

# Blueprint for Social Services




blueprint   
*making Data work for you*

## In brief

Blueprint helps organisations tap into the power that's hidden in data. We create information systems that allow our clients to visualise and control the processes that directly affect their success. We understand the issues facing our clients and offer insight into the needs of people in their businesses.

We're partners of leading software companies, including Business Objects and IBM. We work closely with our clients' IT teams and their internal customers, building bridges between the people who implement and support information systems and those who use them. Blueprint specialises in the creation of business intelligence, performance management, and financial planning and budgeting systems. We provide strategic and technical consultancy, project implementation and systems support. We also provide accredited training services that serve thousands of people every year.



**Blueprint:**  
visualise and control the processes that  
directly affect success

## Our services

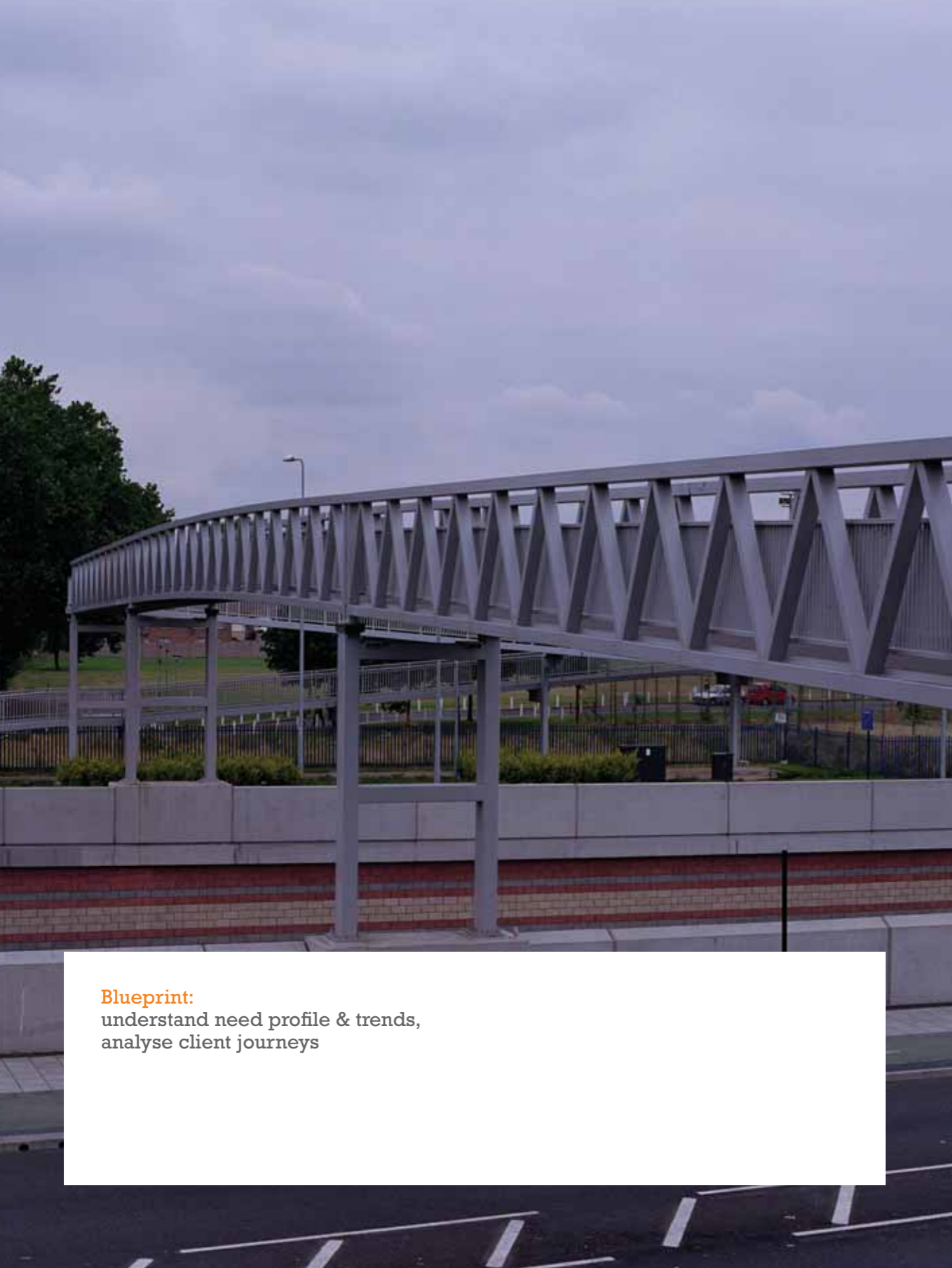
In business, as in life, what we want is not always what we need. If we're prepared to question our preconceptions and habitual ways of working, we open the way to change and innovation. So at Blueprint we listen carefully to our clients, but we also challenge them. We closely scrutinise the relationship between our clients' objectives and the business processes they employ. We look at the details and the 'big picture'; we ask ourselves what's not there, as well as what is; we test the logic of established processes; we reveal the power that's hidden in data. Our desire to look beyond the obvious is what makes Blueprint's approach to the creation of information systems different from everybody else's.

**Information systems that really work are led by business needs: they're business life-support systems, not repositories of dead data. They make it possible for those who support adult and children's services to visualise and control its heartbeat: the processes that directly affect social services' success. We want the resulting information to demand attention, providing your people with insight and prompting them to take action. That's why we listen carefully to the people who control and work with the new system, to find out what's helpful from all points of view.**

**We could help you reveal hidden truths within your data through the creation of scorecards, strategic and operational reporting, budgeting and forecasting and 'what if' planning tools, providing penetrating analysis from one central data-hub.**



**Blueprint:**  
understanding the changing needs  
of the communities you serve



**Blueprint:**  
understand need profile & trends,  
analyse client journeys

## Understanding performance

Local authorities are under pressure to improve their services and support for their communities, a challenge many have risen to. Both they and central government want to see continuing progress and recognise that the primary responsibility for improving performance should rest at local level.

In this performance-oriented culture, we can help you see beyond the simplistic measures used for regulatory purposes. For example, although you undoubtedly report on your clients' needs, you may be able gain remarkable insights from deeper analysis. This could include breaking down and comparing the demographics of clients and their needs, the common 'lifecycles' of need, and the services that are assigned by different teams and assessors as part of a care plan. Crude measures can often mask the underlying and changing needs of clients and variations in outcome. Could the service most in demand be the least effective way of meeting the core need, when seen from the perspective of 'promoting independence'?

Our information systems are designed to enhance the use of the data within your current systems, such as Swift, CareFirst and Paris. We can create a holistic overview by combining the information they produce with financial and service data. We could also enable you to track individual client 'journeys', revealing the paths commonly taken through social services and relating them to outcomes.

Within every system we build, we segment the information around the focus areas and processes that are most important to you, giving you greater freedom to analyse the data in the way you wish. For example, you may want to know what cost increases are associated with mental health provision for the elderly. These costs could be further analysed to show the direct costs of services and the indirect staffing costs due to higher numbers of users or the growing complexity of assessments.



### Strategic Planning

What impact do changing needs and modernisation policies have on the promotion of independence? If social services provide more intensive direct support at critical times while reducing other services, how will that affect its ability to meet the community's wider needs? We can enable you to model this or many other scenarios.

### Understanding Clients

Clients' needs have always been difficult to quantify because they reflect the complex interaction of physical, educational, emotional, behavioural and medical factors. We will enable you to better categorise and monitor needs allowing you to analyse service-users by outcome, rather than services received.

### Understanding the Client Interaction Process

It's important to look at the process as a whole and to review teams and processes according to their effect on the overall client experience. Looking at case complexity, caseload and interaction with the client over a year instead of single events.

### Service Delivery

Are people who are no longer eligible for services taking up places that could be offered to others in greater need? By looking at your existing data differently we could provide overviews that show whether people take up the services offered, how long for, and whether they stop using services unexpectedly.

### Managing the Service

You can ensure that the best use is being made of your skills and expertise by analysing the complexity of work being undertaken, the quality of that work and its timeliness. This allows you to analyse the effects of using social services or health professionals at particular stages of the process.

The Blueprint for Social Services framework



### Our approach

#### We're specialists

Blueprint specialises in finding out what makes businesses tick. The only way we can make a real difference for our clients is by looking closely at their objectives and business processes. This takes us to the heart of organisations. Our specialist knowledge of local authorities benefits every social services department we work with.

#### We get to grips with the business issues

Our clients expect the systems we build to get measurable results. This means we need to understand what they want to achieve and what processes they employ. Our business, consulting and accounting skills enable us to work with management teams on these issues, as well as with IT professionals. We translate social services' needs into the language of information technology.

#### We nurture talent

We have high expectations of our own people and give them our support in return. We don't use contractors. We recruit talented, enthusiastic people who want to learn. We help them develop their skills through mentoring and by assigning them to projects that will interest and motivate them.

#### We help people to work smarter

We help people at 'the sharp end' - the end-users of our systems - to be more successful. When we design systems, we take social workers, heads of service, planning officers and principle officers skills and preferences into account. We also take care to learn about what they do, looking for opportunities to help them work more effectively.



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