

Empowering the Southwark Council user experience over the last decade

Southwark council gain a 'home' advantage with Civica Case Management

Southwark Council are highly committed to providing high-quality "personal" services - including housing, social services, education and libraries, waste collection, environmental health, and more - across the vibrant London borough; now also home to Civica HQ.

To support this commitment the council focused on proactive problem prevention, upgrading their systems and technology to allow for ready identification and swift response to issues.

Welcoming Civica into their home

Recognising the need for a cloud hosted (SaaS) system to achieve key aims of integration with MS Dynamics CRM, and Council Member access to the self-reporting portal.

Southwark appointed a dedicated internal project manager Savina Vagarwal to work alongside Civica to achieve the successful migration.

Rolling the new solution out across the Southwark team, Civica helped to gradually up-skill with the new workflows and systems.

Currently, the Civica Case Management solution has over 1,000 users at Southwark Council, who use the system in the following areas:

- Complaints and feedback
- Concessionary travel
- Information requests
- Legal disrepair
- Tenancy & leasehold
- HR system

The key performance indicators set by Southwark Council were around meeting timelines, maintaining promptness, and reducing the burden of work on teams involved.

Key outcomes

- 1 MS Dynamics CRM Integration
- 2 Lower responses to under 10 days
- 3 1,000 users across 6 areas

"Civica Case Management is so intuitive that managing the workflows, delivering the reporting and conducting user training can be covered by a single person, freeing up much needed resources."

Duncan Ford,
Technical Projects officer,
Southwark Council

Learn more:

civica.com/casemanagement

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Employee engagement

Duncan Ford, Technical Projects officer, Southwark Council reports "There has been a high degree of acceptance towards Civica Case Management, being browser-based it is highly intuitive and easy to pick-up.

Better visibility of data

With Civica Case Management, users have better visibility of their cases, and can access any data required. Simple yet powerful wizard-driven filters, allow advanced query creation requiring no technical knowledge.

Administrative ease

There are numerous configuration options for different areas, making it easy to navigate and implement, and configure the systems in ways that meet our specific needs.

"Over the last 10 years the volume of complaints has doubled, however we are able to provide the same quality performance with fewer staff, thanks to Civica's Case Management software and support for our dedicated users"

Duncan Ford,
Technical Projects officer,
Southwark Council

Cloud access, portability, and integration

Cloud access, the self-reporting portal, and integration with their MS Dynamics CRM were all key.

Accessible anywhere

Having a portal-based solution provides access from any Internet device, allowing remote working.

Reduced workload with self-service

Self-service not only contributes to efficiency, as submissions by users and council members can be made directly through a number of sources.

The councillors within Southwark Council can log feedback and view any inquiry under their name, no matter how logged, along with the number of enquiries and their current status.

Dynamic solution

Crucial to the cloud-based Civica Case Management migration was API integration with the council's MS Dynamics CRM system.

This allowed councillors to view all their cases on the self-service portal, even those previously submitted through the CRM.

Benefits & positive outcomes

Civica Case Management helps improve two key areas, greater visibility and faster response times.

Informative reporting

The "Reporting is fantastic", extolled Duncan Ford, on how Southwark now find it faster and easier to identify problem root-causes, and action effective responses.

Previously without a central Case Management system corporate reporting was a real headache.

With the readymade report libraries and functionality for users to create and share ad hoc reports with colleagues, key personnel always have the up to date management information they require.

Recategorization reporting

More complex cases may need to move between council officials, any delays in recategorization could result in teams receiving cases that are already overdue.

With Case Management, assessing the number and ages of such cases occurs in real-time; allowing better allocation of resources and cutting the number of overdue cases.



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