

City of York Council

Council transforms care invoicing with a collaborative digital platform



Innovative Software
Integration
& Data Analysis

the customer

overview

Customer

City of York Council

Website

<https://www.york.gov.uk>

Number of employees

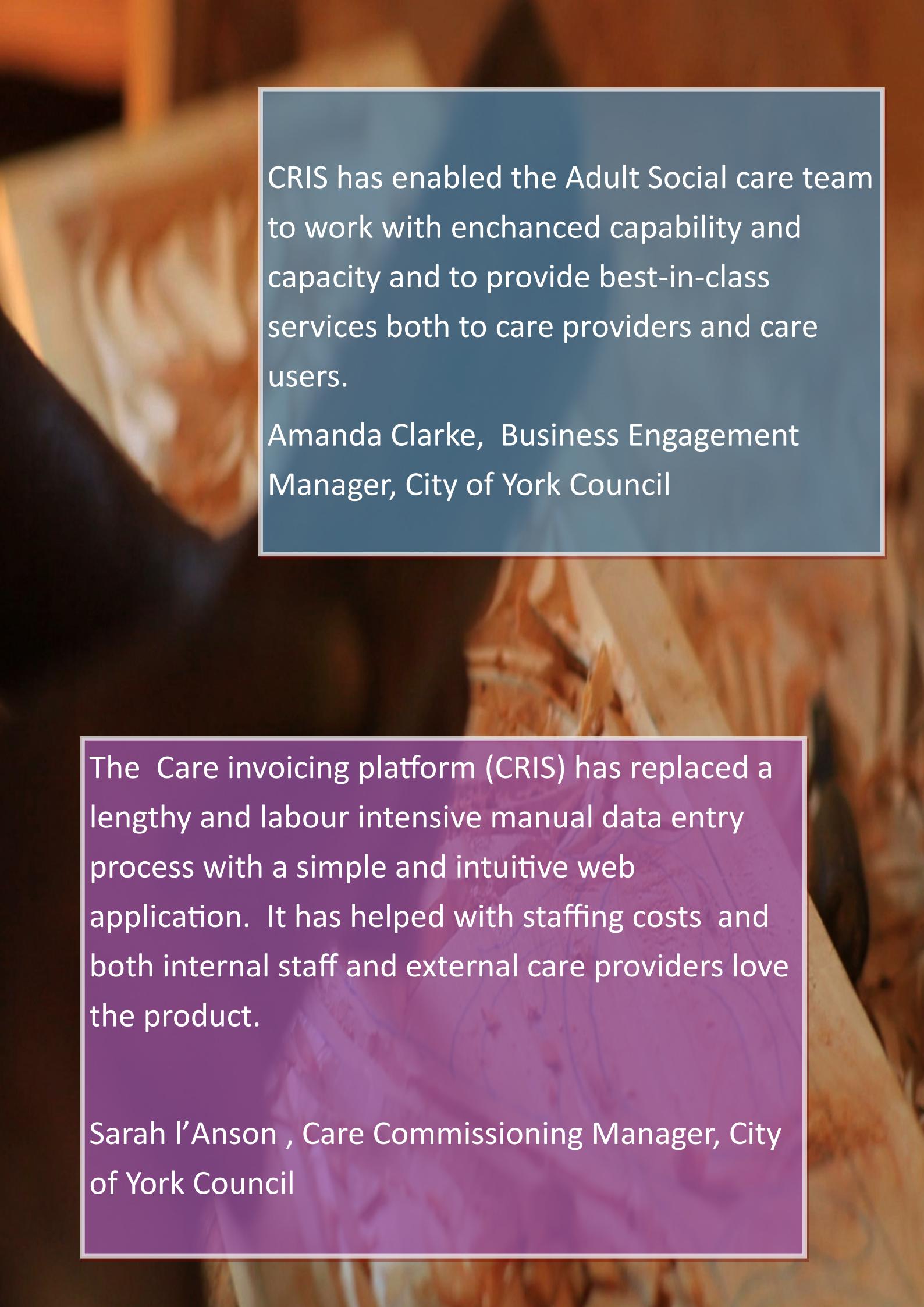
Approximately 6500

Country or region

York, North Yorkshire

Industry

Local government



CRIS has enabled the Adult Social care team to work with enhanced capability and capacity and to provide best-in-class services both to care providers and care users.

Amanda Clarke, Business Engagement Manager, City of York Council

The Care invoicing platform (CRIS) has replaced a lengthy and labour intensive manual data entry process with a simple and intuitive web application. It has helped with staffing costs and both internal staff and external care providers love the product.

Sarah l'Anson , Care Commissioning Manager, City of York Council

the problem



The council adult social care team were managing care payments by the usage of Excel spreadsheets and manual data entry. The system was slow, prone to errors and a great deal of manual intervention was required to get the correct data into the Care System.



Like many local authorities today, this legacy system in City of York Council did not facilitate collaborative working and presented data quality issues which all resulted in a complicated system and cumbersome way of working for the Adults and Finance team at York.



The Council was limited in terms of using the legacy system to its full capability and there was copious amount of time spent manually inputting data, which was not the most efficient approach.

the solution

The development of a web based application utilising the latest Microsoft development frameworks.

CRIS (Care Recording and Invoicing System) for homecare

Two portals

External via york.gov.uk (Providers portal)

Internal on CYC network (Council)

Populated with customer data from the Adults Social Care system ()

Manual data entry or upload of extract file from the providers IT system

Secure log in

Full audit trail

statistics

In use since 2015

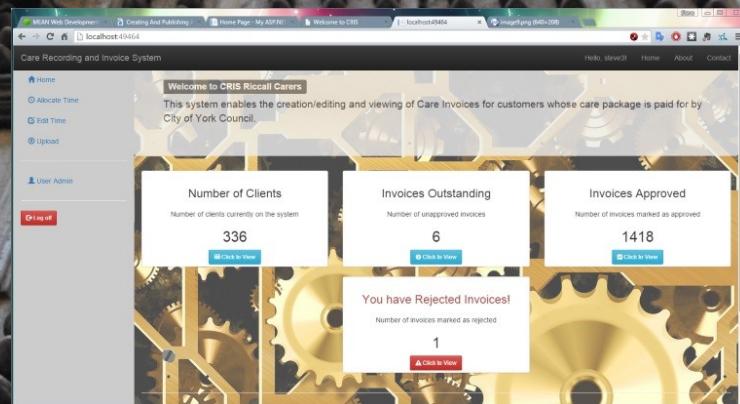
24 adult social care providers

Several hundred care customers

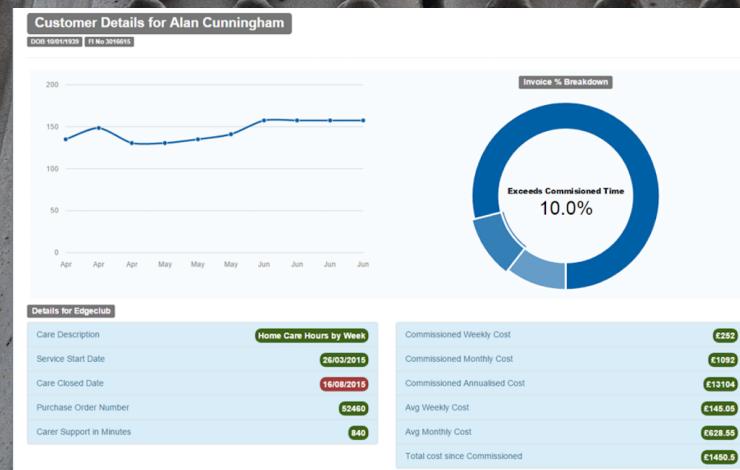
£9 million pounds worth of invoices processed

CRIS screenshots

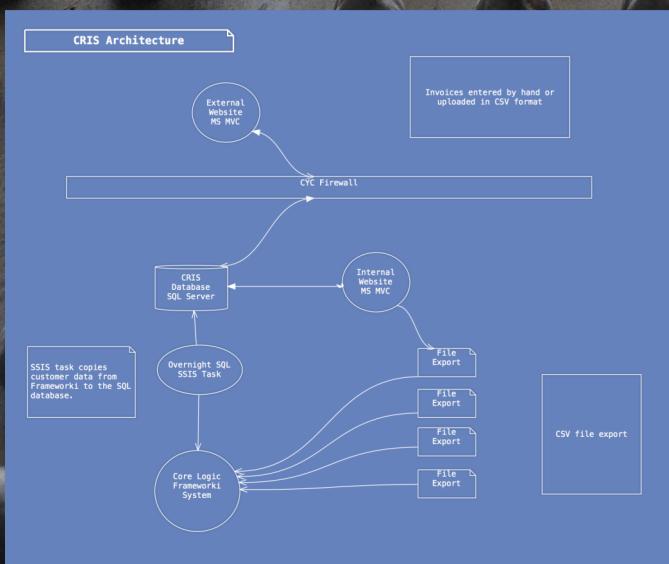
Supplier Intro Screen



Accessible BI Information



Supportable Architecture



about us

We specialise in systems integration. We have over 18 years experience of 'gluing' systems together and making them talk to each other. Examples include local government, flight operations systems, banking, e-commerce and public sector systems.

We've provided software development consultancy services to business's of all sizes and both local and national public sector bodies.

We've worked in a wide range of industries including Banking, Defence, Travel and Aviation, E-commerce / Billing Systems and the Public sector.

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