CIVICA

Case study

How modern case management accelerated change at Birmingham Children's Trust



BIRMINGHAM
CHILDREN'S TRUST

Case study

England's largest children's services department became operationally independent in 2018, forming Birmingham Children's Trust (BCT). Wholly owned by Birmingham City Council and working in close partnership, the Trust can now respond faster to change and decide how to deliver services to up to 10,000 vulnerable children every day.

The Trust needed a better way to manage complex, multi-agency work at scale. Key issues included having limited support for genuine multi-agency working, convoluted case management processes and difficulty storing and using different media types. It also struggled while records were held across multiple systems. With records in silos, teams found it difficult to manage cases effectively and efficiently.

Freeing up social worker time

The Trust wanted to reduce the administrative burden so social workers could spend more time with children and families. It also wanted to better capture the voice of the child, including photos, audio and video, and to use integrated reporting across the full end-to-end journey.

Andy Couldrick, chief executive at the Trust, explained: "We want our workforce to know we "have their backs" while they do difficult work. And we want to empower them to be decision-makers, to use their professional judgment, build their confidence and equip them with the right skills and tools."

New collaborative working through ECLIPSE

BCT selected **ECLIPSE**, a case management platform from Civica, to enable effective collaborative working and clearer communication across a large, complex organisation.

The cloud-native solution is adaptable and flexible, giving social workers the tools they need day-to-day, from the ability to embed audio, video and images into case notes, to guiding consistent practice through forms and worklists. The solution also includes secure access with two-factor authentication for robust data security, enhanced and configurable workflows, and offers clear, plain-English outputs for children and families.

"The ability to use interactive recording, such as voice notes, has had a huge impact on our teams. It enables them to record information more quickly and efficiently on the move. Meanwhile, the improved workflows in the system means that handovers are better and data visibility has improved."

Jenny Turnross, Director of Practice

Key outcomes



Over 2,000 users live on the platform



Millions of records stored



Simpler, multi-agency collaboration

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Providing managers with a holistic view

More than **2,000 users** at Birmingham Children's Trust are now live on ECLIPSE, with **millions of records** available via the platform. Using ECLIPSE alongside Microsoft Power BI has improved understanding of activity across the organisation, helping teams adapt and improve continuously.

From the first contact, social workers can record quickly and accurately on any device while managers have clearer oversight and can spot patterns earlier.

"Managers can easily look at the worklist in ECLIPSE. It highlights pinch-points and enables them to spot patterns. Visibility of workload is very apparent, which means as a manager you can clearly see and know what you need to do."

Next generation case management

BCT has made strong progress in improving processes and collaboration between partners, with technology playing a key role. Three months after implementation, Ofsted visited and provided positive feedback, reinforcing confidence in the approach.

"We had a visit from Ofsted three months after implementation. The feedback was positive, and they really liked the system."

Using ECLIPSE as a next generation case management solution has played a key role in creating a truly holistic service for children and families.

Get in touch today to find out how ECLIPSE can help transform your case management.

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