

Kent County Coroners completes cloud case changeover

Civica remote deployment supports Kent's drive to digitize coroners' service

Kent County Coroners is the largest Coroners in the UK, handling between 6,000 and 8,000 cases a year, across their four 'Invicta' jurisdictions.

As part of an efficiency drive to digitalise the whole Coroners service, Kent County Council partnered with **Civica Coroners Case Management** cloud-based solution contributes to the aim of the Coroners service becoming completely paperless.

Location is key

At a time when working from any location is critical, a cloud solution was an important requirement.

Another key need was that the Civica cloud solution was able to be deployed remotely, without any need to access Kent's offices. Project meetings and training were delivered virtually.

The deployment of the entire system remotely, including training, occurred within four weeks.

By replacing its on premise solution, the council's staff can now work on any connected device from any location, significantly increasing case management progress and resolutions.

Key Outcomes

- 1 Single cloud portal accessible by all from any location
- 2 Deployed remotely, including training within 4 weeks
- 3 Reduction in support calls and emails

"Despite 'lockdown', we were able to go live remotely and with great support from Civica our staff not only learnt a new way of working but to do this while getting used to working from home"

Angie Sanders,
Group Service
Development Officer,
Kent County Council

Learn more:

civica.com/coroners

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“The biggest improvement we’ve seen is that our team can progress cases from home which offers flexibility for the service in the future as well as providing us with time savings, not only reducing, but removing some of our administrative tasks completely.”

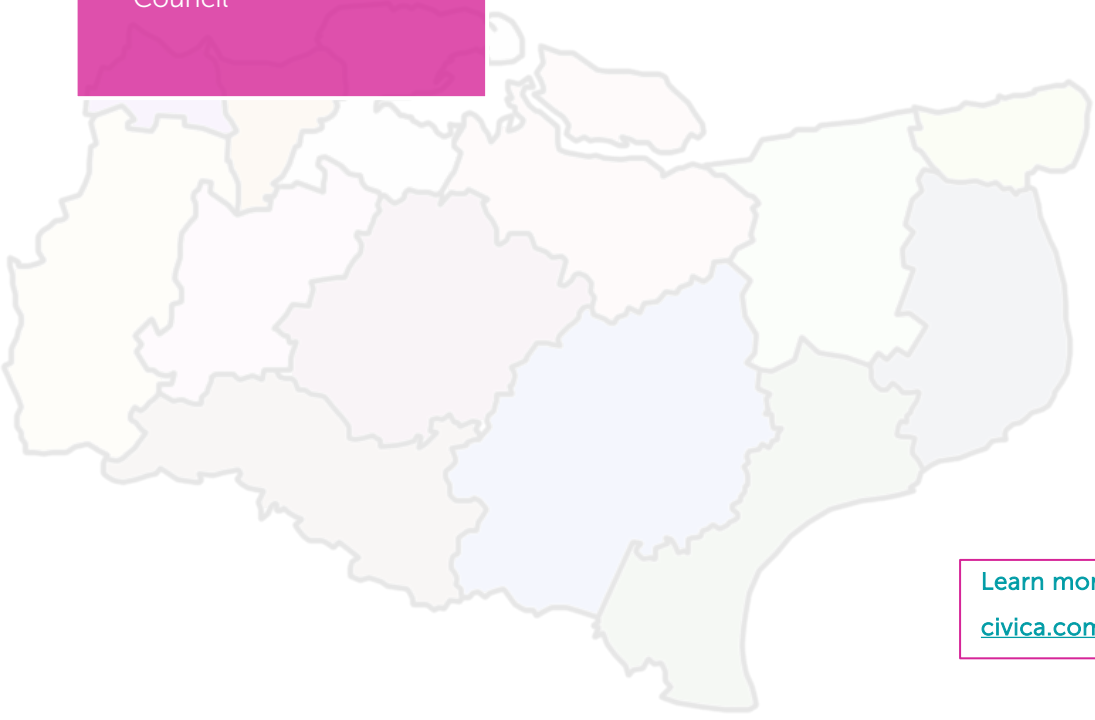
Angie Sanders, Group Service Development Officer, Kent County Council

Connected parties

Built on Civica’s iCasework cloud platform, Civica Coroners enables third parties, including registrars, hospitals and funeral directors, to submit referrals via a digital portal rather than using email and paper-based communications. Once referred, cases are automatically created – a more efficient process that has also improved the speed of case progression.

“As we were already providing an online referral solution for our GP’s and Hospital’s we had to transfer over to the new online portal on the same day. We immediately started to see the benefits of the portal as it was much more stable, and the referring doctors were able to upload relevant documentation along with their referral.” expanded Angie,

“We have also seen a decrease in the number of telephone calls and emails we use to receive on a weekly basis because of issues with the portal.”



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