



Social Care Digital  
Innovation Programme  
2019-21

# Kirklees Council –Implementation Progress Update



# Our problem

**“How might we enable service users and carers to access information about their care services to give them more control?”**



# User needs discovered

## MUST

View date of next review so it can be booked

Check and amend personal contact details

Check allocated social worker's contact details

Check what direct payments can be spent on

Check entitlement to services

Share preferred method of contact with the council

Update who can act on my behalf

Request a review or assessment when care needs change

Request equipment

Make a complaint about care services received

Access support plans and review documents in a shareable format

See the status of an enquiry and check progress

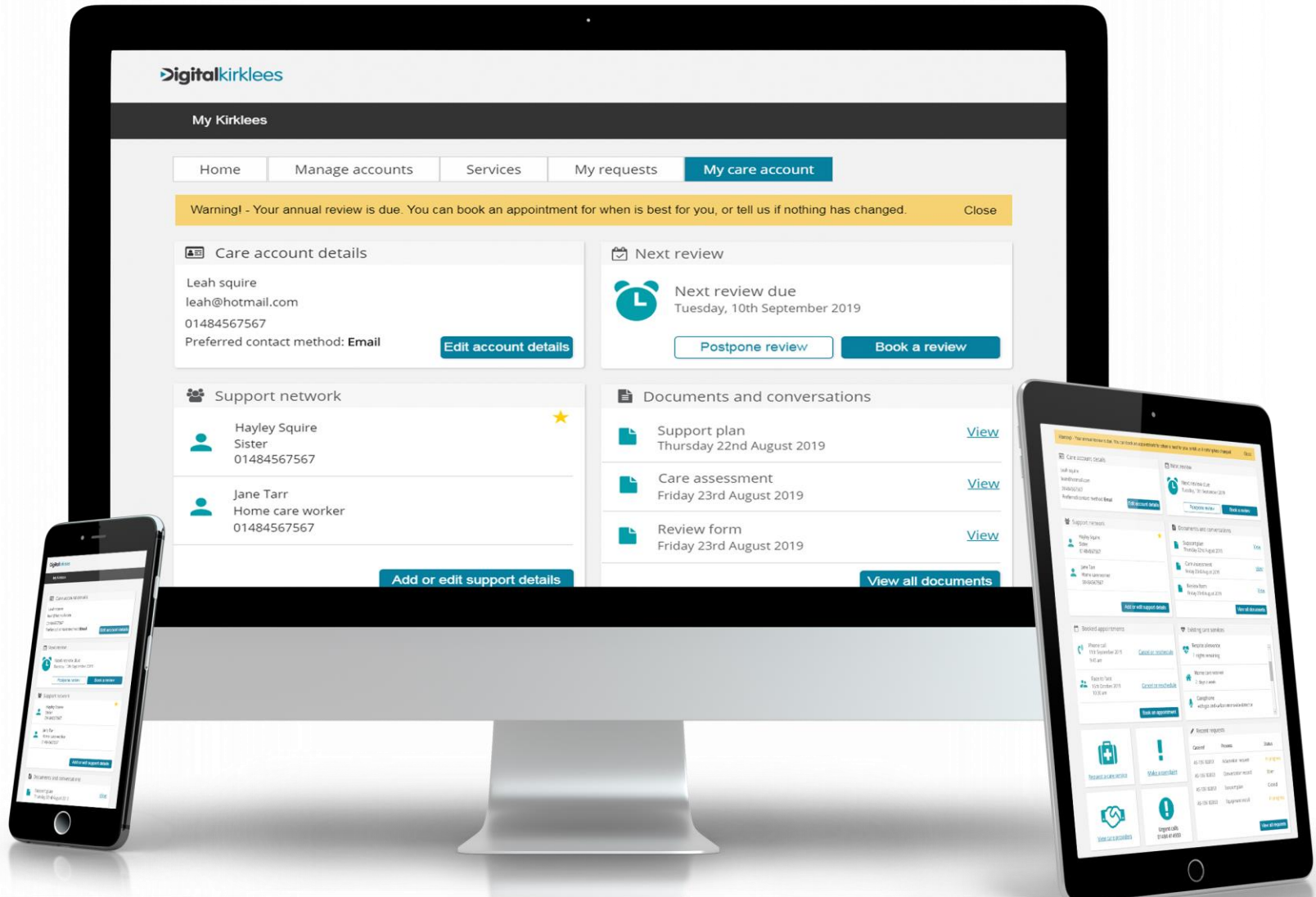
Request a housing adaptation

Request a care phone

## SHOULD



# Discovery prototype



# BETA 'Care Account' platform choice

- Build our BETA 'Care Account' within our existing MyKirklees resident platform
- Use our established base of database integrations to speed up the read / write integrations between the care account and our internal case management system
- Ensure our product can be easily packaged for sharing nationally

**MyKirklees  
Account**

**158,000 registered  
users**

**53%**

**Of discovery  
survey  
respondents  
had an  
account**



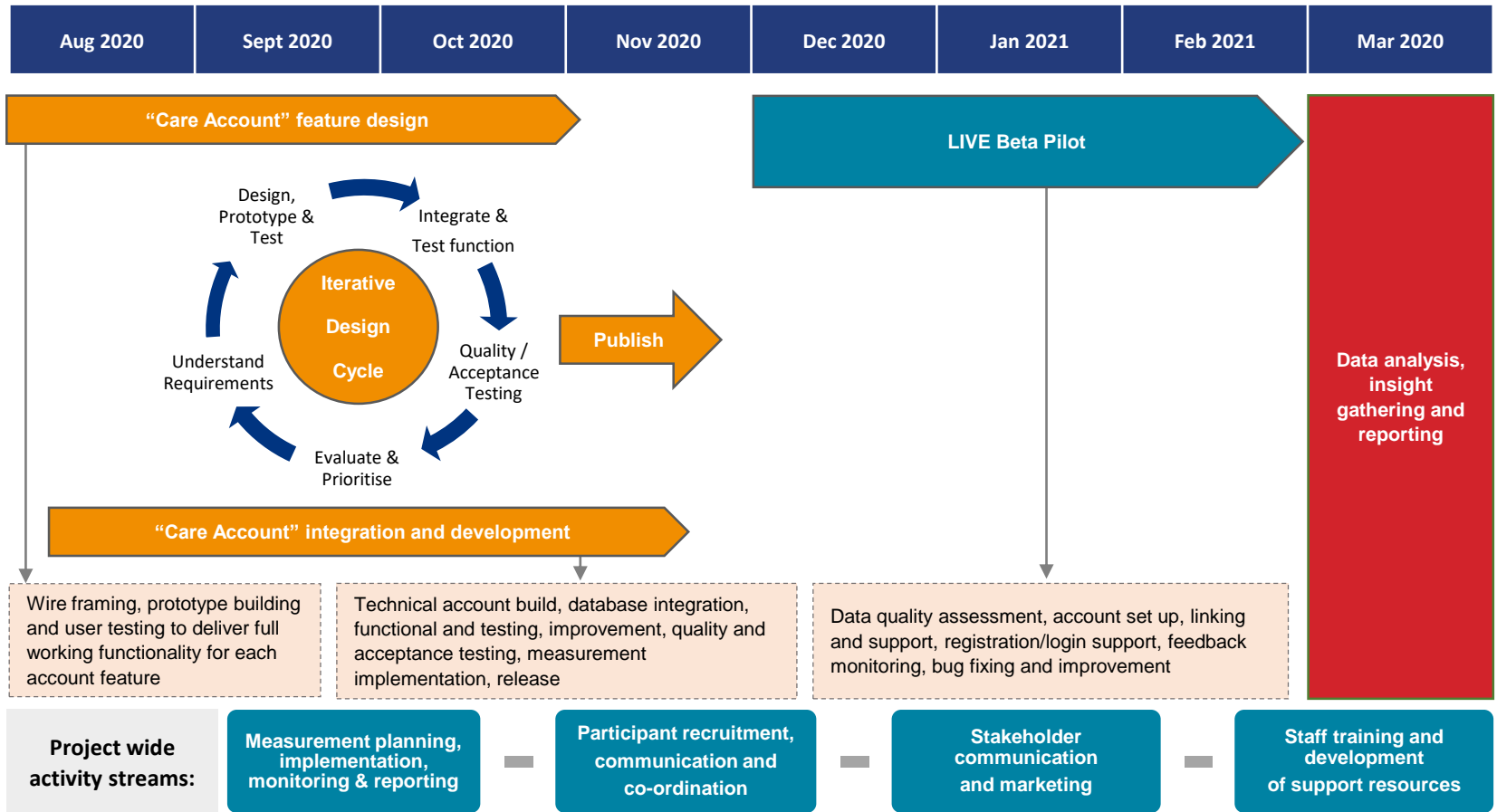
# Project challenges

- Coronavirus – remote working and new tools
- Coronavirus – remote testing and user engagement
- EU Legislation changes
- Coronavirus – decreased availability of already pressured social work practitioner resource



# BETA 'Care Account' timeline

## Timeline for implementation (September 2020 onwards)



Any questions?

