

## Freeing staff at Excel Housing Solutions to support vulnerable people with Advantage Impact



### The challenge

Excel Housing Solutions provides community-based supported housing projects in Merseyside. With 25 units to manage, including a dedicated unit for adults with complex needs, and only 17 members of staff, there's a great deal to achieve each day.

Administration and paperwork had become time-consuming. Excel Housing was looking to move away from paper files and to start using a system which would bring all their information together electronically.



### The benefits

- All Excel Housing Solutions administration can now be managed from one system
- Information on support work, planning, case management, appointments, repairs and maintenance is now all in one place
- Streamlines case management so staff have more time for clients
- Mobile access so field-based staff don't need to return to the office
- Reduces information entry duplication
- Simple reporting to evidence impact
- Easy to set up and start using straight away



### What they said



All the information I need is in one place which I can log onto anywhere, anytime, including from home. If I need to look at a particular client's support files I can log on and access their records straight away - it's amazing!

We expect Advantage Impact will save significant time for staff, which ultimately helps us achieve our aims - the less time we spend on administration and paperwork, the more time we'll have for supporting our clients to better outcomes.

Kristy Werner, Excel Housing Solutions



Interested in finding out more?

✉ Email us at [cssenquiries@capita.co.uk](mailto:cssenquiries@capita.co.uk)