

Three Cs iplanit Case Study



Client Profile

Three Cs stands for 'Control and Choice in the community' and is a progressive provider of services for people with learning disabilities and/or mental health challenges. Three C's support about 300 people, are based in Greenwich, London and support people in the boroughs of Lewisham, Southwark, Newham, Redbridge and Greenwich.

Challenge

Three Cs wanted to measurably increase quality, completion rate, accountability and delivery of outcomes for the people they supported.

Solution

The **iplanit** suite is an internet based service for providers who are focused on evidencing value and person centered service delivery. It is used extensively by providers supporting people with learning and other disabilities.

iplanit was project managed for 18 months. It was supported by a change management programme called Celebrating Success, through which 88 Independence and Community Awards for successful outcomes were made by the Mayors of Lewisham and Southwark.



Results

Three C's deployed the iplanit service across some 300 teams within one year of project rollout commencement during 2010/2011. During the project the team put significant emphasis on the following key rollout principles when communicating the plan to stakeholders:

- **Securing accountability** for achievement of all person-centred outcomes, including more challenging goals
- **Celebrating success** in person-centred outcomes based on recorded and measurable evidence
- **Streamlining cumbersome paper based processes** to improve cost-effective delivery of services and making savings in administration and reporting overhead.
- **Making it happen** – Empowering people by putting the action and outcomes into planning

Management were instructed that iplanit was “core not more” in other words, it became the central and only way to track progress and service quality across the organisation. Monthly management targets and reporting was set up using the iplanit reporting data to allow senior management to monitor the take up and progress of the rollout.

Outcomes completion improved dramatically from an estimated **30% completed or in progress in 2009/10** to a recorded **92% completed or in progress in 2012**. As an example of the quantity of data on the service, in a snapshot as of March 2012, 248 people had iplanit accounts with 2,644 goals uploaded. Of these, 1,235 goals (47%) achieved and with 1,193 (45%) goals in progress or scheduled.

iplanit has also supported a vast increase in the achievement of more challenging outcomes as can be seen below:

Outcome achievement comparison from before iplanit 2010 to after iplanit in 2012

Paid employment (any)	increased 15 times
Education (any)	increased seven fold
Voluntary work	increased fivefold
User involvement & co-production	increased over 44 times original level.

iplanit reporting and drill down functions mean that managers can monitor, measure and report success at an individual, team, service, borough or organisation-wide level. Three C's can also use iplanit reports to evidence value to commissioners as part of their tendering processes and for inspectors as required.

For more information email enquiry@aspirico.com and see www.aspirico.com