



## Using Wisdom to meet the requirements of the Electronic Social Care Record

### The Client

In October 2005 Leicestershire County Council (LCC), along with the other 149 Councils with Social Service Responsibilities (CSSR) had to meet new government guidelines relating to social care records stored in Client Index Systems (CIS).

LCC saw the benefit in embracing the opportunities afforded by the Electronic Social Care Records (eSCR) challenge to improve service delivery and support practitioners.

Being a '3 star' social services department, coupled with an 'excellent' authority rating from the Audit Commission, LCC was already planning its corporate records management strategy prior to the release of the eSCR guidelines. Rather than pursuing a 'point solution' add-on to their existing CIS, they tendered for an enterprise solution that satisfied their immediate eSCR data management requirements, as well as fitting in with the longer term council-wide information management strategy.

### The Challenge

Typically CIS installations only store structured data. eSCR guidelines require that CSSR's develop an Electronic Case File that might also store unstructured data such as scanned images, emails, paper and electronic documents and video and audio recordings. The new solution had to closely integrate with the existing LCC CIS running on an Oracle platform and achieve this with minimal invasive development.

So how did Diagonal help LCC retain their existing investment in software, training and people skills, whilst meeting the October 2005 target for creation of new records in a CIS that met eSCR functionality guidelines?

### The Solution

LCC identified that the solution must handle structured and unstructured data, as well as e-forms based data collection. The existing CIS met the requirements for the management of structured and coded data, by integrating this with the Wisdom Product Suite for the full lifecycle management of all types of unstructured data. Social work practitioners can access both data types through existing CIS screens. A further requirement was for electronic forms based data

collection that might be entered on devices such as personal computers, PDAs and Tablet PCs. AchieveForms met this requirement and was integrated with both the CIS and Wisdom to provide this capability.

By utilising web services to integrate the CIS, Wisdom and AchieveForms, LCC have a solution platform that meets all the eSCR guidelines. An example of this integration is that when a new service user is entered into the CIS, the required electronic case file folder structure is automatically created within the Wisdom file plan.

Because of the way the integration is being implemented LCC users can continue using a familiar interface, with all the document and record management taking place in the background. This approach minimises training and change management requirements.

A further advantage of this approach is that it allows secure remote access to electronic case files from any council location, as well as enabling mobile offline working using Tablet PCs. An example of this might be downloading blank or partially completed electronic forms and filling them in off-site, then automatically synchronising the data when reconnecting to the council network.

### **The Future**

Initially supporting around 1,500 users in over 100 locations county-wide, eventually it is planned for Wisdom to be implemented as the corporate solution providing document and records services for over 5,000 users throughout the authority.

By taking a holistic approach to their corporate information management requirements, LCC have met their existing document and records management needs as well as putting into place a solution platform that can be expanded to cope

with any future needs as well.



Wisdom is an Integrated Information Management solution comprising Electronic Document and Records Management, Workflow and Document Capture.

It provides today's information intensive organisations in the public sector with an integrated platform for the management of electronic and paper information, enabling:

- Integrated information driven business processes
- Improved, more customer-centric service delivery
- Reduced avoidable contact
- Cashable savings
- Legal and regulatory compliance

Wisdom EDRM provides complete lifecycle management of documents and records, both electronic and paper using a contemporary technology platform that seamlessly and invisibly integrates with line of business systems throughout the organisation. The EDRM module has been accredited by the UK National Archives since 1999 and we are now working towards certification under MoReq2, the new European standard for the management of electronic records.

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