

BT Mobile **Community** Worker

More visits, less stress and good for the environment



Significantly **easing the pressure** on community workers

The ability to change working practices and organisational structures to enable multi-agency working and to make it possible for front-line staff, such as social workers, to spend more contact time with their clients has to be achieved by authorities, whilst managing the continuous challenge of rising service expectations, the need to deliver value for money and the need to meet new targets for carbon reduction.

Changing the way authorities work is essential to meet these demands and by successfully introducing flexible working practices your authority can begin to transform the way they operate and deliver services.

BT Mobile Community Worker is a remote access solution from BT that delivers secure remote access to information for community based workers; enabling them to provide a more efficient and improved service to clients. BT Mobile Community Worker removes the need to return to base between visits, enabling community based workers to transform the way they work and minimise unproductive time.

As a result community workers will be able to operate in a far more agile and collaborative manner; making more client visits each day and benefiting from greater and more regular sharing of information between colleagues.

At a personal level this change brings more control over the working day. For the council it means better service to clients, delivered in a far more environmentally friendly way.

In addition to increasing the efficiency and effectiveness of community based workers, BT's secure, fully managed mobile working solution can also significantly ease the pressure on them.



BT Mobile Community Worker: increasing **effectiveness and efficiency**

A managed remote access solution providing laptops and hardware, network services and secure network connectivity.

Mobile Community worker from BT delivers access to applications that mobile community professionals normally use in the office. Providing access to information where it is needed.

One click and you are in

Users don't much care how their laptops connect. They just want it to work – quickly, securely and effortlessly. BT Mobile Community Worker puts all of the currently widely available access technologies in one simple, user-friendly interface: MobileXpress

A quick access icon finds the best available connection for pre-defined user profiles. But for most users, MobileXpress will just get on with simplifying system access via our four types of connection:

- WiFi
- 3G/GPRS
- DSL
- PSTN

Taking the hassle out of access

Remote access is not as easy as it sounds. It's a specialist area of IT. Security is clearly fundamental, but so is the robustness of the service. With several access methods in use, it's all too easy for things to go wrong and then the user is 'on their own'.

The BT Mobile Community Worker solution is a totally managed solution from BT. The kit, the connectivity, the software and the user support are all delivered by BT according to rigorous Service Level Agreements; including next business day device replacement.



The right kit: ready to go

We offer a range of different devices from a standard office laptop to fully ruggedised machines, designed to withstand the rigours of daily mobile use.

And our Gold Build option will configure every laptop in your order to the required level of functionality and fully test them ready for delivery to the end user. Our specialist build teams configure laptops day in, day out – so you don't have to.

Ready when you are

BT Mobile Community Worker is ready for rapid deployment. It is bespoke to your authority, but it is built from tried and tested technology that is already in use. We can move as quickly as you can to deliver secure, remote, easy to use access to client information for your mobile community professionals. With a minimum deployment of just 50 units, we are ready right now to help your authority make social care truly mobile.



Benefits explained

Using social workers as an example, here are some scenarios that illustrate how BT Mobile Community Worker could benefit them during a typical working day...

Working as normal away from the office

With improved access to information, social workers will be able to respond to and resolve more cases, more quickly. They'll be able to do this from wherever they happen to be at the time, without having to return to the office before/after each visit.

The unproductive time they currently spend travelling to and from their offices on a daily basis will be significantly reduced. That's because they'll be able to do just about everything they do now but away from the office.

For example, they'll be able to download the next day's schedule of visits and associated case files, plan the shortest routes for those visits and get on with routine administrative work from home, while they're on the move or working from a drop in office. The valuable time they gain from being able to do this can either be spent with clients or achieving a better work-life balance.

Social workers also provide support in several other situations during the normal working day when they are unproductive through no fault of their own; while they're waiting for a client to be interviewed at a police station, for instance. With BT's solution, this time could be used far more constructively; perhaps to progress other case work or catch up on some administrative work.

Capturing and updating information

When visiting their clients, social workers can capture information (e.g. a care review) electronically and update case records directly onto the back office system in real time, instead of having to return to the office and hand their notes to a support officer to be keyed in when workloads permit; maybe days later in certain circumstances!

The potential for human error is also reduced when social workers are able to control and directly manage their access to, and recording of, information. Duplication of effort is eliminated, too, and, most importantly, client records can always be kept up to date.



Providing continuity of service

The emergency duty co-ordinator often has limited room to respond, particularly if the team is a small team and its social workers are already responding to urgent referrals. If the next call received is an emergency and all resources have been committed, the request may have to wait until the duty co-ordinator returns to the office. So, in the worst case scenario, the service may effectively grind to a halt.

Like his daytime counterpart, the duty co-ordinator can now better manage the emergency duty resource by diverting emergency calls to the mobile device of their nearest duty worker, meaning vulnerable clients will have speedier access to the service.

The ability to communicate and direct work via multiple channels means that clients should receive faster advice and, where necessary, a faster visit. Indeed, the duty co-ordinator should be able to arrange visits immediately, without having to wait for a duty social worker to return to the office.



Better collaboration between colleagues and agencies

If social workers need to collaborate with one another when working with the same child or family, or with other agencies whilst undertaking a Single Assessment, they can communicate via their mobile devices, sharing information, thoughts and ideas as necessary.

The real time update of case files ensures that everyone associated with a child has the latest information to hand – where ever they may be. The ability for social workers to work from any location ensures that colleagues can get together where it's most convenient for them to do so – be it an office, drop in centre, library or even from home.

More efficient and effective team management

The day to day management of social worker teams will become more straightforward. Managers will be able to contact their team members whenever they need to, in any of the ways already explained – perhaps to cancel a scheduled visit, arrange a new one or provide team briefings – and their social workers will be able to acknowledge receipt by return.

Two very different ways in the life of a social worker

As it stands, social workers are constrained from becoming as productive as they could be because their profession is supported by outdated and inefficient system access and processes.

BT Mobile Community Worker helps to bring them into the 21st Century. Here are two scenarios to illustrate what we mean – the first based on current working practises; the second on BT Mobile Community Worker...

Current working practises – Only one successful client visit	BT Mobile Community Worker – Three successful client visits, one an emergency
Get up and travel to main office (even if the first client is nearby)	Get up, log onto system from home (after breakfast and before the school run)
Meet colleagues, access systems, check and respond to emails, access clients files in preparation for the day's visits and print them out	Respond to any urgent emails and download and changes to the day's schedule from home
Travel to first client, refer to print out, undertake activities (e.g. undertake risk assessment), take notes in longhand	Conference call with the team to share information, again from home
Lunch (eat on the move, while travelling to second client)	Travel to the first client, call up case file on screen, capture information electronically
Second client not there (they've phoned in to cancel, but the council couldn't contact the social worker to let them know)	Travel to second client, call up case file on screen, capture information electronically
Travel back to the main office, hand notes to support officer to enter into the system, re-schedule second visit	Lunch at drop in office, meet colleagues to catch up
Plan for the next day	Receive a call from manager re-scheduling third client visit, asked to attend an emergency instead
Go home frustrated at lack of progress during the day	Travel to emergency call up case file on screen and quickly understand client circumstances
	Work with client through the emergency and capture information electronically in real time
	Return home without the need to visit the office
	Log on at home as required (e.g. to further update case files and/or respond to emails)
	Log off relaxed, in the knowledge that excellent progress has been made

With the help of BT

We build solutions for your authority that are bespoke according to your requirements, but the solutions are built out of robust, fully tested, proven technology. We already do it for our own people in BT and we have implemented flexible working solutions into numerous councils, such as Wakefield Metropolitan District Council and Suffolk County Council as well as a number of NHS Trusts. We understand local government and we understand mobile information.

Finally, Mobile Community Worker can be purchased from BT through the latest Catalist Framework Agreement, operated by OGCBuying.solutions (OGCbs), allowing you to purchase quickly, without delay and expense associated with going out to OJEU tender.

Contact us

To find out more about BT Mobile Community Worker, contact your BT Account Manager, call **Andrea Foord** on +44 (0)7801 040673, or via email on andrea.foord@bt.com

Offices Worldwide

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