

## Mobilising Suffolk County Council

### How Imageframe Buzz Days helped care practitioners embrace new technologies and provide a better service to their community

The care practitioners providing adult and child community services for Suffolk County Council are hardworking and busy people who deliver an outstanding service to their community. Historically, the number of visits was limited due to the fact they had to return to the office after each meeting in order to connect to the corporate network and electronically record their notes.

To improve the service, Suffolk County Council rolled out mobile devices with Microsoft Office 365 to their employees. It meant they could securely upload and collaborate on case notes from anywhere, spending more time visiting members of the community who needed help and achieving greater work/life balance and job satisfaction.

#### Creating a buzz

“This is where we came in to the picture”, says David Cattanach, Imageframe’s Director. “We know that just rolling out technology and hoping for the best is inadvisable. We worked with Suffolk County Council to organise a series of Buzz Days across four council sites, in order to generate excitement about the rollout, create awareness of the new technology and its capabilities, and get feedback from staff about the council’s plans.

Every Buzz Day is tailored to the needs of each client, and we worked closely with council teams

to shape the content of their Buzz Day sessions. The sessions covered general Office 365 features, Skype for Business and OneDrive, as well as how to manage new ways of working, for example, using mobile devices.

“Each session was 90 minutes long, very interactive and we made sure there was time for lots of questions.” said David. “And each session was repeated throughout the day to enable as many staff members as possible to attend.” In fact, over 500 care practitioners attended the Buzz Days providing real value for money for the council.

## Embracing new technology

So what has been the reaction from the team at Suffolk County Council? “Extremely positive,” says Abi Bell, Imageframe’s training manager. “They’ve been very impressed by the level of take up of the new technology and delighted that the client-facing staff members are much happier. And they attribute a great deal of this to the Buzz Day training sessions.”

“People often worry that a training session around new technology is going to be difficult and boring. Our Buzz Days are the exact opposite: really interactive, easy to understand, fun and informal

so everyone leaves the sessions excited about how they can use the new tech.”

The figures speak for themselves: 90% of participants agreed or strongly agreed that ‘the speakers were clear and spoke in a language I understood’. “This is key to our success,” says Abi.

A huge 95% agreed or strongly agreed that they’d learnt something during the session which they can use straight away in their daily working practice. While 93% of participants agreed or strongly agreed that the training sessions had been useful and informative.

## Serving the community

This is great news for the local community. Care practitioners can now record basic notes during a client visit on a small mobile device, which unlike a weighty laptop, doesn’t create a barrier between them and the client. Then they simply visit their nearest library, council building, GP surgery or public Wi-Fi hotspot to connect securely and finish their notes, before moving on to the next client.

This enables every care practitioner to visit more people each day, in more locations than before without impacting on their own personal time. And, of course, there’s the added benefit of reduced travel costs and travel time. 76% of participants agreed or strongly agreed they could now deliver better customer outcomes. While 76% agreed or strongly agreed that the new technology would help them enjoy a better work/life balance.

It means the rollout has been good for clients and good for care practitioners too.



“The sessions have created exactly what we had hoped for and have sparked interest and excitement as to what is coming in the organisation,”

“The Buzz Days have received wider organisational notice and it has been agreed at senior level that we should use similar formats when introducing change; so it’s been successful on more than one level.”

Wendy Corness, Adult and Community Services Systems Transformation Manager