

Community Helper

Helping councils to support their communities

Now more than ever, we need to come together to support each other and to help the communities that we serve.

With this in mind, Civica is offering every council in the UK a software that will support you in managing critical incoming requests to support your most vulnerable residents in a secure and traceable way. Whether it's ensuring they get food supplies and medicines when they need them, or letting you know if they need someone to talk to.

Community Helper also gives you the ability to import existing lists of vulnerable people (including shield lists) so that all cases can be managed and tracked in a single place, giving you security about who is being supported and where extra help might be needed. It helps you to avoid the data protection risks associated with running services off spreadsheets and its business logic can be applied to support you to prioritise the most critical needs first.

Business rules are set in the system that enable requests to be automatically allocated by criteria such as distance and type of help needed. It can route directly to council services, to volunteers and volunteer groups or to third sector agencies, tracking exactly who has done what and when.

You can set who sees what's in the system so that permissions are tightly controlled.

Community Helper has rich reporting capability so you can identify where help is most needed - and where support has already been given

Key benefits:

- Manage support for vulnerable people in a secure and traceable way to minimise risk
- Import your shield list so that you have an accurate picture of need and you can see who has done what in real time
- A flexible solution that can be updated over time as the Covid 19 situation develops.

Why community helper?:

- Easy to use solution – designed with councils, for councils
- No training is needed
- The system can be set up instantly
- Secure, with independent ISO27001 accreditation
- Proven to be highly resilient and scalable
- Based on a tried and tested platform that is already used by many councils in the UK as well as government departments, banks, national retailers and more.
- Upfront transparency on costs if you.

Why Civica?

Civica is an international software company and a global leader in public services technology. We provide the software and automation behind essential every day services, working with our customers to deliver a stronger performance and achieve better outcomes for people and communities.

Our purpose is simple. We provide the systems and the technology know-how to help our customers excel, working with them to make a difference for the lives of millions of people and the teams who serve them.

Our vision is to harness the potential of digital, cloud and data together to support our customers' digital ambitions.

- 2.5 million users of our software
- Digital solutions transforming 500 organisations
- £120bn administered annually by Civica systems
- Supporting essential services for more than 90million people
- More than 4,500 colleagues
- Producing over 17 years of unbroken growth.





Example one:

89 year old Beverley is hard of hearing but is mobile and in reasonably good health. She lives alone and is unable to go shopping independently. Beverley only has two days of food available and her daughter is worried about her mental health as Beverley keeps telling her she is feeling lonely. She is not able to secure an online delivery slot and as she is clinically well, she is not on the shielding list for her local area. Her only daughter lives 190 miles away and is a key worker working full time. Her daughter has seen an online advert for Community Helper and inputs her mum's details to request local support.

Beverley's requirement is routed, based upon her home address and type of need to the correct support / volunteer teams where both service requests will appear as un-met need.

The support team receive the case and get in touch to arrange a regular shopping delivery and to put in place a twice weekly call from volunteers.

When the shopping and support is arranged, the system is updated via a simple email link, so the council knows exactly who has done what. Beverley's daughter receives a text to tell her that her mum is being supported, so she doesn't have to contact the council to chase up.

Example two:

A vulnerable person list has been imported into Community Helper and a priority assigned to each person so that they are flagged as 'most vulnerable'.

Each person is then automatically assigned as a 'case' and based on their needs is allocated to an individual or group of individuals to ensure appropriate support is given. The supporters can make notes on the case and update it as the needs are identified and the person is checked on. At each stage the system captures what has been done and enables full reporting – so at the touch of a button the local council will be able to see who has been contacted and had support arranged who hasn't.

This work to import the vulnerable people lists can be done alongside the capture of the community need in example 1 using the same system throughout defects caused by human error.

Visit www.civica.com/community-helper to register your interest or discuss Community Helper with a member of our team