



Case Study: Intuitively Managing Systems Isle of Wight Council

I have been an Iken user for over a decade now. In November 2016, when I took up my current position managing the Commissioning team of the Council's Adult Social Care department, I was shocked to learn that they didn't use Iken. I advocated for the team to begin using it and secured funding – now my whole team use it.

Laura Gaudion

Strategic Commissioning Manager,
Adult Services, Isle of Wight Council

The Challenge

My team is responsible for everything from commissioning care homes and supplier contracts to development of housing options.

Before Iken, we had no consistent way of working, which led to a lot of duplication and made things difficult to find. We had no way of auditing or reporting on how we were working and we were unable to share information effectively.

What we wanted was a more centralised system with greater capacity to allow us to better manage information and work more collaboratively.

The Solution

Implementing Iken was certainly the most painless transition we could have experienced. Nothing was too much trouble and we felt really supported throughout the process. Having the team in-house for over a week's worth of bespoke training was really helpful. Iken have showed us exactly what to do and made sure we're doing everything we possibly can within Iken.

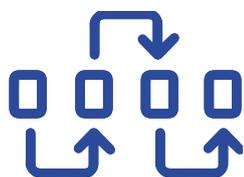
The system is so intuitive. I couldn't do without Iken's ability to keep information and contacts up-to-date – it is so user-friendly and easy to navigate. Previously, we were all managing our own contact list, which meant constantly rummaging around for people's contact details. Now these are always well managed and up-to-date. When colleagues are away, everything is stored securely in such a way that I know exactly what needs to be done in their absence. It really saves us time and resources.

“I'd absolutely recommend working with Iken to other adult social care commissioning teams – for any kind of service like ours, Iken is the way forward.”



The Results

Productivity in our team has increased. With the support of Iken, we now have processes in place to support us all in delivering a more efficient, effective and consistent service. As a manager, I have better oversight of my team's activity and can allocate and manage work accordingly. I can use this information to develop our strategic commissioning plans and to monitor levels of activity and associated costs against key projects and corporate priorities.



SIGNPOSTING WITH WORKFLOWS

We have a structured process for workflows that is working really well. Specifically, we've been able to implement a provider contract breach workflow.

This has been managed through many different processes previously in quite an ad hoc way.

Whenever we had a provider breaching a contract, there was no clarity for them on what to expect when in terms of timescales. The workflows in Iken give a clear, signposted route for the process - we can use the same templates for letters, action plans, timescales and processes. Expectations are much clearer for our providers.

Prior to using Iken, we didn't have any form of risk management categorisation. Now we can categorise risk and the priority of the work being undertaken as we set up the file in Iken. When the file is opened, I can instantly see the level of risk attributed to it, the complexity and priority of the project and who is working on it. This means that I can support my team more on complex projects.

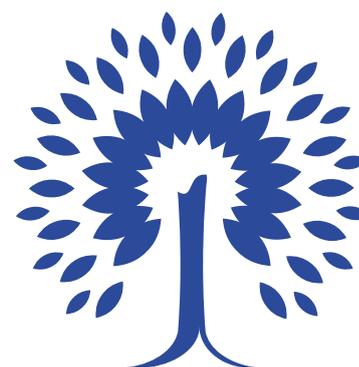
The Future

I'd absolutely recommend working with Iken to other adult social care commissioning teams - for any kind of service like ours, Iken is the way forward. It's saving us time on a daily basis and this means that we are also saving money by using resources more effectively! I'm looking forward to seeing these savings increase in future.

I've now been using Iken for the past 13 years and I wouldn't use anything else.

Laura Gaudion

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