



Data Sharing Case Studies

Case Study 1: Citizens Advice CASE

Scale:	400 Citizens Advice Bureaux, 21000 users
Sector:	Voluntary sector
Timescales:	Two years from concept to operation
Parties involved:	Citizens Advice employed LogicaCMG to design, build and support a new system
Verdict:	Delivered planned benefits to time and budget. Helped Citizens Advice to transform the way its 'independent' bureaux could manage their case loads and communicate back to HQ

Overall Project Objectives

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, impartial and confidential advice from their bureaux (CAB). Each CAB is relatively autonomous, managing its own client cases using local business support systems. Citizens Advice collate information arising from the individual CAB and use it to influence social policy by providing feedback to the Government on various social issues that are raised during the course of their work. In the early 2000s Citizens Advice identified the need for a single system that would allow a consistent approach throughout the individual CAB and provide an easy and flexible tool for generating centralised statistical information for returns to Central Government.

Project Description

The objectives and functional design of the system were agreed between Citizens Advice and the IT service provider, LogicaCMG. The technology was selected to enable CAB to maintain their autonomy while using the same system, supported and maintained centrally.

Challenges, Issues and Problems

Implementing a common way of working and common systems across 400 autonomous bureaux employing 21000 volunteers could have been a massive cat-herding job. It was managed well through a programme of communication, shared information and user involvement.

Project Benefits

The project was delivered to the planned budget and timescales and worked well from delivery. The 400+ Bureaux who use the system had positive feedback for the performance improvements they saw through what was a smooth implementation. The network of CAB can now react much faster to change and deliver a greater workload with higher consistency, solving 5.3 million problems a year to the ultimate satisfaction of the users of CAB across the country

Reasons for Success

The project had the commitment and support of Citizens Advice Executive and leadership(S). User Involvement (S) was key from the earliest phases of defining the requirement. Both Citizens Advice and LogicaCMG assigned Experienced Project Managers (S) to the project. Business objectives and required Benefit (S) were defined, and the project Scope (S) was fixed. The application was built as much as possible using available software products. LogicaCMG ensured that Competent Staff (S) were used, and planned (S) and ran the project using a proven project management framework. Effort was put into building and maintaining good working relationships (S) to assure the successful delivery of better services through the CAB volunteers.

Conclusion – did the project meet the core objectives of the Transformational Government Agenda?

The project has improved citizen centric services through the 400 CABs around the UK and has improved the efficiency of the whole Citizens Advice organisation and its ability to provide rapid and accurate feedback to government on the impact of government actions on citizens.