

Interventions Manager



Interventions Manager addresses the overwhelming, yet challenging need to identify more changes in circumstances using fewer resources. The solution delivers a streamlined and efficient process, enabling local authorities to easily target the claims required to improve intervention hit-rates.

Local authorities often know the claims that they would like to target for interventions, yet locating them and creating interventions is a manual and a time-consuming task. In addition, specialist knowledge of query tools or SQL (Structured Query Language) is often required by IT staff to identify claims.

Ultimately, these factors act as a barrier to prevent local authorities from targeting the claims needed to improve interventions hit-rates (the number of interventions that result in a change in circumstance).

Interventions Manager breaks down these barriers by providing a solution to quickly and easily identify claims and create interventions, requiring no specialist user knowledge.

Powerful search functionality enables a complex query to be quickly built using multiple search criteria. The choice of criteria is comprehensive, covering 22 different parameters including income types, tenancy types, age range and disability type, each with numerous possible values.

The search function is intelligent enough to consider recent claim interventions, ensuring the same claims are not repeatedly targeted. For added convenience and to save further time, searches can be saved for future use.

Once a search has been completed and the claims that meet the criteria identified, interventions can be rapidly created, saving many hours previously spent on manual creation. If the search criteria produce too many claims, the user may choose to limit the number of interventions created, ensuring the results match resources available.

Interventions are assigned to officers in an intelligent way, taking into account the days an officer works, the maximum number of interventions in a day and the officer's current available time. This functionality essentially automates the allocation of interventions work, saving considerable administration time.

For more information, please contact your Capita Account Manager

Interventions Manager benefits

More changes in circumstance identified

Local knowledge and experience can be used to target cases for intervention

Less time spent identifying claims and creating interventions

The powerful query builder enables claims to be identified quickly and easily. The creation of interventions becomes automated

No specialist knowledge required

Claims can be identified without specialist SQL or CDS knowledge

Less resource needed to carry out interventions

An improved hit-rate means less resource is required to identify the same number of changes in circumstances.