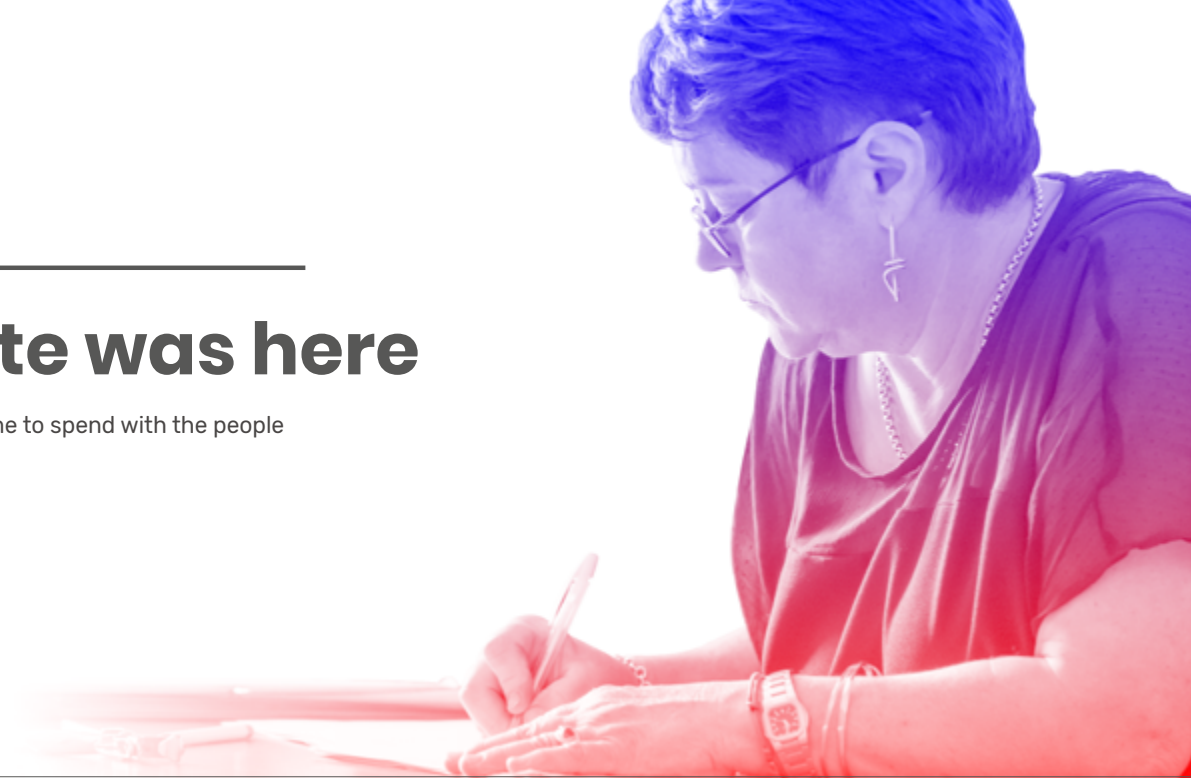


# Annette was here

Now she has more time to spend with the people who need her.



## Interoperability changed our care pathways – Dundee Council’s digital case management journey

Servelec’s Mosaic software has helped Dundee Council to understand the needs of its service users and manage them better, bringing staff a single, digital view of each case.

### → Introduction

Mosaic from Servelec has been a vehicle for change for Dundee City Council, delivering a shift in the way services are brought to Dundee’s citizens – joining records together for Digital Care.

As part of the Scotland’s Digital Future mandate, Dundee City Council has transformed the delivery of its social care and health services. At the centre of the change is a sharper, clearer focus on supporting its citizens’ personal requirements.

The legacy technology underpinning the health and social care service teams was to be replaced. Alongside this, Dundee’s ambition was to enable social workers to focus on vulnerable adults and children, by creating a single view of their needs using a better digital case management system.

### → How Servelec helped

Dundee City Council replaced its legacy in-house system with Servelec’s case management system, Mosaic, across Children’s, Adults, Finance, Criminal Justice and Education Services.

Mosaic’s workflow enables Dundee’s social workers and other relevant council staff to access their case load quickly, from one platform. This in turn enables them to spend more time on site with clients as their desk-time has decreased.

Mosaic’s Best Practice Configuration provided Dundee with a set of forms, workflows and statutory reports to speed up and simplify implementation which continues to streamline day-to-day interaction between staff and service users. Servelec also deployed added functionality in Mosaic around relationships and chronologies, enabling a deeper connection between cases.

Using Mosaic to ensure that the Council’s processes are aligned with the relevant timescales of Single and Multi-Agency Protection investigations has meant that procedures are tighter and easier to navigate for service users and Council staff.

# 🗨️ Mosaic provided us with a good foundation to build upon; it also made us realise that there were some improvements we could make to some of our current business processes. 🗨️

Dundee City Council

## → The result

- > Dundee City Council went live with Mosaic within twelve months of Servelec winning the competitive tender
- > For the first time in Dundee City Council's history, information for service users is held in one place, reducing the amount of time social workers spend at their desks, inputting and connecting case information. They now have access to the right information at the right time
- > Servelec worked with Dundee Council as a partner, providing an on-hand project team for support throughout the entire design and implementation journey
- > Without the Mosaic Best Practice Configuration, Dundee Council would have had to build their forms from scratch. Removing this requirement significantly reduced time to implementation and gave additional confidence in the suitability and usability of the system to the team
- > The forms in Mosaic have proved so easily adaptable that Dundee City Council is able to customise quickly when the Scottish Government make changes to legislation or requirements, shortening any delays for service users and minimising strain.

## → Inspiring others

We connected Dundee Council to the active Mosaic customer network, to help them learn from other like-minded councils and hear best practice, which helped them develop their own business processes to best support their services users.

