS.

With the advent of Individual Budgets, these services will be available to a group of consumers who can make their own

choice of care service provider but who will appreciate the assurance of the quality that housing21 can provide.

For the last three years, in partnership with Liquidlogic, a programme of business process change has been underway across the organisation encompassing areas from Housing Management to Staff Training, all designed to efficiently deliver quality services and underpin the best in Customer Service.

If you would like to know more about available services from housing21 visit www.housing21.co.uk

the Source

SUMMER 08

Adults Services:

A system ripe for the picking

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Adult Services update

Adult Social Care is currently facing unprecedented challenges with an ageing population and a more independent disabled population increasing the burden on Local Authorities. Faced with a finite pot of money, authorities and government have set the three main themes of Personalisation, Prevention and Safeguarding to form the basics for future provision.

With the personalisation agenda increasing the move towards client defined outcomes and support plans, the role of the service user within the support process, as well as the requirements and reliance on technology is paramount. In addition, the introduction of Individual Budgets and Resource Allocation Systems requires greater links, understanding and visibility of finance and commissioning processes.

In partnership with OCC, the market leader of finance and contracts management solutions in local government, **PROTOCOL**

IAS provides seamless integration between finance and the care planning process. This unique integration enables valuable links between outcomes, services, costs and the impact on budgets.

In addition, the **PROTOCOL** IAS reporting solution provides effective means to monitor and manage Performance Indicators, as well as providing statutory reporting requirements.

Integration with Liquidlogic's SAP solution and full support for the Common Assessment Framework (CAF), both of which offer collaborative working, enables **PROTOCOL** IAS to operate as a true multi-agency solution. Following the split between Children and Adults Social Care and with 5 Local Authorities signed up for IAS and one site already live and referenceable, Liquidlogic is seeing a huge interest in this intuitive, workflow based solution for Adult Services.



ContactPoint Update & Events

With the ContactPoint Enablement Project well underway between Hartlepool Borough Council and Liquidlogic, a number of briefing sessions have been scheduled to provide an update on the project so far, as well as the plans for the future and implications for early adopters.

The following free events are open to Liquidlogic customers and will include a demonstration of the proposed ContactPoint integration for ICS and eCAF, an update from the DCSF will also be provided.

Dates: 24th June - Manchester
9th July - Leeds
11th July - London

Time: 11am - 3pm

For more information or to register, contact Louise Sinclair on **0113 2320100**.

Free APIs now available

Liquidlogic is now offering customers a full suite of Application Programming Interfaces (APIs) for their PROTOCOL applications free of charge.

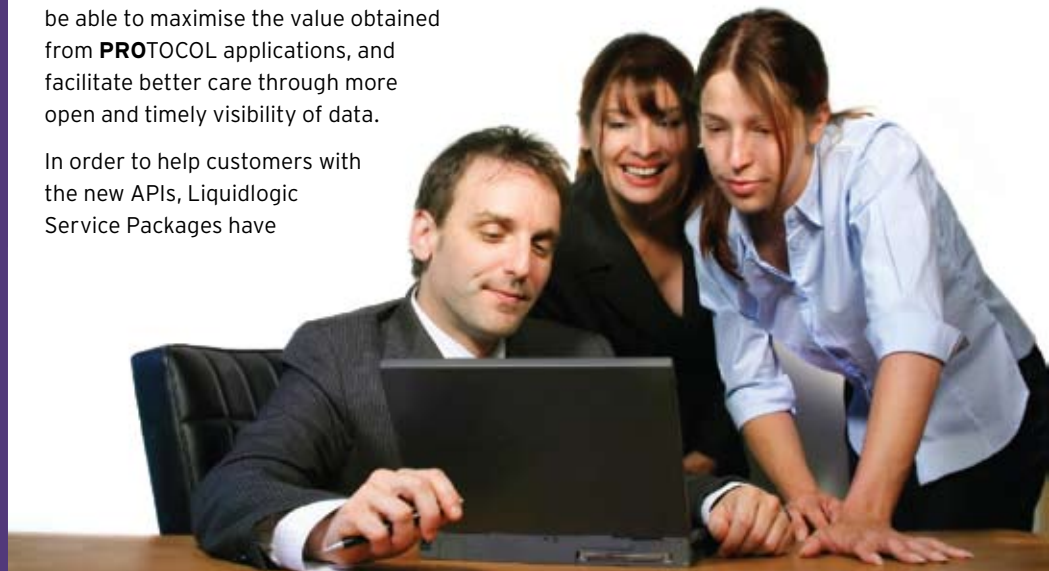
The interfaces for **PROTOCOL** ICS, eCAF, eSAP and the new Integrated Adults' System (IAS) will make it possible to securely query, retrieve, manipulate and monitor client data contained within **PROTOCOL** applications, supporting a wide range of integration and data-extract scenarios.

Using the interfaces, organisations will be able to maximise the value obtained from **PROTOCOL** applications, and facilitate better care through more open and timely visibility of data.

In order to help customers with the new APIs, Liquidlogic Service Packages have

been created to support a range of customer specific requirements to support and enhance the successful use of **PROTOCOL** solutions. Services Packages comprise of a number pre bought days - providing a cost effective and comprehensive way of planning for the variety of training and support services that may be required:

- API Usage
- Forms Design
- Business Objects
- Statutory Report
- Additional Training



Trafford eCAF

Trafford Council has developed a groundbreaking multi-agency service which will provide more coordinated and effective services for local children and young people. The service brings together education, health and social care staff as part of the council and partners' commitment to provide the best possible support, advice and guidance for local children and young people, making sure it's provided at a time and in a way people need and deserve.

As part of this integrated approach, Trafford required an eCAF system which would support true multi-agency working. Trafford Council has selected Liquidlogic eCAF to provide this essential building block, identifying Liquidlogic's multi-agency pedigree as a key factor in the selection. The system is due to go live in August 2008.

Trafford are working closely with Liquidlogic to incorporate the CAF Quality Assurance Framework into the electronic system. This will support managers in accessing information about the quality of the assessments completed in order to monitor performance.



Why 35 days?

Government targets are everywhere these days; from the literacy levels of 11 year olds to the weight of recyclables collected by Local Councils.

Within Social Services' ICS the target to complete a Core Assessment is 35 working days. But why 35 days? Why not 45 days; or 25 days?

Government targets are nothing new. Early in 1997 David Blunkett set up a task force to make recommendations for child literacy. It was noted that in 1996 "just 57% achieved the necessary standard" - referring to 11 year olds' achievement of level 4 in English tests. They considered what a suitable target would be. In the end, they "plumped for an ambitious 80% by 2002" and the newly-elected Labour government announced this target within days of winning the general election. Today's targets appear no less subjective

Professor John Seddon, author of Systems Thinking in the Public Sector, asserts that: "There is no value in having a target, since it is an arbitrary number". Could it really be the case that the targets that drive performance management are just that - arbitrary numbers set by think tanks and task forces?

However, for now, can anyone explain why 35 days?

Citizen Portal



With personalisation and self-directed support now key within Adult Services, Liquidlogic has moved from prototype to production of an online Citizen Portal.

Initially providing the means to support self assessments and generally act as a central repository for support and care information, the Citizen Portal also provides a web based access area to clients own records. This will truly support personalisation by allowing clients/carers to contribute to and collaborate in their own records. In addition, online service directories and document libraries are included, providing a wealth of information to clients and carers.

Moving forward Liquidlogic envisages the Citizen Portal will facilitate and encourage a greater level of individual control, with the ability to effectively monitor and manage risk, finances and support.

Finally, the Citizen Portal will not only provide the ability to manage Individual Budgets online but, where appropriate, for a client to manage and control the entire support process themselves.

For more information on the Citizen Portal, contact Louise Sinclair on **0113 2320100**.

Slough Adults Services IT System Open Day

Slough Borough Council has spent the last 18 months developing and implementing a new IT system to support Adult Social Care.

Following positive feedback from their recent CSCI BRM where Slough demonstrated their **PROTOCOL** Integrated Adults' System, Interim Corporate Director of Community and Wellbeing at Slough, Mike

Boyle is keen to share their experiences with other authorities.

Date: 25 June 2008
Time: 11am - 3pm
Venue: Baylis House Hotel, Slough

For more information or to register visit:

www.liquidlogic.co.uk/slough

