

Providing better outcomes across Denbighshire County Council



The situation

Denbighshire County Council was seeking a single end-to-end case management system for use across the entire organisation that offered improved reporting, offline working capability and the ability to better demonstrate the impact and difference their services make.

Advantage Impact enabled them to achieve all of this, as well as delivering improved referral assessment and support planning services. All within a flexible and scalable solution which will grow with them as they look to incorporate other areas in the future.



The benefits

- Utilises the template provided by the Welsh Assembly, meaning reports are automatically created in the correct format, quickly and easily.
- Offline working capability means forms can be completed offline, and will automatically upload once in an area with an internet connection. This results in faster processing and resolution times, minimising waiting lists.
- Fully hosted secure web solution means no significant new IT equipment costs
- Improved internal and external communications



What they said



With Advantage Impact we are more efficient than ever before, providing better services and outcomes for the vulnerable people we serve.

At the touch of a button we can quickly and easily produce the official statistic reports required by the Welsh Assembly.



Angela Hesford, Supporting Independent Living Manager,
Denbighshire County Council

Interested in finding out more?

✉ Email us at cssenquiries@capita.co.uk