



SOCIAL CARE SERVICES

POST COVID COUNCIL

Pre COVID

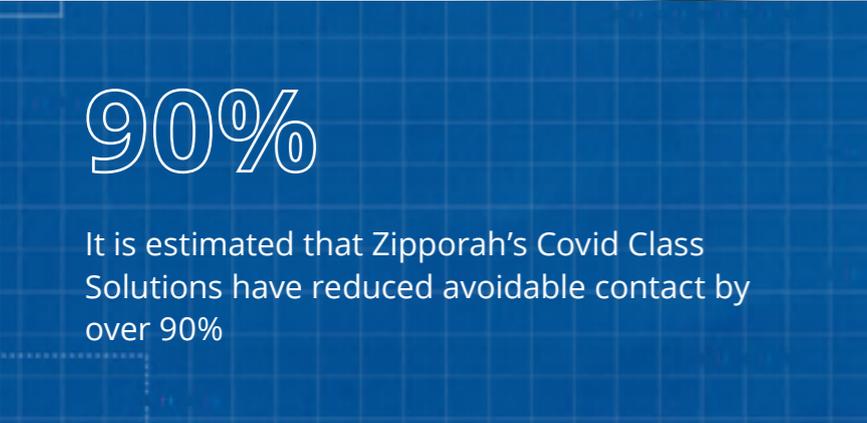
Provision of Social Care is always at the forefront of any local authority. Councils deal with hundreds of appointments and meetings for a wide variety of social care requirements every week. At the moment, appointments and meetings are booked into diaries, visits are arranged and paperwork passed between the customer and council team member.

COVID Challenge

Careful planning and consideration is now required to enable the continuing provision of these vital appointments and meetings. Citizens need to be able to book either directly into appointment diaries or the SC team need to have easy, real-time and online access to their diaries. We need to consider now how meetings can be arranged and held remotely, where historically face to face meetings would have taken place. This will only be possible if all the correct paperwork can be exchanged and received, and of course, not all appointments are able to work this way. Some customers won't have access to the internet from their homes and there will obviously be occasion where a face to face appointment is necessary.

4,000

Zipporah systems brought back online have managed upwards of 4,000 users booking at the same time



90%

It is estimated that Zipporah's Covid Class Solutions have reduced avoidable contact by over 90%



How Zipporah can assist with the issue

Zipporah's solution for booking and managing appointments will allow diaries and resources to be booked easily and accurately. Staff are able to manage their availability and maintain their appointment calendars. Appointments can be booked directly by the citizen depending on the type of request, or by the contact centre or the staff member. The Zipporah solution allows for paperwork to be uploaded so that documents can be sent and received prior to or following an appointment, thus reducing the need for hard copies to be sent and handled.

It may also be necessary to view and book a room with the relevant facilities and space requirements now adhering to the strict social distancing guidelines. The Zipporah product enables staff members to view resources as well as book the appointment to ensure the meeting can be carried out safely.

With the Zipporah solution you can:

- Maintain your diary offering direct appointments for citizens
- Send customers online confirmations so citizens know when the appointment will take place.
- A link to a 'virtual' meeting is this is how the appointment will take place
- Allow citizens to upload documents or receive paperwork
- Ensure that the correct room is available and booked where appointments need to be face to face. Details of the venue are emailed directly to the citizen.

Features & Benefits

Assign individual staff to workloads as part of staff allocation – ensuring that the right member of staff is allocated suitable work.

Check availability in real time with our diary booking feature – at times when habits, rules and even laws are shifting quickly, ensure you're managing your diaries in real-time.

Outlook365/Exchange integrations available to book from your emails – ensure there are no new learning curves or extensive training sessions needed. Use familiar and intuitive systems to ensure your business and department hits the ground running.

Intelligent workflow allows automation for service improvement – speed up your services and provision, reducing the chances of human error and allowing staff to get back to their core responsibilities.

All booking data managed in one accessible system –no single points of failure, and all relevant information is gathered and securely stored.

Zipporah's intelligent search portal finds facilities that best suit requirements – need a F2F? Ensure the best-fit environment for your needs, a private room for two people away from the beat and track. Improving the experience for your client and not hindering cross-council service provision.

Learn more about our Post Covid Council services

Canteen Services

Customer Services

Environment Services

Finance & Accounting

Housing Services

Internal Services

**Leisure, Outdoor Gatherings
& Activity Centres**

Library Services

Licensing & Trading Standards

MOT, Vehicles & Licensing

Parks & Highways

Registrars Services

Social Care Services

Sports & Venues

Training Services

Launch Post Covid Council