

# Case Management

A robust approach to managing and track enquiries entering a recruitment support hub is vital to enable all recruitment hub staff and local authority fostering teams to have confidence in this new approach.

## 1 Understanding your requirements

Clusters should start by understanding their requirements based on their recruitment support hub design.

Requirements will vary depending on what your recruitment support hub will do and the user journey of a prospective foster carer. However, any system you procure or build to monitor and track enquiries should:

- Link to your recruitment support hub website or 'front door'
- Track progress and outcomes of enquiries e.g. initial enquiry, initial contact, allocated an experienced foster carer buddy
- Enable performance reporting and business intelligence both for the hub and individual local authorities

As you develop your recruitment support hub design, engage colleagues in IT as soon as possible to help you develop your case management requirements.

## 2 Key considerations when designing your approach to case management

### Start simple

Think about what you absolutely need in place for day 1 of go live and what you can develop and implement at later stages. This allows you to deliver key elements to tight timescales and test and iterate your approach as you deliver.

### Hosting and security

Check how any system you develop or procure will be hosted. Where a system is hosted will impact its reliability, security, scalability and accessibility.

### Pricing and contract commitment

Check the ongoing costs of any system you may want to procure or develop for your recruitment support hub. Some systems may include ongoing subscription which will have an impact on affordability in the long-term. How long is the minimum contractual commitment?

### Link to your recruitment support hub website

Some of the systems to support monitoring and tracking of enquiries in the recruitment support hub can provide an integrated website, which ensures any system you build links directly to your front door website.

You can develop your website separately and link it into the case management system you use but consider how you will link them at the design stage. You will need to ensure that any forms prospective foster carers can submit on your website can link into your case management system.

### Links to existing local authority case management systems

Some of the systems you explore may be able to link your recruitment support hub system to local authority case management systems.

Whilst automation will be desirable, this is likely to be complex and costly, you should consider if a manual process for day one is more suitable and consider automation long-term.

### Ongoing support

Any system you procure or build will need ongoing technical support, especially if you identify updates needed post go live. Consider the ongoing costs to enable this and how hub staff will access it.

### Accessibility

Consider how you make sure any systems you implement are accessible for users with disabilities such as visual impairments or users who may only have access to a mobile phone.

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## 3 Options to deliver a case management system

There are multiple approaches clusters can take when implementing a case management system to monitor and track enquiries in their recruitment support hub. The option you choose should consider time, cost and resources available. This section sets out some options which clusters could consider and high-level pros and cons. This is not exhaustive.

### Low or no code system

Low code and no code tools involve simple user interfaces, which allow you to create business applications of varying complexity without writing code. This means organisations can develop web applications with little or no skills in-house.

This is achieved by using a set of templates, so there is limited flexibility to adapt these to specific needs or processes.

#### Pros

- Could be cheaper
- Straightforward to set-up and run

#### Cons

- IT requirements will dictate what tools can be used
- May require a separate solution for your recruitment support hub website, which will need to be integrated
- Will require someone in-house to learn about the tools and configure, operate and iterate the service and provide ongoing support

### Off the shelf system

There are a number of systems available to buy off the shelf. Some of these systems can provide their own integrated website or be connected to a separate recruitment support hub website.

If you don't have the technical capability or resource in-house to develop an off the shelf system, the system supplier or technical partners are often available to support with configuration and set-up for an extra cost.

#### Pros

- Designed to monitor and track pipelines, often in sales
- More flexible than no-code solutions

#### Cons

- Less flexible than a bespoke system
- Can be expensive with a large number of users
- Ongoing development requirements
- Someone in-house will need to understand the software, operate and update the system long-term

### Bespoke system

A bespoke system could be built in-house in a local authority or by a development partner. This allows you to build a custom solution designed to fulfil the requirements of your cluster and the recruitment support hub processes you've developed.

#### Pros

- Flexible, design specifically for your recruitment support hub requirements
- Could include developing your recruitment support hub website

#### Cons

- Could be expensive or take a long time to develop, depending on your requirements and ongoing running costs
- Requires a technical partner or the skills and capacity in a clusters
- Will require ongoing support and development e.g. security updates or adding more functionality

### Reuse of existing LA system

LAs within your cluster may be using existing systems to allow residents to express an interest or place a request online and then track the progress of their request for traditional council services.

You could explore whether an existing system could be developed to support monitoring and tracking of enquiries through the recruitment support hub. This could be quicker, cheaper and have security and information governance in place.