

Case Study - City and County of Swansea

Swansea's busy Housing Options service streamline their functions with Destin's Hosted Manual

'Our Housing Advice and Homelessness manual will continue to be a valuable tool in years to come, even when there are fundamental changes to the context in which we work'

- Bridget Price, Housing Options Service Manager, City & County of Swansea

The Problem:

'Housing Options' is the City and County of Swansea's Housing Advice Centre: every year they handle substantial numbers of homelessness presentations, as well as providing housing advice and maintaining the Authority's Housing Register. In 2006/7 Swansea received over 2,500 homelessness presentations (over 10% of all enquiries reported in Wales and the largest throughput of any Welsh authority in that year) and the service as a whole dealt with 12,000 customers coming through its doors.

The Service Manager, Bridget Price, realised that, with a caseload of this magnitude, it is vital to offer a consistent service, and to equip the whole Housing Options team with sufficient resources to enable them to provide the best possible service. Bridget wanted procedural guidance, legislation, case law, housing and support solutions brought together in one easily-accessible place.

The Solution

Bridget says: 'When we saw examples of Electronic Procedures that Destin had produced for our neighbours Neath Port Talbot and also Rhondda Cynon Taf, we were struck with how well presented and comprehensive they were, and we liked the flexibility of being able to include whatever information is locally relevant.

With little time to divert away from the business of providing the service Bridget needed a trouble-free way of putting together, and maintaining, procedural guidance and all the information her staff need. Bridget continues: 'Destin's on-line procedures package allowed us to learn how we could make changes to our manual, once produced, to respond to changes in the way we do things. We were impressed by the idea that the manual would always be relevant. Users would quickly lose confidence if they found that the manual was not keeping pace with day-to-day operational changes, legislative developments and additional case law.

Trouble-free Maintenance

Bridget liked the idea of Destin's web hosting solution: Destin develops and hosts the manual at a secure web address, and when changes are needed to the content, experienced consultants carry them out for the client, immediately they are required.

Reduced Risk

'Now, we don't need to find server space for the editing software or the project files, and we don't need to worry about what happens if our editors move on. We are secure in the knowledge that our manual will be up-to-date and reliable. It will continue to be a valuable tool for years to come, even when there are fundamental changes to the context in which we work.'