

CAPITA

Case study

Supporting Wirral Churches' Ark Project to evidence success with Advantage Impact



The challenge

Wirral Churches' Ark Project is a homeless prevention, support and accommodation service, supporting hundreds of people at risk. With so many people to support, the charity was looking for a better way to manage their information.

Services Manager Charlotte Swann explains: "We were working off Word documents, which were easily deleted, and manually completing finance ledgers. We needed a more robust system with better accountability and case management, which also supported our aim of becoming paperless."



The benefits

- All information is managed in one place, including building work, support, medical records and housing benefits, making it easier for the 29 staff to find what they need
- Comprehensive, clear reports provide financial accountability and evidence how the service is performing against targets, including occupancy rates
- Mobile access so field-based staff don't need to return to the office
- Reduces duplication of information being entered
- Easy to set up and start using straight away



What they said

"Advantage Impact saves us time and makes my role a lot easier. The system is web-based, so I can access it from anywhere, whether I'm working on audits, risk assessments, plans for building projects, or assessing the progress of a client.

"I particularly like the flexible reports: being able to evidence that we're meeting agreed targets is invaluable for both current sponsors and future potential funding streams. Having a robust information system has improved the way we work in every respect."

Charlotte Swann, Wirral Churches' Ark Project

Interested in finding out more?

✉ Email us at cssenquiries@capita.co.uk